

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

Implementation table submitted by Wizz Air

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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.¹

This implementation table outlines the commitments made by Wizz Air, the measures taken by Wizz Air to implement its commitments, the state of play of implementation as well as any issues encountered by Wizz Air 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>1. Clear remaining reimbursement backlog by 1 September 2021</p> <p><i>Which measures did the airline take to clear the backlog of pending reimbursement requests by 1 September 2021? And what was</i></p>	<p>Wizz Air declares that it does not have backlog thanks to the automated system developed after the outbreak of the pandemic. The automated refund process has allowed Wizz Air to start processing all refunds at the time of the request being submitted by the booking owner.</p>	<p>There are no remaining issues.</p>

¹ [Airlines: reimbursement after flight cancellations \(europa.eu\)](https://european-council.europa.eu/media/en/press-room/pages/press-room.aspx?CIDPR=19222)

<p><i>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>2. Refund passengers within 7 days 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 and what is the expected timeline for</i></p>	<p>The average number of days for refund currently is between 5-6 days based on the results of 2022 March, provided that there are no technical obstacles and the bank details provided by the booking owner are correct.</p> <p>Wizz Air highlights that all refunds are automatically and immediately processed at the time of the request being submitted by the booking owner, however the successful payment is subject of several external factors, including card payment related limitations or incorrect bank details being provided by the booking owner during the refund process.</p> <p>To minimize the number of refunds where the payment is not processable within 7-days due to technical limitations, Wizz Air has introduced a process to gather correct bank account details from the</p>	<p>There are no remaining issues.</p>

<p><i>achieving that target?</i></p>	<p>affected bookings. Given that this process relies on manual processing, Wizz Air reports 20 days as the average successful refund time based on the results of January-March 2022.</p>	
<p>3. Provide clear information to consumers about their passenger rights 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>Wizz Air communicates with passengers via multiple channels i.e. in e-mail and on its website through dedicated information pages. (https://wizzair.com/en-gb/information-and-services/prices-discounts/refunds-and-compensations).</p> <p>In addition, Wizz Air has call centres that are capable to receive calls in 12 languages. Furthermore, the templates distributed at the airports shall be mentioned, in which Wizz Air provides clear information about the passenger rights in line with the requirements set in Regulation (EC) No 261/2004.</p> <p>In March 2021 Wizz Air has developed a chatbot tool ('Amelia': https://wizzair.com/en-gb/information-and-services/contact/contact-us#faq-how-can-i-contact-the-wizz-air-call-centre) that</p>	<p>There are no remaining issues.</p>

	also contributes to an efficient information transfer.	
<p>4. Present the different options the passenger has in the event of a flight cancellation by the airline (rerouting, refund in money and – if offered by the airline – refund in a voucher), with equal prominence 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>	<p>Wizz Air has improved its electronic communication and the information page on passenger rights in order to meet the requirements presented by CPC network.</p> <p>Information about the options in case of flight cancellation are equally presented on the following subpages of the Wizz Air website, where customers can find general information about their rights and entitlements in line with Regulation (EC) No 261/2004:</p> <p>Delay and Cancellation:</p> <p>https://wizzair.com/en-gb/information-and-services/flight-status/delay-and-cancellation</p> <p>Refunds and Compensations:</p> <p>https://wizzair.com/en-gb/information-and-services/prices-discounts/refunds-and-compensations</p>	There are no remaining issues.
<p>5. Clearly distinguish in the in the communication to passengers flight cancellations by the airline</p>	Wizz Air has always clearly distinguished the information regarding cancellation by the airline and cancellation by the	There are no remaining issues.

<p>(and the passenger's ensuing statutory rights) from flight 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)</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>passenger.</p> <p>Wizz Air has a dedicated information page on this topic, where it clearly outlines the differences between the two scenarios under different headings:</p> <p>https://wizzair.com/en-gb/information-and-services/prices-discounts/refunds-and-compensations</p>	
<p>6. Offering reimbursement in money to passengers holding unused vouchers that had been pushed on them (i.e. issued without the passenger having an effective choice to opt for reimbursement in money)</p>	<p>Wizz Air is proud that its customers are very familiar and comfortable with the using of WIZZ credits, which provides a flexible solution to passengers to purchase both tickets and other WIZZ services with the help of credits.</p>	<p>There are no remaining issues.</p>

<p>instead).</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 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>Each customer has an account number on the Wizz Air website and once they log in they are able to see the balance they have. Importantly, any customer continues to have the option to request a cash refund for as long as the credits have not expired.</p> <p>The company has proactively sent out reminder emails in January 2022 in order to raise its customers' awareness to make use of their credits before they expire.</p>	
<p>7. Inform passengers about the possibility of requesting a refund directly from the airline and any conditions for requesting a direct refund on their websites, for passengers who booked their flights through an intermediary 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</i></p>	<p>Wizz Air initiated an information campaign against online travel agencies (OTA). In this regard Wizz Air has updated its information page on the advantages of direct booking at Wizz Air's website and the possible disadvantages that may occur if one uses intermediaries:</p> <p>https://wizzair.com/en-gb/information-and-services/booking-information/direct-booking-benefits</p> <p>Nevertheless, Wizz Air Customer Service</p>	<p>The judgement in C-51/22 Pannonhotel will determine the way how airlines shall comply with the given circumstances.</p>

<p><i>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>Department reached out to online travel agencies seeking for their cooperation in specific cases but - to Wizz Air's astonishment - they never replied. This experience underlines the necessity to regulate online travel agencies at EU level as they can act without any further responsibility which is detrimental to passengers.</p>	
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