

Air Passengers' Rights

Report

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Special Eurobarometer 319

Air Passengers' rights

Conducted by TNS Opinion & Social at the request
of Directorate General Energy and Transport

Survey co-ordinated by Directorate General
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Table of contents

INTRODUCTION	3
1. USE OF TRANSPORT SERVICES AND AWARENESS OF PASSENGERS' RIGHTS	6
1.1 Types of transport services used	6
1.2 Awareness of passengers' rights	10
2. INFORMATION AND AWARENESS OF AIR PASSENGERS' RIGHTS	14
2.1 Awareness of reinforced air passenger rights in the EU	14
2.2 Having seen the list of rights in an airport	20
2.3 Being informed about rights by air transport companies	22
3. SATISFACTION WITH AIR TRAVEL	26
3.1 Satisfaction with treatment in the case of inconvenience	26
3.2 Satisfaction with service parameters	30
3.3 Satisfaction with luggage handling	34
3.4 Satisfaction with the clarity of pricing	35
4. THE LINK BETWEEN THE LEVEL OF INFORMATION AND SATISFACTION WITH SERVICE RECEIVED	38
4.1 Degree of information and awareness of rights	38
4.2 Level of satisfaction with service received	39
4.3 Link between information and service	40
5. COMPLAINTS CONCERNING AIR TRAVEL ISSUES	42
5.1 Inconvenience and complaints	42
5.2 Implementation of rights	42
5.3 Are complaints procedures efficient?	44

5.4	Contacts when filing a complaint	48
	CONCLUSION	52
ANNEX		
TECHNICAL SPECIFICATIONS		
QUESTIONNAIRE		
TABLES		

INTRODUCTION

Regulation [EC] 261/2004 introduced new rules on compensation and assistance for air passengers who are denied boarding, suffer cancellations, long delays or involuntary downgrading ¹.

The Regulation requires airlines to provide passengers with assistance such as accommodation, refreshments, meals and communication facilities. If necessary, re-routing and refunds should be offered. Compensation can be as high as €600 per passenger. Air companies are also required to inform passengers proactively about their rights under the Regulation.

Thus, in the case of delays above 5 hours, travellers can obtain a refund if they decide not to travel. If they are denied boarding or their flight is cancelled, passengers are allowed to choose to continue the trip or receive a refund. Beyond this, they are entitled to financial compensation under certain circumstances.

Member States were requested to designate national enforcement bodies with the ability to impose dissuasive sanctions in the case of infringements of the Regulation.

The Regulation applies to all worldwide airlines when departure takes place within the EU and, in the case of flights from a third country to a destination within the EU, only to Community carriers.

Further legislation requires that passengers should be informed in advance of the airline that operates their flights. Moreover, unsafe airlines are now banned from operating in European airspace. Finally, airlines can be held liable for damages, injuries and death, and passengers have the right to receive accurate information on their package holidays and protection from insolvent organisers. ²

¹ *OJ L 46, 17.2.2004, p. 1–8*

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2004:046:0001:0007:EN:PDF>

² *OJ L 140, 30.5.2002, p. 2–5*

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2002:140:0002:0005:EN:PDF>

OJ L 158, 23.6.1990, p. 59–64

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31990L0314:EN:HTML>

OJ L 344, 27.12.2005, p. 15–22

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2005:344:0015:0022:EN:PDF>

OJ L 286, 17.10.2006, p. 6–7

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2006:286:0006:0007:EN:PDF>

In 2006, Regulation [EC] 1107/2006 was adopted to protect people with reduced mobility from discrimination. They are entitled to assistance to help them through their journey aboard aircrafts, as well as in airports of the EU.³

The new legislation is an immense improvement with regard to the situation of air transport users. Nevertheless, the story does not end here. The next vital step is to ensure that passengers are informed about their rights, become aware of them, and, where necessary, request their implementation and enforcement.

To this end, the Directorate-General for Energy and Transport launched this special Eurobarometer study to understand public awareness of the issue.

A survey was conducted in 2005 among the then 25 Member States of the European Union. Although the questionnaires have changed since the 2005 survey was conducted, certain elements remain constant and their results are comparable.

This report presents the results of a special Eurobarometer no. 319 conducted by TNS Opinion & Social network from 25th May to 17th June 2009. All interviews were conducted face-to-face in people's homes and in the appropriate national language. The methodology is consistent with that used in Standard Eurobarometer polls managed by the European Commission's Communication Directorate-General ('Public Opinion and Media Monitoring' unit). A technical note on the manner in which interviews were conducted is appended as an annex to this report. This note indicates the interview methods and the confidence intervals.

The report covers the following areas:

1. Use of different transport means
2. Awareness of passengers' rights
3. Satisfaction of EU passengers with the different aspects of air travel
4. Complaints in case of inconvenience suffered and the contact bodies

³ OJ L 204, 26.7.2006, p. 1-9

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2006:204:0001:0009:EN:PDF>

In this report, the countries are represented by their official abbreviations. The abbreviations used in this report correspond to:

ABBREVIATIONS

EU27	European Union – 27 Member States
DK/NA	Don't know / No answer
BE	Belgium
BG	Bulgaria
CZ	Czech Republic
DK	Denmark
<i>D-E</i>	<i>East Germany</i>
DE	Germany
<i>D-W</i>	<i>West Germany</i>
EE	Estonia
EL	Greece
ES	Spain
FR	France
IE	Ireland
IT	Italy
CY	Republic of Cyprus
LT	Lithuania
LV	Latvia
LU	Luxembourg
HU	Hungary
MT	Malta
NL	The Netherlands
AT	Austria
PL	Poland
PT	Portugal
RO	Romania
SI	Slovenia
SK	Slovakia
FI	Finland
SE	Sweden
UK	The United Kingdom

* * * * *

The Eurobarometer web site can be consulted at the following address:

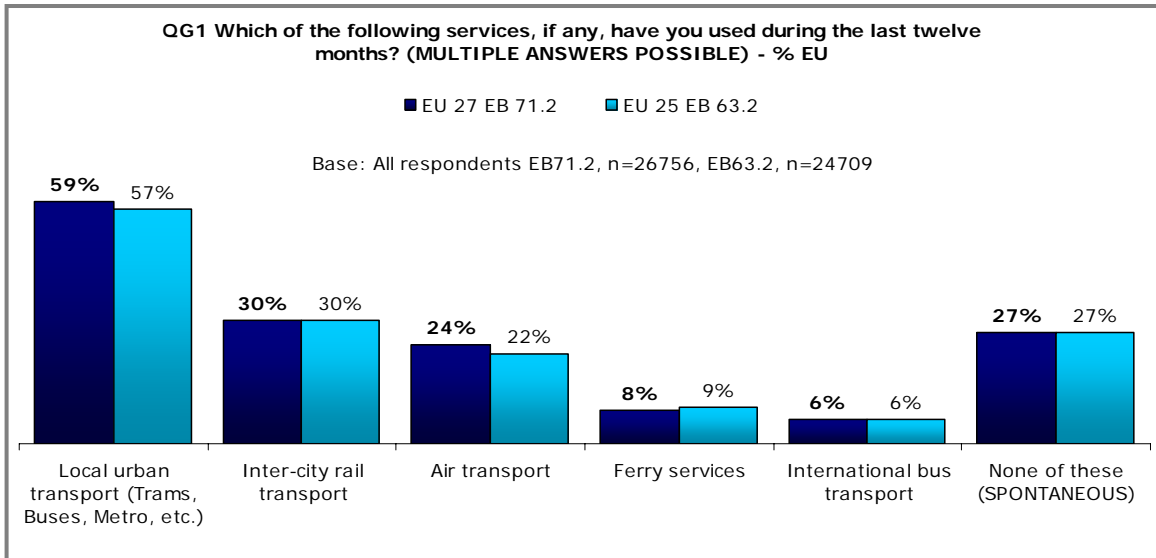
http://ec.europa.eu/public_opinion/index_en.htm

