

## Consumer Protection Cooperation (CPC) network action on airlines' COVID-19 related cancellation practices

### Implementation table submitted by Air France

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**[NB: The Commission and CPC authorities may decide to publish this implementation table]**

In the context of the CPC network's coordinated investigation into airlines' COVID-19 related cancellation practices, 16 major airlines operating on the EU market have made wide-ranging commitments to clear their reimbursement backlogs, offer cash reimbursement for unused vouchers that had been pushed on consumers in the early stages of the pandemic and better inform consumers about their cancellation-related passenger rights.<sup>1</sup>

This implementation table outlines the commitments made by Air France, the measures taken by Air France to implement its commitments, the state of play of implementation as well as any issues encountered by Air France that still need to be resolved in order to achieve full implementation.

Commitment	Measures taken by the airline	State of play of implementation / currently remaining issues
<p><b>1. Clear remaining reimbursement backlog by 1 September 2021</b></p> <p><i>Which measures did the airline take to clear the backlog of pending reimbursement requests by 1</i></p>	<p>Except few complex cases, which represent around 1% of total refund requests, all backlog of requests regarding 2020/21 COVID crises has been cleared.</p> <p>Air France is still facing some barriers to reimburse some customers in particular when tickets have already been reimbursed to a third party initially involved in the process of</p>	

<sup>1</sup> [Airlines: reimbursement after flight cancellations \(europa.eu\)](https://european-council.europa.eu/media/en/press-communications/inline-photos/2021/03/10/P10213_en.pdf)

<p><i>September 2021? And what was achieved concretely?</i></p> <p><i>In case of remaining problems: Which measures did the airline take to address those problems and clear the remaining backlog of pending reimbursement requests? What is the expected timeline for full implementation?</i></p>	<p>booking or when it cannot reimburse with the same method of payment used to purchase the ticket as transparency laws on financial transactions require.</p> <p>Air France continues to develop its refund request management tools in particular automatic reimbursement process</p>	
<p><b>2. Refund passengers within 7 days</b> as required under EU law (at the latest from 1 September 2021 onwards, since there should be no more reimbursement backlog from that date on [see point 1 above])</p> <p><i>Which measure has the airline put in place to allow all passengers to be refunded within 7 days as required under EU law? When was this achieved concretely?</i></p> <p><i>What is the current average time of reimbursement (in case it is above 7 days)? In case of remaining problems: Which measures has the airline put in place to tackle those problems and achieve the target of refunding passengers within 7 days</i></p>	<p>The extension of the scope of self-service for refunds during last month already allows around 70% of our eligible customers to be reimbursed automatically at the first request through our self-services platform.</p> <p>Some refund requests may take more time to be processed due to some complexities essentially linked to, either, a third party involvement during the purchase of the ticket or the payment method, which has been used.</p>	

<p><i>and what is the expected timeline for achieving that target?</i></p>		
<p><b>3.</b> Provide clear <b>information</b> to consumers about their <b>passenger rights</b> in the event of a flight cancellation by the airline</p> <p><i>How does the airline ensure such clear information in its communication to consumers about their cancellation-related passenger rights? (You may wish to detail by channel of communication, e.g. website, emails sent to passengers notifying them about a cancellation, flyers given at the airport, call centre routines, chatbot, ..)</i></p>	<p>Our website provide all legal information regarding Passenger Rights and our proactive communication to our customers in case of flight cancellation clearly stipulates their rights according to the regulation.</p> <p>Leaflets are also available at airports, at Air France check-in counters.</p>	
<p><b>4. Present</b> the different options the passenger has in the event of a flight cancellation by the airline (<b>rerouting, refund in money</b> and – if offered by the airline – refund in a voucher), <b>with equal prominence</b> on the websites, e-mails and other communication to passengers</p>	<p>Our messages stipulating the passenger rights in case of flight disruption or cancellation present the different options the passenger has with the same prominence using the same wording and size policy than the other provided information.</p>	

<p><i>How does the airline ensure that options that a passenger has when their flight is cancelled are presented with equal prominence?</i></p>		
<p><b>5. Clearly distinguish</b> in the in the communication to passengers <b>flight cancellations by the airline</b> (and the passenger’s ensuing statutory rights) <b>from flight cancellations by the passenger</b> (and possible contractual rights that the passenger may have in those cases under the airline’s terms and conditions of carriage)</p> <p><i>How does the airline ensure that in its communication to passengers there is a clear distinction between flight cancellations by the airline (and the passenger’s resulting statutory rights) from cancellations by the passenger (and possible contractual rights that the passenger may have in those cases under the airline’s terms and conditions of carriage)?</i></p>	<p>In all communications to our customers, and especially on our website, a clear distinction is always made between the case of a cancellation by the company and the cancellation by the customer.</p>	

<p><b>6. Offering reimbursement in money to passengers holding unused vouchers that had been pushed on them</b> (i.e. issued without the passenger having an effective choice to opt for reimbursement in money instead).</p> <p><u>NB:</u> The CPC Network considers that vouchers that were issued by Air France between 1/03/2020 and 31/05/2020 had been pushed on passengers. Air France's commitment to offering reimbursement in money therefore concerns all unused vouchers that were issued by Air France between 1/03/2020 and 15/05/2020.</p> <p><i>How did the airline inform the holders of unused vouchers issued during the specified period?</i></p>	<p>All vouchers issued in case passengers did not choose to modify its journey are refundable according to our commercial policy, to the same unused tickets conditions or to the requirements of the Passenger right regulation.</p> <p>Customers are reminded of this information on our website and in particular, in the FAQ on our vouchers, which clearly states that credits granted in the event of a flight cancelled by Air France are refundable, regardless of their expiration date.</p>	

<p><i>Has this information campaign been completed and which results had been achieved by the end of 2021?</i></p> <p><i>In case the airline encountered any problems: Which measures has the airline put in place to tackle those problems?</i></p>		
<p><b>7. Inform passengers about the possibility of requesting a refund directly from the airline</b> and any conditions for requesting a direct refund on their websites, for passengers <b>who booked their flights through an intermediary</b> and are experiencing difficulties</p> <p><i>How does the airline assist passengers having difficulties obtaining a refund from the intermediary they bought their ticket from? How this is reflected in the relevant communication to passengers? (Please break down by channel of communication, e.g. website, routines for call centre, instructions in self-management tools, chatbot, ...)</i></p>	<p>When purchased through a third party, in the sole benefit of the passengers, Air France suggests its passengers to first contact the said third party in order for them to be reimbursed of the full price they have paid, consequently including services fees that might have been charged.</p> <p>If the third party does not respond to the customer and the customer does not receive a refund, the customer may contact Air France who will handle the refund request so that the amount of the ticket can be effectively refunded.</p>	

