

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

Implementation table submitted by Aegean Airlines

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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 Aegean Airlines and the measures taken by Aegean Airlines to implement its commitments and achieve full implementation.

Commitment	Measures taken by the airline	State of play of implementation / currently remaining issues
1. Clear remaining reimbursement backlog by 30 September 2021	Aegean Airlines has cleared the entire reimbursement backlog by 30 September 2021.	
2. Refund passengers within 7 days as required under EU law (at the latest from 30 September 2021 onwards)	Aegean Airlines has developed additional automated procedures to ensure that new reimbursement requests are being processed within seven days.	
3. Provide clear information to consumers about their passenger rights in the	Aegean Airlines has re-designed flight update communication sent by email to provide the written notice under Art. 14(2)	

¹ [Airlines: reimbursement after flight cancellations \(europa.eu\)](https://ec.europa.eu/commission/presscorner/detail/en/ip_2021_1117)

<p>event of a flight cancellation by the airline</p>	<p>of Regulation (EC) No. 261/2004.</p> <p>Aegean Airlines has also re-designed flight updated communication sent by email providing the contact details of the competent National Enforcement Body referred to in Article 16 of Regulation (EC) No 261/2004.</p> <p>In relation to web communications at www.aegeanair.com Aegean Airlines has included a new section 17 in the Conditions and Notices (appearing at homepage) while in the section of “Help and Contact” (appearing at homepage), in “FAQs” a specific link entitled Rights under Reg EC 261/2004.</p>	
<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>Aegean Airlines has re-designed email/web/call center communications to the effect that the right to refund is presented with equal prominence as the other options.</p> <p>Regarding “Refund” option and upon click Aegean developed an on-line refund request form for the prompt processing of the actual monetary reimbursement to the passenger</p>	
<p>5. Clearly distinguish in the communication to passengers flight cancellations by the</p>	<p>Aegean Airlines has re-designed flight update communication sent by email to provide the written notice under Art. 14(2)</p>	

<p>airline (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>of Regulation (EC) No. 261/2004.</p> <p>In relation to web communications at www.aegeanair.com Aegean has included a new section 17 in the Conditions and Notices (appearing at homepage) while in the section of “Help and Contact” (appearing at homepage), in “FAQs” a specific link entitled Rights under Reg EC 261/2004.</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 instead).</p>	<p>Aegean applied a specifically designed refundability reminder process for holders of vouchers the refund option by virtue of Greek legislation.</p> <p>Between August and September 2021, Aegean has sent email communications to voucher holders to advise them that refundability rights can be exercised forthwith, irrespective of the validity period of the voucher.</p> <p>In addition to the above, Aegean has activated a refund online process through www.aegeanair.com for all voucher holders whose flights were cancelled due to Covid – 19 until 7 November 2020.</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>For intermediate sales, Aegean Airlines has activated (since July 2020) an open access mechanism where the on-line intermediaries / travel agents could apply unilaterally the “refund notice” and proceed with immediate available funds for refund to the entitled passengers.</p> <p>In cases that passengers have directly contacted the intermediary for refund, and encountered delays, and Aegean was subsequently contacted, we have assisted and coordinated all actions available to ensure that the refund will be made in the timeliest manner. If the intermediate did not reply or refused to proceed with a refund, then Aegean satisfied such claim and proceeded with the direct refund to the passenger.</p> <p>Aegean has recently launched new regulations to the travel agents whereby requires them to share passengers’ data also with the airline so that in case of any delay, change or a cancellation of a flight, the passenger is on a prime basis in the list of contacts of the airline.</p>	
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