We would like to take the opportunity to thank all the respondents

1. USE OF TRANSPORT SERVICES AND AWARENESS OF PASSENGERS' RIGHTS

1.1 Types of transport services used

- Local urban transport is the most commonly used means of transport-



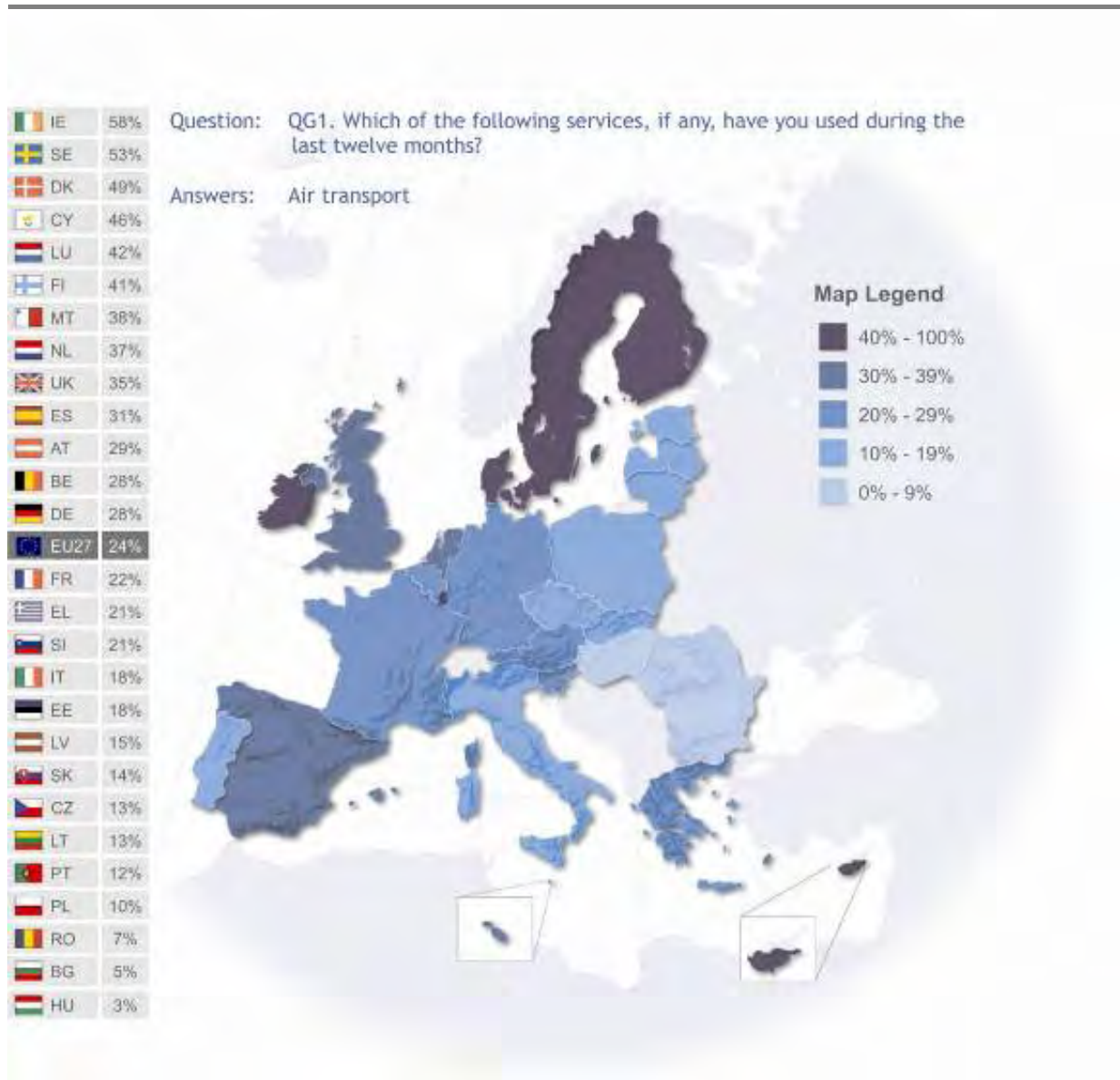
Before focusing on air transport, it is worth considering which transport services are the most commonly used by Europeans.

In terms of use of the different means of transport over the last year, overall local urban transport is clearly the most commonly used. The majority of Europeans (59%) have used trams, buses and underground at some point during the last year. About one third of respondents (30%) have used inter city rail transport and about a quarter (24%) have used air transport.

When it comes to ferries or international bus journeys, Europeans are less active users: 8% of them used ferry services and 6% used international bus transport.

However, the survey also reveals that more than a quarter of respondents (27%) did not use any of these means of transport over the last year. Bearing in mind that cars are still the main means of transport for a large proportion of Europeans this figure comes as no big surprise.

Overall, the results are very similar to those of March 2005. The use of local transport and air transport has increased slightly, whereas the use of ferry services has decreased somewhat.



Base; All respondents EB71.2, n=26756






An analysis of national answers concerning the use of air transport shows that the island nations all have relatively large proportions of recent air travellers.

Almost six in every ten Irish respondents (58%) have used air transport over the last twelve months. Sweden (53%), Denmark (49%) and Luxembourg (42%) all have large proportions of air travellers. Cyprus (46%) and Malta (38%), being islands with few connections to mainland Europe and few alternatives to air travel, also reported relatively high scores.

Hungary comes in bottom place, with only 3% of respondents having travelled by air over the last year. The results in Bulgaria (5%) and Romania (7%), the two most recent Member States, are also particularly low.

QG1.3 Which of the following services, if any, have you used during the last twelve months? - % EU

Air transport

	Yes
EU27*	24%
Sex	
 Male	27%
Female	22%
Age	
 15-24	24%
25-39	29%
40-54	27%
55+	19%
Education (End of)	
 15-	13%
16-19	21%
20+	40%
Still studying	28%
Respondent occupation scale	
 Self-employed	37%
Managers	49%
Other white collars	29%
Manual workers	22%
House persons	15%
Unemployed	15%
Retired	16%
Students	28%
Subjective urbanisation	
 Rural village	20%
Small/ mid size town	24%
Large town	30%
Difficulties paying bills	
Most of the time	14%
From time to time	18%
Almost never/ never	30%

*Base: all respondents EB71.2, n=26756

At this point it is interesting to examine the profile of regular air passengers. A socio-demographic breakdown reveals that men (27%) are slightly more likely than women (22%) to travel by air. Age also has an influence: respondents aged 25-39 (29%) and 40-54 (27%) are more likely to travel regularly by air than respondents aged over 55 years (19%) and young respondents aged 15-24 (24%).

The education criterion also reveals a clear trend. Respondents who studied beyond the age of 20 (40%) are more likely to travel by air than the least educated respondents: only 13% of those that left school at the age of 15 or earlier travelled by air in the last year.

Moving on to the respondent's occupational status, we can see that almost half (49%) of those working as managers are recent air travellers, as are a noticeable proportion of self-employed people (37%), other white collar workers (29%) and students (28%).

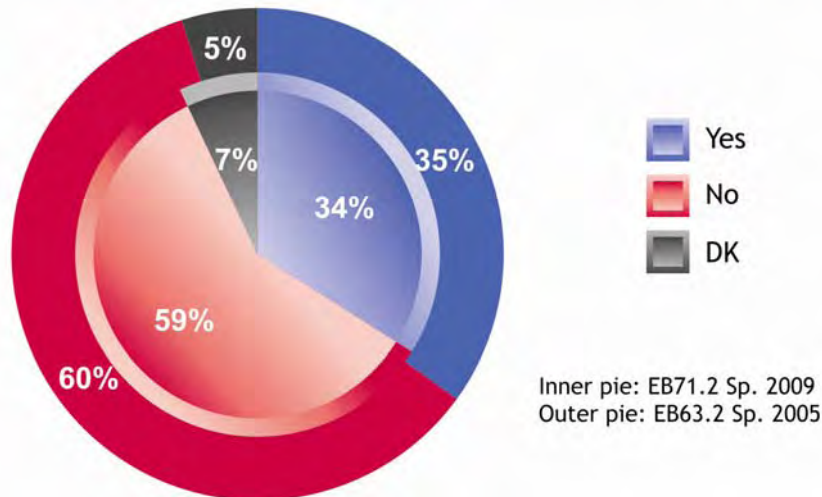
Subjective urbanisation is also an important factor in explaining the use of air transport. Almost a third (30%) of respondents living in a large city has recently travelled by air, whereas this number goes down to 20% for respondents living in a rural area.

Quite naturally, the respondent's financial situation has a big impact on travel habits. A third (30%) of those who have never had problems paying their bills are likely to travel by air. Not unexpectedly, this figure shrinks to 14% among those who struggle to pay their bills. Travelling by air thus emerges as a choice of transport only when other costs have already been covered.

1.2 Awareness of passengers' rights

- Six in ten Europeans are unaware of their contractual rights and obligations -

Question: QG2. When buying a ticket from a transport company, you have a contract with this company. Are you aware of rights and obligations linked to this contract?

