EUROPEAN COMMISSION
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Air passengers rights: Extracts from the Midday statement by Siim KALLAS, Vice-President of the EC in charge of Transport

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Europe's success in securing and upholding passenger rights is one of the resounding achievements of EU transport policy. The EU began work in this area in the early 1990s with rules for air passengers on denied boarding on aircraft caused by overbooking (EC Regulation 261). Since then, the Commission has worked to extend passenger rights across all types of transport. Since aviation was the first sector to benefit from passenger rights rules, this is where we have the most and best experience. Many lessons have been learnt since air passenger rights first they entered force in 2005, which is why some changes are now needed. The European Commission will present a comprehensive package of measures to ensure that air passengers can actually obtain the rights to which they are entitled in cases of denied boarding, long delays cancellation or mishandled baggage. The proposals focus on the areas of enforcement, extraordinary circumstances, time limits and re-routing. As well clarifying issues such are scheduling and enforcement of lost luggage rules.

Only the original language version is authentic and it prevails in the event of its differing from the translated versions.

TIME	DESCRIPTION	DURATION
00:00:00	Title	00:00:05
00:00:05	Exterior view of the Berlaymont building	00:00:05
00:00:10	Arrival of Siim Kallas, Vice-President of the EC in charge of Transport	00:00:07
00:00:17	Cutaway of a cameraman	00:00:03
00:00:20	SOUNDBITE by Siim Kallas (In English) saying that: If you are delayed you will have a right to information about what is going on after half an hour. Secondly, everyone has the right to care - something to eat and drink - after two hours instead of four. If you are actually stuck on the plane (a tarmac delay), these rights to care still apply. And they have to take you back to the terminal after 5 hours.	00:00:33
00:00:53	Cutaway of Siim Kallas	00:00:03

00:00:56	SOUNDBITE by Siim Kallas (In English) saying that: We are strengthening the right to re-routing. If your carrier is not able to re-route you themselves within 12 hours, they must find another airline or put you on the train. And by the way, if you have not used the first half of a return ticket, our proposals give you a new right to use the return leg without penalty.	00:00:30
00:01:26	Cutaway	00:00:03
00:01:29	SOUNDBITE by Siim Kallas (In English) saying that: If the airline is going to find you another plane, we need to give them the time do that. Otherwise you run the risk that the airline will cancel the flight altogether and you won't be going anywhere until tomorrow at the earliest. For that reason, we are giving them more time - for example on flights within the EU, moving from 5 hours instead of 3 - to sort the problem out.	00:00:32
00:02:01	Cutaway of a cameraman	00:00:03
00:02:04	SOUNDBITE by Siim Kallas (In English) saying that: If you are outside the EU these rules only apply if you are on a European carrier. So my message is "Fly European". Our aviation industry has a high and deserved reputation for its quality standards. Other airlines follow our lead. We want to preserve that quality while at the same time ensuring that passengers really can get the fair treatment they deserve when things go wrong.	00:00:31
00:02:35	Siim Kallas leaving the press room	00:00:06
00:02:41	Footage of an 'Air Passenger Rights' poster in an airport	00:00:04
00:02:45	Passengers walking in an airport (2 shots)	00:00:18
00:03:03	Passenger looking at a 'Passenger Rights' folder	00:00:04
00:03:07	'Passenger Rights' folder	00:00:03
00:03:10	Passenger lloking at the schedule board	00:00:07
00:03:17	General view of passengers in the airport	00:00:04
00:03:21	Airplane taking off	00:00:08
00:03:29	End	00:00:00

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