

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

**Implementation table submitted by easyJet**

**Date: 29/03/2022**

***[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 easyJet, the measures taken by easyJet to implement its commitments, the state of play of implementation as well as any issues encountered by easyJet that still need to be resolved in order to achieve full implementation.

<b>Commitment</b>	<b>Measures taken by the airline</b>	<b>State of play of implementation / currently remaining issues</b>
<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</i></p>	<p>The CPC network confirmed that easyJet was already compliant at time of dialogue.</p>	<p>N/A</p>

<sup>1</sup> [Airlines: reimbursement after flight cancellations \(europa.eu\)](https://european-council.europa.eu/media/documents/press/2021/03/20210316_Airlines_reimbursement_after_flight_cancellations_en.pdf)

<p><i>reimbursement requests by 1 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><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</i></p>	<p>The CPC network confirmed that easyJet was already compliant at time of dialogue.</p>	<p>N/A</p>

<p>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 and what is the expected timeline for achieving that target?</p>		
<p><b>3. Provide clear information to consumers about their passenger rights in the event of a flight cancellation by the airline</b></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>easyJet provides clear information to consumers about their rights in the event of a cancellation. All options are clearly identified to customers and are presented at the same time and in the same way. Customers are free to opt for the choice that best suits them.</p> <p>When we cancel a flight, customers are informed by email of their options to request a refund, transfer onto another flight or claim a voucher. All these options can be managed online and on the mobile app through the Manage Bookings portal. All three options are also available through our Customer Service teams over the phone and via web chat.</p> <p>In addition, we also provide:</p> <ul style="list-style-type: none"> <li>- a dedicated Help page <a href="https://www.easyjet.com/en/help/boarding-and-flying/delays-and-cancellations">https://www.easyjet.com/en/help/boarding-and-flying/delays-and-cancellations</a></li> <li>- a dedicated interactive Disruption Help Hub <a href="https://www.easyjet.com/en/policy/coronavirus/onl">https://www.easyjet.com/en/policy/coronavirus/onl</a></li> </ul>	<p>Implemented</p>

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	In the spirit of full cooperation with the CPC network, easyJet has further streamlined its customer communications to enhance transparency.	
<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><i>How does the airline ensure that options that a passenger has when their flight is cancelled are presented with equal prominence?</i></p>	The CPC network confirmed that easyJet was already compliant at time of dialogue.	N/A
<p><b>5. Clearly distinguish</b> in the in the communication to passengers <b>flight cancellations by the airline</b> (and the</p>	The CPC network confirmed that easyJet was already compliant at time of dialogue.	N/A

<p>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><b>6. Offering reimbursement in money to passengers holding unused</b></p>	<p>easyJet has never “pushed” vouchers on to customers, this is borne out by the fact that the vast majority of passengers who were affected by flight cancellations in the period in question requested and received a cash</p>	<p>Implemented</p>

<p><b>vouchers</b> that had been <b>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 easyJet between 30/03/2020 and 28/04/2020 had been pushed on passengers. easyJet's commitment to offering reimbursement in money therefore concerns all unused vouchers that were issued by easyJet between 30/03/2020 and 28/04/2020.</p> <p><i>How did the airline inform the holders of unused vouchers issued during the specified period?</i></p> <p><i>Has this information campaign been completed and which results had been</i></p>	<p>refund before the launch of the dialogue.</p> <p>However, we have always sought to act in the best interest of our customers, and we have fully taken on board the CPC's concerns. On that basis, in the spirit of full cooperation with the CPC Network, and with no admission of liability or wrongdoing, easyJet contacted via email all customers who received a cancellation email between 30 March and 28 April 2020 and still had an outstanding balance on their voucher, to offer them the choice to request a refund.</p> <p>The information campaign was completed within the timeframe agreed with the CPC.</p>	
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<p><i>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</i></p>	<p>easyJet already allows passengers to contact the airline directly to manage bookings (alternative flight, voucher or refund) either online or by contacting the Customer Service team. If the passenger does not have the booking reference, they can contact our Customer Service team who will process requests for them on passing of appropriate data protection security questions (passenger names, flight details etc.) and confirmation that they have authorisation to manage the booking.</p> <p>We are not involved in or responsible for any 'package' put together by third party holiday companies (and we are not responsible for refunds under the Package Travel Regulations).</p> <p>Passengers who booked their ticket via an intermediary are informed about the possibility of requesting a refund directly from easyJet via the Help Hub and the Delays and Cancellations page. In the spirit of full cooperation with the CPC, easyJet has further improved the transparency of the information provided in these pages.</p>	<p>Implemented</p>

<p><i>communication, e.g. website, routines for call centre, instructions in self- management tools, chatbot, ...)</i></p>		
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