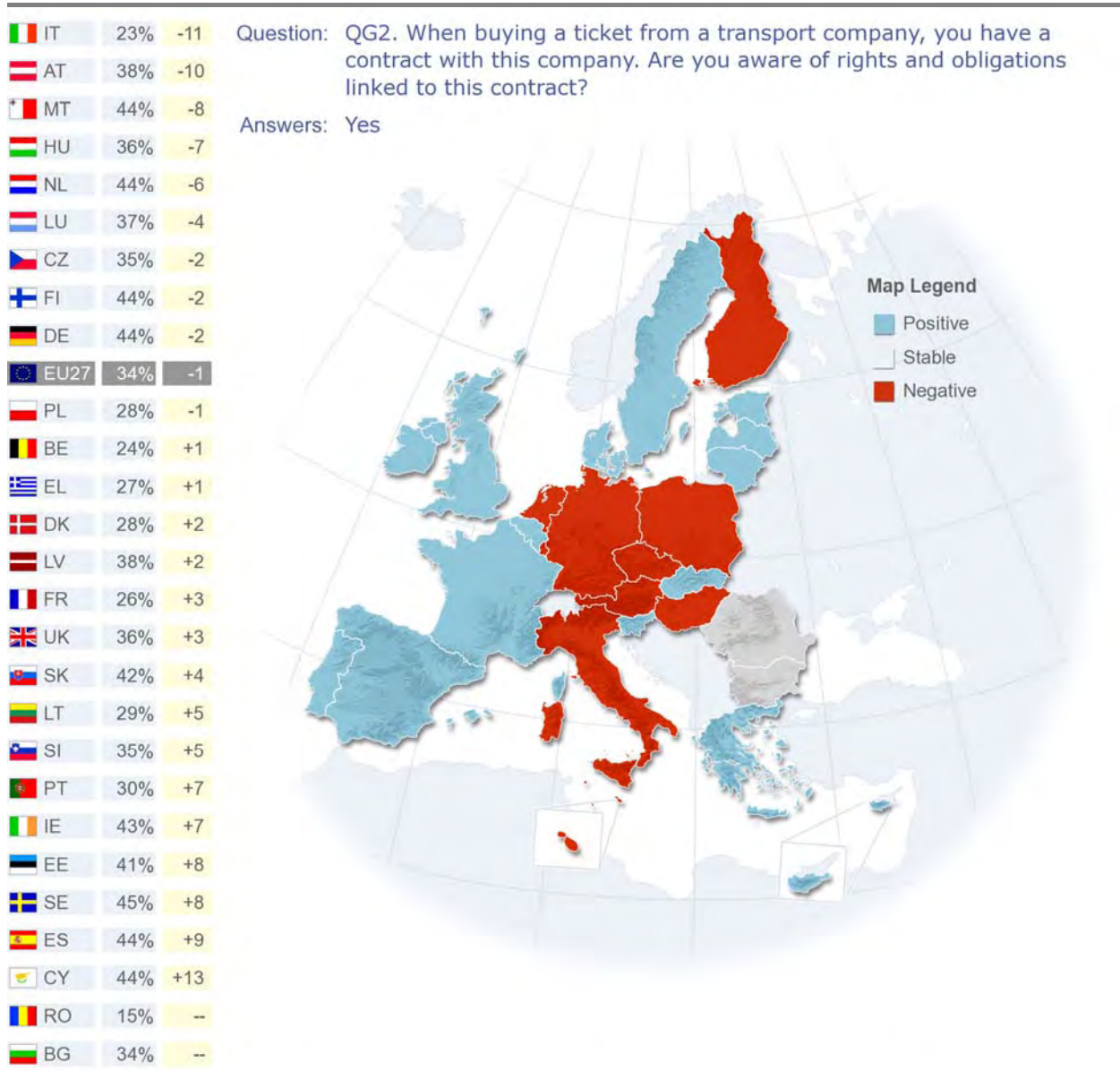


Base; All respondents EB71.2, n=26756, EB63.2 n =24709

When it comes to awareness of passengers' rights, the survey reveals that almost six out of ten Europeans (59%) are unaware of their contractual rights and obligations when buying a ticket from a transport company. Only 34% of the respondents declared that they are aware of these rights and a further 7% have not yet formed an opinion on this matter.

There has been no significant change in results since the previous survey in 2005: at that time 60% were unaware of their rights and obligations and 35% claimed that they were aware of them.

This data suggests that transport companies and/or the authorities have not done much over the last four years to improve passengers' awareness of their contractual rights and obligations. The EU average has changed by a just one percentage point. However, there have been considerable changes at national level, as examined below.









Comparison with EB63.2, Spring 2005. Question asked for the first time in BG and RO.

Base; All respondents EB71.2, n=26756, EB63.2, n=24709

The map above illustrates the change in awareness of contractual rights at country level. The left column shows the current percentage of respondents feeling aware, and the left column gives us the evolution in percentage points since EB63.2, Spring 2005.

The direction of change varies significantly between EU countries. The most positive shifts have occurred in Cyprus (+13 percentage points), Spain (+9 percentage points), Sweden and Estonia (both +8 percentage points) as well as in Ireland and Portugal (both +7 percentage points). Despite these positive shifts, there has been a significant decrease in awareness in Italy (-11 percentage points), Austria (-10

percentage points), Malta (-8 percentage points), Hungary (-7 percentage points) and the Netherlands (-6 percentage points).

QG2 When buying a ticket from a transport company, you have a contract with this company. Are you aware of rights and obligations linked to this contract? - % EU			
	Yes	No	DK
EU27*	34%	59%	7%
Sex			
 Male	36%	57%	7%
 Female	31%	61%	8%
Age			
 15-24	34%	60%	6%
25-39	38%	56%	6%
40-54	37%	57%	6%
55+	28%	63%	9%
Education (End of)			
 15-	23%	67%	10%
16-19	34%	60%	6%
20+	45%	50%	5%
Still studying	35%	59%	6%
Respondent occupation scale			
 Self-employed	41%	53%	6%
Managers	53%	43%	4%
Other white collars	39%	55%	6%
Manual workers	32%	62%	6%
House persons	24%	66%	10%
Unemployed	31%	62%	7%
Retired	27%	63%	10%
Students	35%	59%	6%
Subjective urbanisation			
 Rural village	28%	65%	7%
Small/ mid size town	33%	59%	8%
Large town	42%	52%	6%
Difficulties paying bills			
Most of the time	27%	64%	9%
From time to time	30%	62%	8%
Almost never/ never	37%	57%	6%

*Base: all respondents EB71.2, n=26756

A socio-demographic breakdown reveals a number of interesting differences. With regard to gender, it appears that men (36%) are more likely than women (31%) to consider that they are well-informed about their rights and obligations. A stronger pattern emerges as regards age: respondents aged 25-39 (38%) and 40-54 (37%) appear to be the best informed, whereas awareness decreases to 28% for those aged 55 or over.

As expected, education strongly influences the respondent's level of information. A substantial majority (45%) of those who studied beyond the age of 20 are aware of their contractual rights. This figure shrinks to 23% for those who left school at 15.

Turning to occupational status, more than half of managers (53%) declared that they are aware of their rights and obligations pursuant to the contract entered into with the company when buying transport tickets. Self-employed people also seem fairly confident when it comes to their rights, although they still remain in a minority (41%). The same applies as regards other white collar workers (39%) and students (35%). Retired people seem to be the least aware of their rights, with just over a quarter (27%) of them declaring that they know their rights.

Some 42% of respondents living in a large city know their rights compared with 33% of respondents living in a small/medium -sized town and 28% of respondents living in a rural area.

Turning to financial situation it shows that 37% of those who never or almost never have difficulties paying their bills are familiar with their rights when it comes to transport tickets. This is 10 percentage points higher than the figure for respondents who have difficulties paying their bills most of the time (27%). About a third (30%) of those who have difficulties paying bills say that they know their rights.

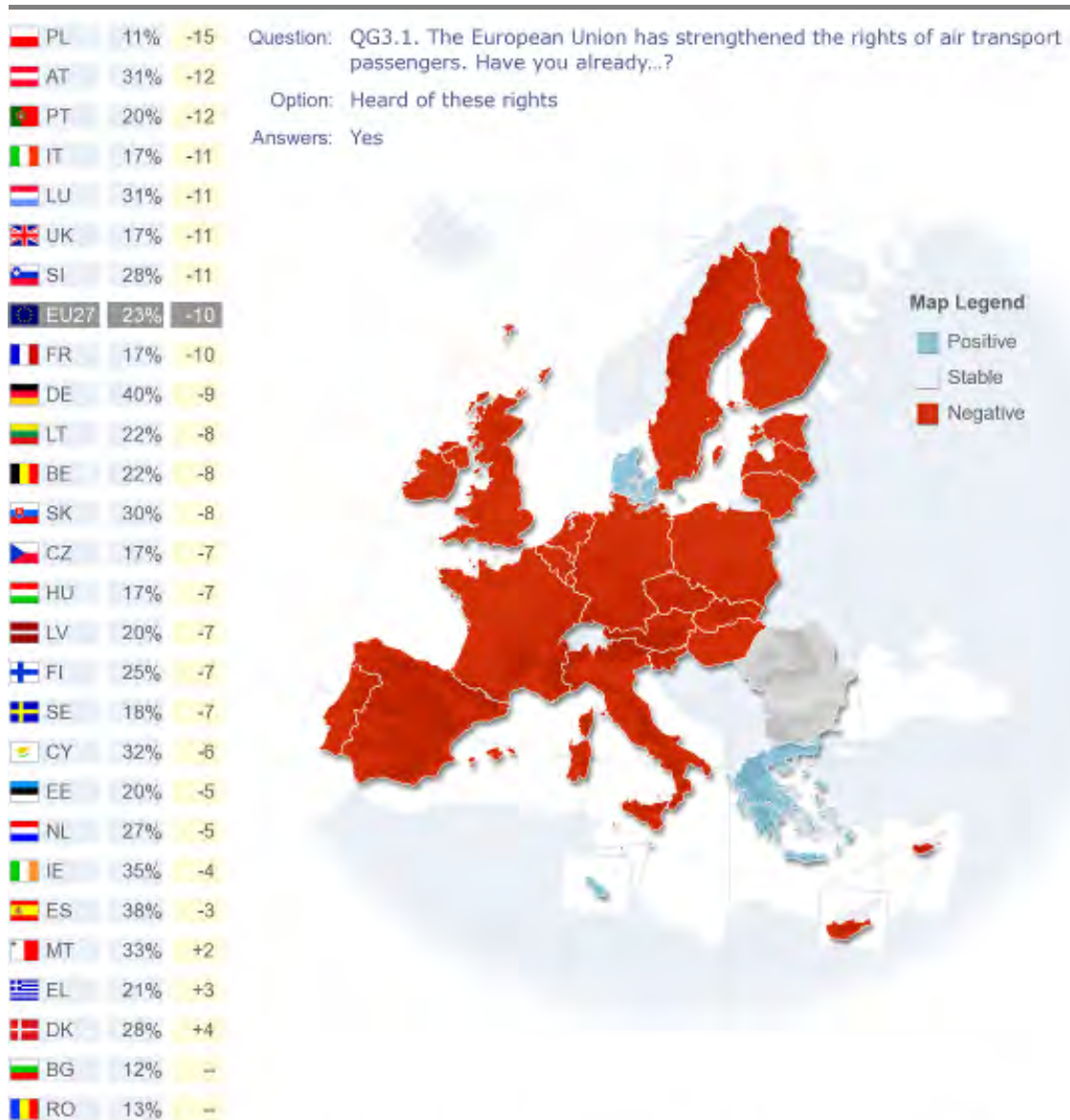
2. INFORMATION AND AWARENESS OF AIR PASSENGERS' RIGHTS

2.1 Awareness of reinforced air passenger rights in the EU

- A significant drop in awareness of reinforced air passenger rights -

As we have just seen, the vast majority of Europeans are unaware of the contractual rights and obligations linked to the purchase of a ticket. In this chapter we will focus on the rights of citizens as air passengers.

Although the 2004 EU Regulation established common rules on compensation and assistance to passengers in the event that they are denied boarding or if their flight is cancelled or subject to long delays, a large segment of the respondents are unaware of the reinforced air passenger rights. Overall, only 23% of respondents claimed to have heard of these rights. A staggering 71% say they have not heard about their strengthened rights and a further 6% feel unsure about the matter.



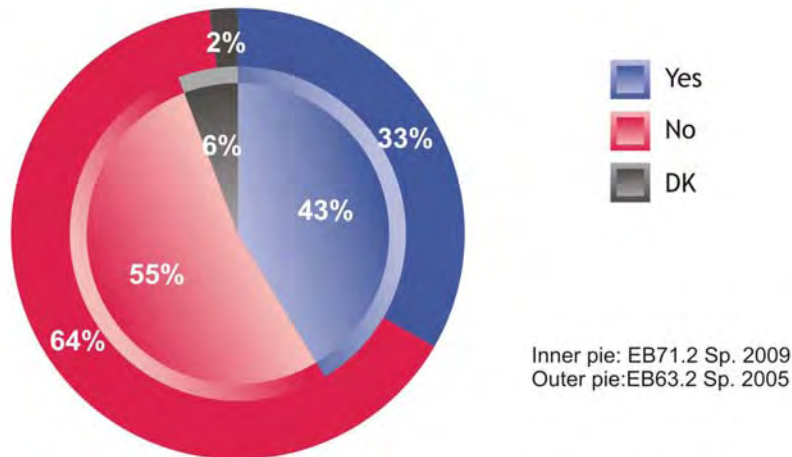
Comparison with EB63.2, Spring 2005. Question asked for the first time in BG and RO.

Base; All respondents EB71.2, n=26756, EB63.2, n=24709

In comparison to the previous survey of 2005, the overall picture is even less positive. The EU average has decreased by 10 percentage points. The only countries to report an upward trend are Denmark (+4 percentage points), Greece (+3 percentage points) and Malta (+2 percentage points). In contrast, the level of awareness of passenger rights has fallen sharply in Poland (-15 percentage points), Portugal and Austria (both -12 percentage points). The situation is particularly severe in Poland where only a very small proportion (11%) of respondents has now heard of these rights.

Question: QG3.1. The European Union has strengthened the rights of air transport passengers.
Have you already...?

Option: Heard of these rights



















Base: those who have used air transport in the last 12 months
EB71.2: 6505 / EB63.2: 5542

As expected, awareness is much higher among respondents who have used air transport services over the past twelve months than among those who have not travelled recently: 43% of the interviewees who have flown during the last year said that they had heard about their reinforced rights, while 55% claimed that they had not heard about them. Despite the overall negative trend previously noted, a comparison of results regarding this core group is encouraging: recent air travellers are now more aware of their rights than 4 years ago (+ 10 percentage points).

In the table below we present the **results for the countries for which we have a sufficient base (>200 respondents)** to provide reliable results.

**QG3.1 The European Union has strengthened the rights of air transport passengers. Have you already...?
Heard of these rights - % Total Yes**

Air transport users in the last 12 months		
	EU27	43%
	DE	63%
	ES	59%
	AT	57%
	SI	52%
	IE	47%
	EL	44%
	CY	40%
	BE	39%
	DK	38%
	NL	37%
	LU	36%
	FI	33%
	FR	30%
	UK	25%
	SE	24%







*Base: those who have used air transport in the last 12 months EB71.2, n= 6505

A country breakdown reveals significant variations within the EU. Among European citizens who have used air transport within the last 12 months, Germans seem to be the most aware of the recently reinforced air passenger rights since 63% of them declared that they had heard of such rights. But apart from Germany, the only Member States where a majority of respondents said that they knew about such rights were Spain (59%), Austria (57%) and Slovenia (52%).

For all other countries the figure is less positive and it is exceptionally low in Sweden (24%) and the UK (25%) where only one out of every four passengers travelling over the last 12 months have heard of such rights.

QG3.1 The European Union has strengthened the rights of air transport passengers. Have you already...? - % EU

Heard of these rights

	Yes
EU27*	43%
Sex	
 Male	49%
 Female	36%
Age	
 15-24	34%
25-39	42%
40-54	47%
55+	44%
Education (End of)	
 15-	32%
16-19	43%
20+	49%
Still studying	29%
Respondent occupation scale	
 Self-employed	49%
Managers	50%
Other white collars	44%
Manual workers	39%
House persons	28%
Unemployed	43%
Retired	45%
Students	29%
Subjective urbanisation	
 Rural village	37%
Small/ mid size town	43%
Large town	47%
Difficulties paying bills	
Most of the time	34%
From time to time	37%
Almost never/ never	45%

*Base: those who have used air transport in the last 12 months EB71.2, n= 6505

Among recent air travellers, socio-demographically, more men (49%) than women (36%) have heard that the EU has reinforced the rights of air transport passengers. The older age groups are more aware of such changes than the younger ones: 47% of those aged 40-54 have heard of them and 44% of respondents 55 or over are familiar with them. The figure drops to 34% for the 15-24 age group.

Yet again, those who studied the longest (49%) are more aware of these changes than those who left school before the age of 15 (32%). However, the category that seems to be the least aware of such changes, surprisingly enough, is the student group; only 29% of them have heard that the EU has reinforced the rights of air transport passengers.

From the point of view of occupation, managers are the most aware of the changes (50%), closely followed by self-employed people (49%). House persons are the least aware of the changes (28%), closely followed by students (29%).

As was previously noted, 30% of those living in a large city have recently travelled by air, whereas this number falls to 20% for respondents living in a rural area. This pattern is also reflected in the results obtained when these recent air travellers were asked if they knew about the EU's measures to reinforce passengers' rights. While 47% of respondents living in large towns answered in the affirmative, only 37% of those living in rural areas answered in the affirmative.

The same applies to the respondent's economic situation. It was previously explained that 30% of those who never have problems paying their bills are more likely to travel by air, while this figure drops to 14% among those who struggle to pay their bills. Among recent air travellers, some 45% of those who said that they never or almost never have difficulties paying their bills declared that they had heard of the changes giving air travellers more rights. Only 34% of those who have difficulties paying their bills most of the time expressed the same opinion.

2.2 Having seen the list of rights in an airport

- Two in ten recent air travellers say that they have seen the list -

Although awareness among recent air travellers of the reinforced rights of air transport passengers is higher than in 2005, there is still much room for improvement. When it comes to the visibility of the list presenting the reinforced rights in the airports, only one in five of recent air travellers say that they have seen it.

QG3.2 The European Union has strengthened the rights of air transport passengers. Have you already...?
Seen the list of those rights in an airport (Charter of Air Passenger Rights)

Air transport users in the last 12 months		
	EU27	21%
	ES	31%
	SI	31%
	AT	28%
	IE	25%
	EL	22%
	BE	20%
	CY	19%
	UK	19%
	DE	18%
	FR	18%
	FI	18%
	LU	14%
	DK	12%
	NL	11%
	SE	10%

*Base: those who have used air transport in the last 12 months EB71.2, n=6505

A country breakdown for this issue both confirms and contrasts awareness of passenger rights. In Spain, Austria and Slovenia, there seems to be a clear link between respondents having seen the list of passenger rights and those who are aware of their rights. Those countries showed not only a high degree of awareness (Spain 59%, Austria 57% and Slovenia 52%), but also obtained a high score as

regards having seen the list (Spain and Slovenia 31%, Austria 28%). On the other hand, only 18% of the Germans have seen the list, but a noticeable 63% of German respondents are aware of their new rights.

Having seen the list in the airport is therefore not necessarily the principal means Europeans use to find out about their rights as air transport passengers. There are also other sources in this regard, such as the Internet, media and direct information from the airline company.

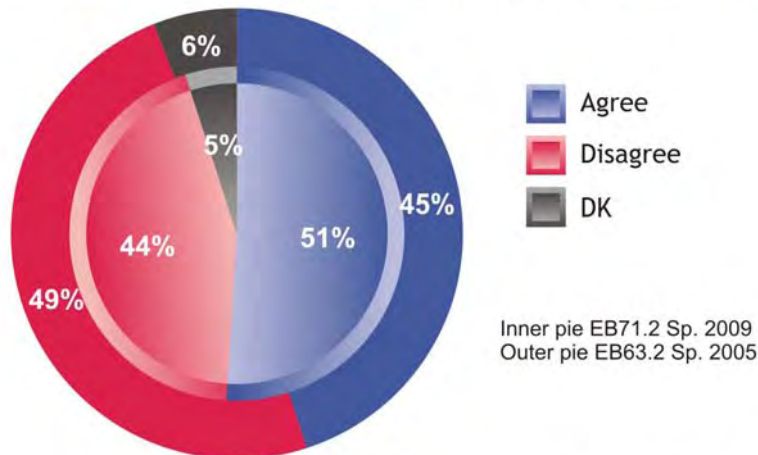
A socio-demographic analysis reveals only very slight differences and these are in line with our previous findings. Overall, it can be said that self-employed people, managers and other white collar workers are more likely to have seen the list than persons representing other less qualified occupations. There is also a clear link to the level of education of respondents: the more educated the respondents are the more likely they are to have seen the list. However, it is reasonable to assume that a major explanatory factor here is the respondent's air travel habits. Indeed, those who have seen the list share very similar characteristics with those who have heard about their rights.

2.3 Being informed about rights by air transport companies

- A significant improvement when it comes to the information provided by air transport companies -

Question: QG4.1. For each of the following statements related to air transport services, could you please tell me to what extent you agree or disagree?

Option: You are informed as a passenger about your rights by the air transport companies



















Base: those who have used air transport in the last 12 months EB71.2: 6505 / EB63.2: 5542

Compared with spring 2005, the results of spring 2009 are encouraging when it comes to the information on passengers' rights provided by air transport companies. More than half (51%) of those who have used air transport during the past twelve months confirm that they have been informed about their rights by the air transport company they used. The notable 6 percentage point increase in awareness is in line with our findings regarding the improved level of awareness among this group of respondents.

QG4.1 For each of the following statements related to air transport services, could you please tell me to what extent you agree or disagree?

You are informed as a passenger about your rights by the air transport companies
- % Total agree

Air transport users in the last 12 months		
	EU27	51%
	SI	79%
	ES	53%
	DE	51%
	IE	50%
	LU	50%
	SE	49%
	EL	49%
	UK	47%
	FI	46%
	FR	46%
	AT	45%
	NL	44%
	BE	43%
	CY	40%
	DK	38%







*Base: those who have used air transport in the last 12 months EB71.2, n=6505

Among those who have travelled by air at some point over the last year, a country-by-country analysis shows that almost eight out of ten Slovenian passengers (79%) consider that they were well informed of their rights by air transport companies. The next highest scores are significantly lower, i.e. Spain and Germany with 53% and 51% respectively.

A majority of respondents in Ireland and Luxembourg also agree that they were well informed (both 50%). This figure contrasts with the answers given by Danish respondents: only 38% believe they were given sufficient information.

QG4.1 For each of the following statements related to air transport services, could you please tell me to what extent you agree or disagree? - % EU

You are informed as a passenger about your rights by the air transport companies

	Agree	Disagree	DK
EU27*	51%	44%	5%
Sex			
 Male	50%	45%	5%
 Female	51%	43%	6%
Age			
 15-24	46%	50%	4%
25-39	50%	46%	4%
40-54	52%	41%	7%
55+	52%	43%	5%
Education (End of)			
 15-	52%	41%	7%
16-19	51%	44%	5%
20+	50%	46%	4%
Still studying	47%	48%	5%
Respondent occupation scale			
 Self-employed	53%	41%	6%
Managers	53%	44%	3%
Other white collars	49%	45%	6%
Manual workers	52%	44%	4%
House persons	47%	42%	11%
Unemployed	44%	49%	7%
Retired	51%	43%	6%
Students	47%	48%	5%
Subjective urbanisation			
 Rural village	49%	46%	5%
Small/ mid size town	50%	45%	5%
Large town	52%	42%	6%
Difficulties paying bills			
Most of the time	51%	45%	4%
From time to time	52%	42%	6%
Almost never/ never	50%	45%	5%

*Base: those who have used air transport in the last 12 months EB71.2, n=6505

Again, a socio-demographic breakdown does not reveal interesting differences. With regard to gender, only a marginal difference can be seen with a majority of both men (50%) and women (51%) considering that they were informed of their rights by the air transport companies.

Respondents aged 40-54 (52%) and 55+ (52%) are the most positive regarding the information provided to air passengers – both categories exceeding half of respondents. A majority (50%) of those between 25 and 39 years of age, but only 46% of young respondents aged 15-24 feel that they were sufficiently informed as air travellers.

Education does not appear to have any significant influence in this regard. Those who are still studying (47%) feel that they are least informed by air transport companies, while the age group with the highest percentage who agree that they are well-informed is that of those who left school before the age of 15 (52%). The latter group also has the largest proportion of 'don't know' replies (7%).

Moving on to the respondent's occupational status, we see that more than half of those working as managers and self-employed people (both 53%) feel that they are sufficiently informed by companies when travelling by air. However, a closer look at the results shows that only 44% of the unemployed feel they are well-informed in this regard. House persons, on the other hand, are the most undecided on this issue as 11% of them felt unable to express an opinion.

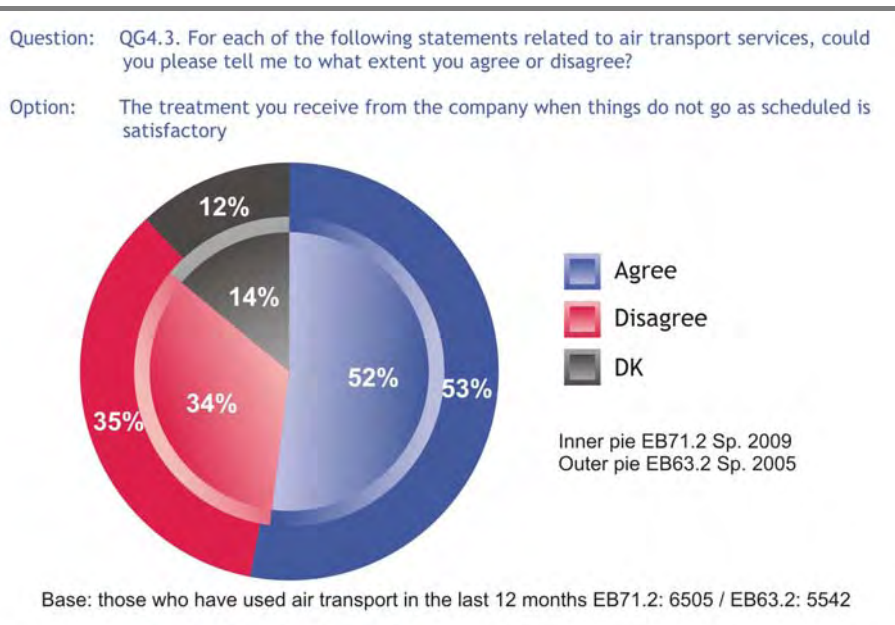
Urbanisation and the respondent's financial situation are less relevant here. Respondents living in large towns feel that they are more informed (52%) and those that live in rural areas feel slightly less so (49%). Respondents saying they have difficulties paying bills from time to time (52%) are the most confident group as regards information by air companies. This figure falls only slightly among those who declare that they never or almost never have difficulties paying their bills (50%).

3. SATISFACTION WITH AIR TRAVEL

To understand the extent of satisfaction with air travel, the respondents were polled on various aspects that can be used to assess the quality of services received. First, we will analyse the satisfaction of travellers with the treatment they receive when they suffer an inconvenience. We will also focus on the satisfaction of travellers with the different service parameters. After that, we will focus on their opinion concerning luggage handling. Finally, we will see how satisfied Europeans are with the clarity of airline prices.

3.1 Satisfaction with treatment in the case of inconvenience

- More than half agree they receive satisfactory treatment when things do not go as scheduled -



The majority of those who have used air transport services in the past twelve months (52%) agreed that the treatment they receive from the company when things do not go as scheduled is satisfactory. This opinion shows practically no change since spring 2005.

To get a better picture of the situation we chose to focus only on passengers who experienced such an inconvenience when travelling by air in the last year⁴. Overall, 19% of recent air travellers indicated they had suffered an inconvenience. This group of people were, not surprisingly, less satisfied with the treatment they

















⁴ QG7a During the last twelve months, have you had to put up with a cancellation, a long delay, a denied boarding or loss\ damage of your luggage? Those who answered yes: overall 1223 respondents.

received: only 46% of those agreed that the handling of the problem was satisfactory, whereas a slightly larger proportion (48%) disagreed.

A country-by-country analysis shows that among respondents who have used air transport over the last twelve months, Austrians (61%) are mostly satisfied with the treatment they received when things did not go as scheduled, followed by travellers from the Netherlands (60%) and Spain (58%). Levels of satisfaction are lower in Slovenia (49%), the UK (48%), France, Luxembourg (both 41%) and particularly Ireland (38%), with scores below, or much below, the EU average of 52%.






QG4.3 For each of the following statements related to air transport services, could you please tell me to what extent you agree or disagree?

The treatment you receive from the company when things do not go as scheduled is satisfactory - % Total agree

Air transport users in the last 12 months		
	EU27	52%
	AT	61%
	NL	60%
	ES	58%
	EL	57%
	FI	56%
	CY	54%
	DE	54%
	SE	52%
	BE	51%
	DK	50%
	SI	49%
	UK	48%
	FR	41%
	LU	41%
	IE	38%

*Base: those who have used air transport in the last 12 months EB71.2, n=6505

QG4.3 For each of the following statements related to air transport services, could you please tell me to what extent you agree or disagree? - % EU
The treatment you receive from the company when things do not go as scheduled is satisfactory

	Agree	Disagree	DK
EU27*	52%	34%	14%
Sex			
 Male	52%	35%	13%
Female	50%	35%	15%
Age			
 15-24	50%	37%	13%
25-39	51%	37%	12%
40-54	52%	34%	14%
55+	52%	32%	16%
Education (End of)			
 15-	55%	29%	16%
16-19	52%	36%	12%
20+	51%	35%	14%
Still studying	48%	37%	15%
Respondent occupation scale			
 Self-employed	51%	37%	12%
Managers	52%	38%	15%
Other white collars	47%	38%	15%
Manual workers	54%	33%	13%
House persons	50%	33%	17%
Unemployed	53%	32%	15%
Retired	54%	29%	17%
Students	48%	37%	15%
Subjective urbanisation			
 Rural village	52%	33%	15%
Small/ mid size town	50%	38%	12%
Large town	54%	32%	14%
Difficulties paying bills			
Most of the time	50%	33%	17%
From time to time	50%	39%	11%
Almost never/ never	52%	34%	14%

*Base: those who have used air transport in the last 12 months EB71.2, n=6505

A socio-demographic analysis reveals unusually high levels of 'don't know' across the board, with low double digit figures for all categories. This may be an indication of respondents not being familiar with journeys that do not go as scheduled.

With regard to gender, slightly more male respondents (52%) than female respondents (50%) stated that they are satisfied with the treatment they received when their journey did not go as planned. Those aged 40 to 54, and those aged 55 or over, are the most satisfied (both 52%). The least satisfied are those in the 15-24 age group, where 50% declared that they were satisfied. This figure still outweighs the number of respondents feeling unsatisfied (37%).

When it comes to occupation, manual workers and retired people are the most satisfied (both 54%), closely followed by unemployed people (53%). Other white

collar workers (47%) and students (48%) are less satisfied. A large proportion of house persons and retired people felt unable to express an opinion on the matter (both 17%).

Turning to urbanisation, the results show that those living in small/medium-sized towns are the least satisfied with the service in case of problems (50%) while this figure is slightly higher among those living in larger towns (54%).

The respondent's financial situation does not seem to have any significant influence as regards satisfaction with services offered when things do not go according to plan. Those who never or almost never have difficulties paying bills (52%) are only marginally more satisfied than those less financially secure (both 50%). This might suggest that once a person has purchased services his/ her expectations do not really depend on his/her financial background.

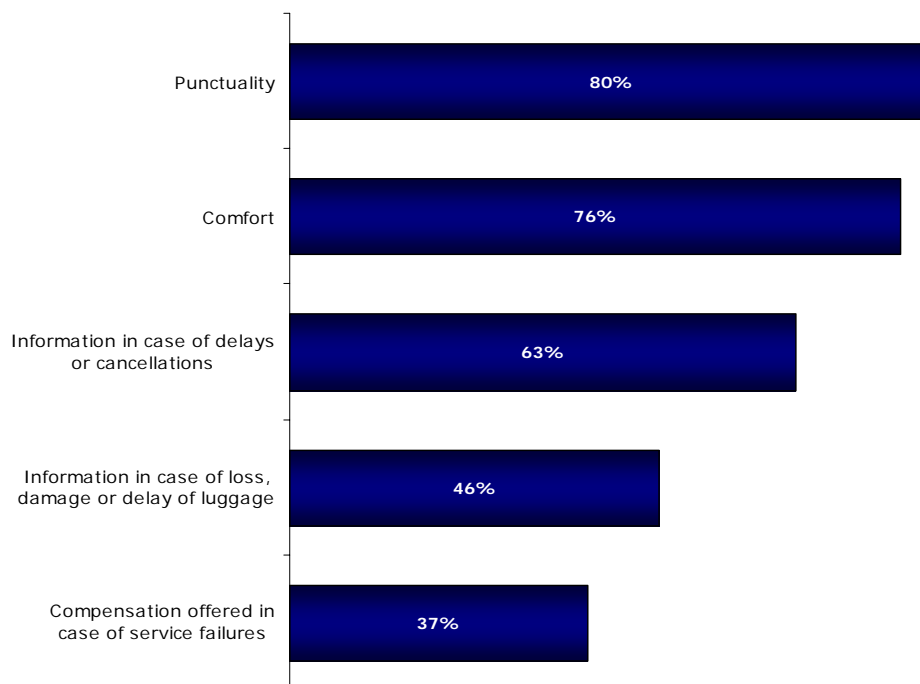
3.2 Satisfaction with service parameters

**- Satisfaction is lowest as regards compensation offered
in case of service failures -**

Overall, there is a European consensus among recent air travellers that punctuality and comfort are satisfactory, (80% and 76% respectively). The results are less clear-cut when it comes to the information provided in case of delays or cancellations and lost, damaged or delayed luggage and the compensation provided in the event of service failures. However, it is not correct to conclude that recent air passengers are less satisfied with these three issues, they are just not able to take a position on them, resulting in a much higher proportion of 'don't know' answers on the issues in question.

QG5.1 For each of the following elements regarding air transport services, would you say that, in general, you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with it?

Base : Those who traveled with air transport in the last 12 months = 6505



Again, it is worth looking at the answers from the group of people who have suffered an inconvenience in the last year⁵. These respondents were the most satisfied with the responses they received: 67% of them claimed to be satisfied, while 33% claimed to be dissatisfied.

⁵ QG7a During the last twelve months, have you had to put up with a cancellation, a long delay, a denied boarding or loss/damage of your luggage? Those who answered yes: overall 1223 respondents.






The level of satisfaction is similar with regard to the punctuality of flights: 65% were satisfied, whereas 34% claimed to be dissatisfied. Considerably fewer (50%) are satisfied with the information provided in the event of delays or cancellations.

The satisfaction level is even worse when it comes to the information provided in the event of lost, damaged or delayed luggage. On this issue only 36% of those who have suffered an inconvenience in the past year said that they were satisfied. More than half of this group of people (51%) claimed not to be satisfied with this service parameter.

Not surprisingly, this group of respondents is the least satisfied with the compensation offered in case of service failures (30%). The above results show that there is a strong need for air transport companies to improve their compensation policies and their communication strategy regarding inconveniences.

Again the socio-demographic analysis does not reveal important divergences. Amongst recent air travellers, 82% of women and 80% of men are satisfied with the punctuality of air services. When respondents are classified according to age, we find that those aged 55 or over are the most satisfied (83%), whereas those in the 15-24 age bracket are the least content (77%).

QG5.1 For each of the following elements regarding air transport services, would you say that, in general, you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with it? - % EU

		Punctuality		
		Satisfied	Not satisfied	DK
EU27*		80%	18%	2%
Sex				
	Male	80%	18%	2%
	Female	82%	16%	2%
Age				
	15-24	77%	22%	1%
	25-39	81%	17%	2%
	40-54	81%	18%	1%
	55+	83%	16%	1%
Education (End of)				
	15-	85%	14%	1%
	16-19	80%	19%	1%
	20+	80%	19%	2%
	Still studying	82%	16%	2%
Respondent occupation scale				
	Self-employed	79%	19%	2%
	Managers	84%	15%	1%
	Other white collars	80%	19%	1%
	Manual workers	79%	19%	2%
	House persons	79%	18%	3%
	Unemployed	82%	16%	2%
	Retired	84%	14%	2%
	Students	78%	21%	1%
Subjective urbanisation				
	Rural village	80%	19%	1%
	Small/ mid size town	81%	18%	1%
	Large town	80%	17%	3%
Difficulties paying bills				
Most of the time		80%	18%	2%
From time to time		77%	21%	2%
Almost never/ never		83%	16%	1%

*Base: those who have used air transport in the last 12 months EB71.2, n=6505

When it comes to education, this factor does not seem to have too much influence on the respondent's degree of satisfaction. Those who finished their studies before the age of 15 are the most satisfied (85%) while those who finished their studies between the ages of 16-19, or studied beyond the age of 20 are the least satisfied (80%) Subjective urbanization also appears to be relatively irrelevant when it comes to satisfaction with air transport punctuality.

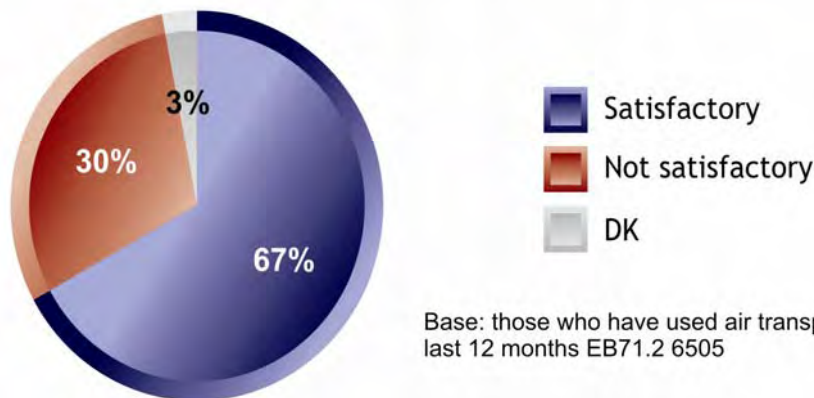
The occupation scale reveals more variations. Managers and retired people (both 84%) are the most satisfied with air transport punctuality, while students (78%) are the least pleased. As many as 21% of students are dissatisfied.

3.3 Satisfaction with luggage handling

- A third of respondents are not satisfied with luggage handling -

The survey also asked about levels of satisfaction with luggage handling.

Question: QG8a. Would you say that, when you use air transport, the way your luggage is handled is very satisfactory, rather satisfactory, not very satisfactory or not at all satisfactory?



Results show that the majority of recent air travellers were pleased with the way their luggage was handled: indeed, almost seven out of ten respondents (67%) found this service satisfactory. Some 30% were dissatisfied, while 3% do not have an opinion on the matter. Despite these positive findings, the survey results show a slight negative change: the level of satisfaction with luggage handling has fallen by 3 percentage points since EB63.2 in March 2005.⁶

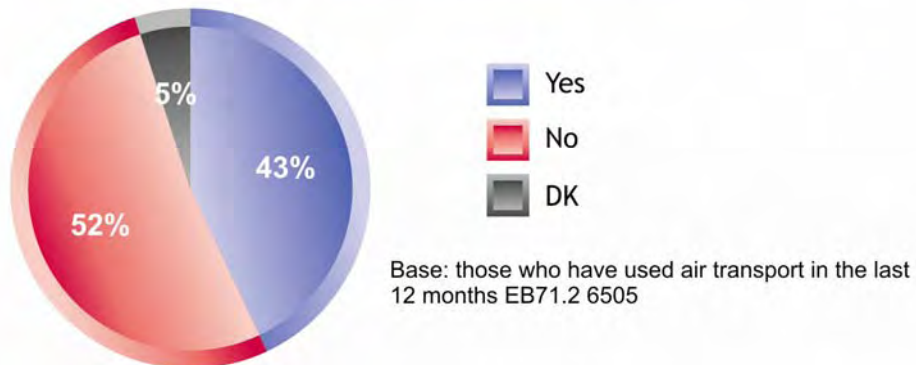
⁶ Wording question from EB63.2 slightly modified; QB15. For each of the following elements regarding air transport services, would you say that, in general, you are very satisfied, rather satisfied, rather unsatisfied or not satisfied at all with it? 5. Baggage handling

3.4 Satisfaction with the clarity of pricing

- A majority of respondents find price information unclear -

Finally, the survey also measures levels of satisfaction with pricing information.






Question: QG9. Do you think prices are indicated unambiguously for air transport?



Base: All respondents EB71.2, n=26756

The results show that there is still much to be done when it comes to information about air transport prices: only 43% of those who travelled by air over the last year said that prices were indicated in a clear manner, whereas a majority (52%) found this information unclear. A further 5% feel undecided about this matter. These results might suggest that there is a strong need to tackle the pricing policies of certain air transport companies.

QG9 Do you think prices are indicated unambiguously for air transport? - % EU

	Yes	No	DK
EU27*	43%	52%	5%
Sex			
 Male	41%	54%	5%
Female	45%	50%	5%
Age			
 15-24	41%	52%	7%
25-39	42%	54%	4%
40-54	44%	52%	4%
55+	43%	50%	7%
Education (End of)			
 15-	48%	43%	9%
16-19	43%	53%	4%
20+	41%	55%	4%
Still studying	41%	50%	9%
Respondent occupation scale			
 Self-employed	41%	55%	4%
Managers	43%	54%	3%
Other white collars	47%	50%	3%
Manual workers	42%	50%	3%
House persons	42%	53%	5%
Unemployed	35%	62%	3%
Retired	44%	48%	8%
Students	41%	50%	9%
Subjective urbanisation			
 Rural village	45%	49%	6%
Small/ mid size town	41%	54%	5%
Large town	42%	53%	5%
Difficulties paying bills			
Most of the time	45%	47%	8%
From time to time	43%	52%	5%
Almost never/ never	42%	53%	5%

*Base: all respondents EB71.2, n=26756

A socio-demographic breakdown reveals some interesting differences, even if the variation is relatively small. With regard to gender, slightly more women (45%) than men (41%) think that air transport prices are indicated unambiguously.

Turning to age, respondents aged 40-54 are the most confident in this respect with 44% of them saying that prices are well-indicated. The most sceptical are those aged 15-24, since only 41% of them answered that prices are indicated clearly. Among those who finished their studies before the age of 15, 48% agree that prices are well indicated, whereas only 41% of those who studied beyond the age of 20 and those who are still studying share the same view.

The respondent's occupation reveals greater differences. Unemployed people are the most sceptical, with only 35% of respondents from this group declaring that

they find that prices are clearly indicated. Other white collars workers are the most confident group with 47% of these respondents answering that they found air transport prices unambiguous. A relatively large proportion of students (9%) feel undecided about the matter.

Respondents living in rural areas (45%) trust air transport prices more than those living in large- and small/mid-size towns (42% and 41% respectively), notwithstanding the fact that rural dwellers are the ones that seem to know the least about their rights as air passengers.

Moreover, there are few differences according to the respondent's financial situation. Those who have difficulties paying their bills all the time are slightly more confident as to the clarity of air transport prices (45%) than those who never or almost never have difficulties paying their bills (42%).

4. THE LINK BETWEEN THE LEVEL OF INFORMATION AND SATISFACTION WITH SERVICE RECEIVED

Having studied the use by Europeans of air transport, their level of information and satisfaction with air transport, it is interesting to explore how awareness of rights relates to the quality of service received. Do well-informed passengers receive a better service than those who are not as aware of their rights? Alternatively, is there no correlation whatsoever between the two factors?

To answer this we shall examine first of all the overall picture for each parameter.

















4.1 Degree of information and awareness of rights

Several questions in the survey were asked in order to assess the level of information and awareness of Europeans regarding their rights as air transport passengers and their use of the said rights.⁷ Up to this point we have treated these items separately, thereby obtaining an informative picture. Treating these items jointly we can reach a complementary understanding of how well-informed Europeans are in general about their rights with respect to air transport.

To achieve this, all questions regarding levels of awareness and information are first rescaled so that, the higher the degree of information and awareness, the higher the score given by the respondents. This means that a respondent answering that he/she is aware of his/her rights as an air transport user scores higher than someone responding negatively. Thereafter, all items are added together. This summation of scores gives us a new variable that we have chosen to categorise into low, medium and high.

The table below presents the proportion of respondents whose level of information is high. Only countries for which we have a significant base are included.

⁷ QG2, QG3.1-3, QG7b.

DEGREE OF INFORMATION OF PASSENGER RIGHTS AMONG RECENT AIR TRAVELLERS				
		High	Medium	Low
	EU27*	22%	75%	3%
	ES	36%	64%	0%
	AT	34%	63%	3%
	SI	33%	65%	3%
	CY	22%	75%	3%
	EL	22%	78%	0%
	IE	22%	73%	4%
	FI	21%	78%	1%
	UK	21%	76%	3%
	DE	19%	79%	2%
	BE	19%	78%	3%
	FR	18%	82%	0%
	LU	16%	79%	5%
	DK	14%	84%	2%
	SE	14%	83%	3%
	NL	13%	86%	1%
















*Base: those who have used air transport in the last 12 months EB71.2, n=6505

The best informed respondents tend to be in Spain (36%), closely followed by Austria (34%) and Slovenia (both 33%). The EU average (22%) indicates that more than one in five recent air travellers are well informed about their rights. By contrast, Dutch (13%), Swedes and Danes (both 14%) together with Luxembourgers (16%) all have a much lower degree of awareness of their new rights.

4.2 Level of satisfaction with service received

The survey conducted includes a battery of questions⁸ about the respondent's satisfaction with the services received before, during and after travelling by air. As just mentioned, a summation for these variables helps us understanding the overall level of satisfaction with air travel related services.

⁸ QG4.1, 3, QG5.1-5, QG7a, c, QG8a

DEGREE OF SATISFACTION OF SERVICES RECEIVED AMONG RECENT AIR TRAVELLERS		High	Medium	Low
	EU27*	16%	79%	6%
	SI	24%	75%	1%
	AT	22%	76%	3%
	BE	20%	79%	1%
	DK	20%	77%	3%
	EL	20%	80%	1%
	SE	20%	78%	2%
	UK	20%	73%	7%
	CY	16%	79%	6%
	IE	16%	78%	6%
	FI	15%	81%	4%
	LU	15%	76%	7%
	NL	14%	81%	5%
	DE	13%	81%	7%
	FR	11%	82%	8%

*Base: those who have used air transport in the last 12 months EB71.2, n=6505

Citizens in Slovenia (24%) and Austria (22%) appear to be the most satisfied air travellers, closely followed by respondents from Belgium, Denmark, Greece, Sweden and the UK (all 20%). Travellers from France (11%), Germany (13%) and the Netherlands (14%), on the other hand, appear the least satisfied with their recent air travel experience.

4.3 Link between information and service

After having studied the two tables presented above, we can start to analyse the correlation between information and the quality of service received. It is to be noted that several countries which obtained high scores as regards the level of information, also recorded high levels of satisfaction with services. However, these tables only show the results for some countries and definite conclusions cannot be drawn from this.

In order to reveal how the level of information relates to satisfaction with the service received at the aggregate EU level, we have cross-tabulated the two

abovementioned summations concerning the level of information and quality of service.

As mentioned, on this point, we have studied only the situation for the EU, as the base for single countries would not be sufficient to draw any significant conclusions.

TABULATION SERVICE BY INFORMATION				
- % WITHIN INFORMATION				
		Quality of service		
		Low	Medium	High
Degree of information	<i>EU27*</i>			
	Low	16%	79%	5%
	Medium	7%	82%	11%
	High	1%	68%	32%

*Travellers of air transport during the last 12 months.
Don't knows/Refusals excluded from the sample.

The cross-tabulation reveals that among those who have a low level of information, a large majority (79%) received a medium-high service. A noticeable 16% of badly informed respondents rated the service provided by the airline and airport as being low and a meagre 5% perceived the service as being of a high quality.

Turning to respondents with a medium-high information level, a vast majority (82%) of them feel that the service given was medium-high in quality. This is in line with the trend for the previous category, the respondents with a low level of information. However, compared with badly informed travellers, the proportion of respondents receiving a poor quality service falls to 7%. Similarly, the proportion of respondents receiving a high quality service increases to 11%.

Finally, when we study air transport travellers with a high level of information, this trend becomes even more perceptible; only 1% of respondent have received low quality service and a significant 32% rate the service received as high. Even in that case the majority (68%) feel that the service received was of medium-high quality.

The conclusion we can draw from the above observations is that the level of information has a significant correlation with the quality of service received. The higher the level of information, the higher the satisfaction with the service received. It is important to emphasise that we cannot conclude what is the cause and what is the effect here.

5. COMPLAINTS CONCERNING AIR TRAVEL ISSUES

5.1 Inconvenience and complaints

We previously noted that overall 19%⁹ of respondents who had travelled by air in the past year had suffered from an inconvenience such as a cancellation, a long delay, denied boarding or lost/damaged luggage. Among this group of respondents, 44% had filed a complaint¹⁰. Half of those who had filed a complaint considered that their complaint was dealt with correctly¹¹.

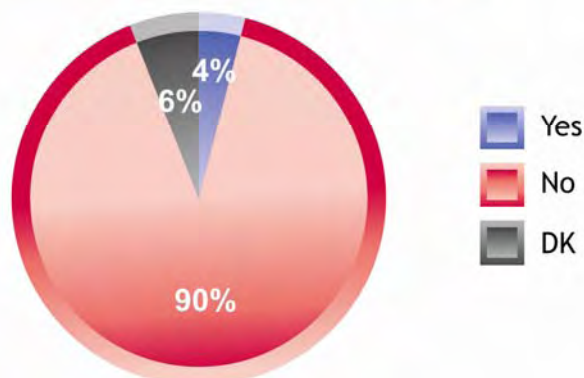
5.2 Implementation of rights

- Almost no one requested the implementation of their rights -

As we saw in chapter two, a large proportion of Europeans are unaware of the reinforced air passenger rights. An even larger proportion of travellers (90%) have not requested the implementation of their rights, leaving only 4% of Europeans saying that they have asked to exercise their rights.

Question: QG3.3. The European Union has strengthened the rights of air transport passengers. Have you already...?

Option: Requested the implementation of these rights



Base: All respondents EB71.2, n=26756

Looking at the answers from the group of respondents who have experience as passengers in the last twelve months, 7% requested the implementation of their rights, which is still remarkably low.

















⁹ QG7a During the last twelve months, have you had to put up with a cancellation, a long delay, a denied boarding or loss\ damage of your luggage?

¹⁰ QG7b Have you already complained about this incident to a body in charge of complaint handling?

¹¹ QG7c Would you say that your complaint was dealt with very well, rather well, rather badly or very badly?

QG3.3 The European Union has strengthened the rights of air transport passengers. Have you already...?

Requested the implementation of these rights - % Total Yes

Air transport users in the last 12 months		
	EU27	7%
	ES	16%
	AT	10%
	EL	8%
	BE	9%
	CY	7%
	SI	7%
	NL	6%
	FI	6%
	FR	6%
	DE	5%
	IE	5%
	DK	4%
	LU	4%
	UK	3%
	SE	2%

*Base: those who have used air transport in the last 12 months EB71.2, n=6505

A country by country analysis of those who have used air transport within the last twelve months shows that Spaniards (16%), followed by Austrians (10%), have requested the implementation of their newly-acquired rights far more frequently than the EU average. Indeed, the EU average is as low as 7%, as travellers from most other countries have not asked for the application of their rights. The lowest percentage of such cases is found in the UK (3%) and Sweden (2%) where only a miniscule fragment of travellers have sought to exercise their rights.

Several reasons may explain this low European average. A first hypothesis would be that there was no reason to request the implementation of these rights; but we have seen that 34% of those who had used air transport services in the past twelve months disagreed that the treatment they received from the company when things did not go as scheduled was satisfactory which casts some doubt on this hypothesis.

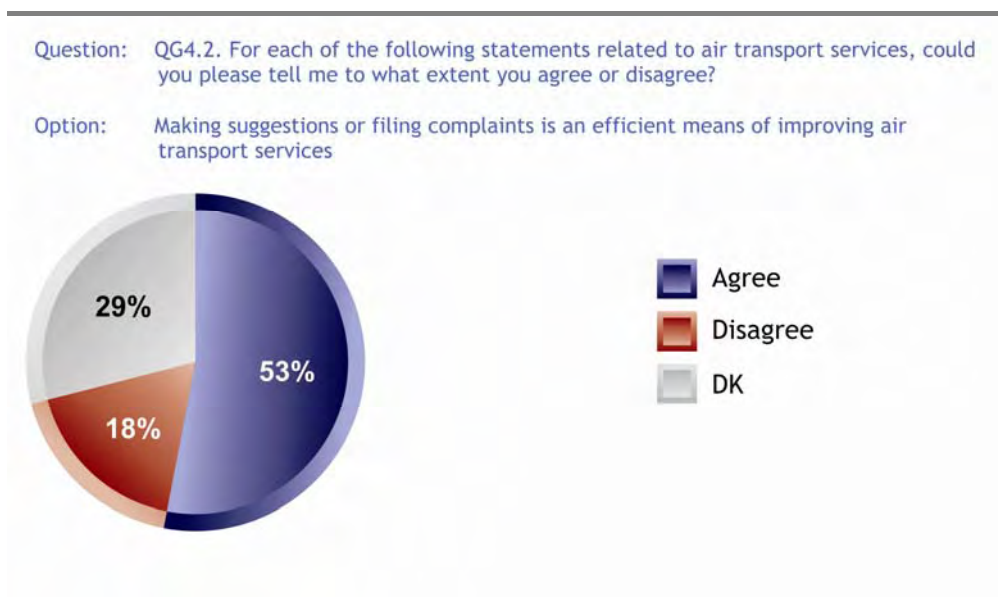
A second and more probable reason is that there is a lack of public awareness of the issue. As has been shown, awareness among respondents who used air transport services in the past twelve months is rather low: 55% of them had not heard about their strengthened air passenger's rights.

Further, it might be difficult for passengers to claim their rights when it comes to air travel. To have a clearer picture of the issue, it is useful to understand how those who had to cope with inconveniences when travelling by air stand on the matter. Among this target group, 12% had requested the implementation of their rights while 88% had not. This is clearly too low for this group of people, since a higher proportion of them know about the existence of these rights. Why, then, are they not claiming their rights? There is most probably a lack of information concerning what passengers should do. We will further elaborate on this in the next sections.

5.3 Are complaints procedures efficient?

- Filing complaints is seen as an efficient means of improving air transport services -

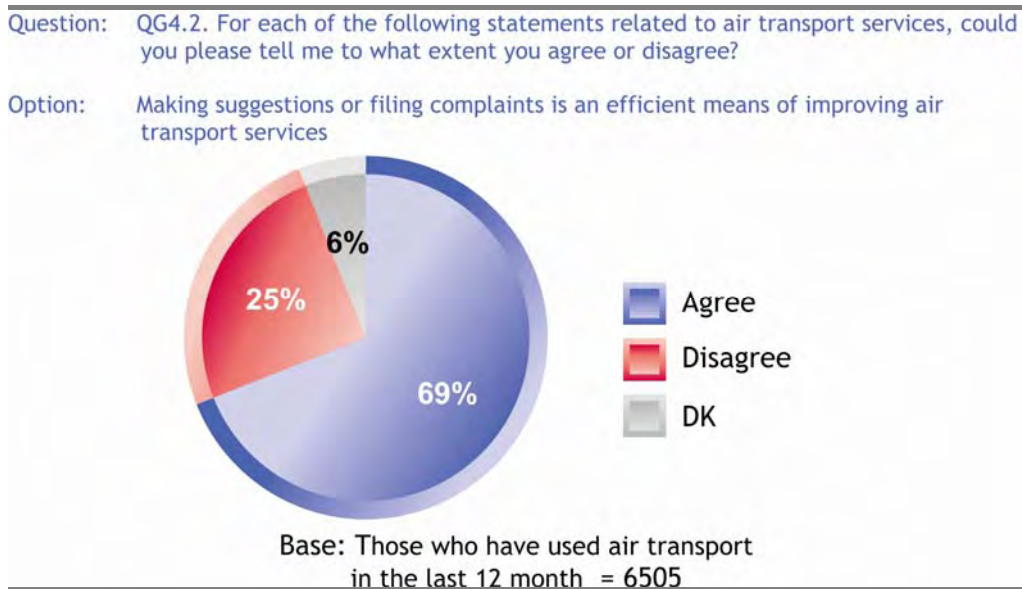
As previously shown only a minor proportion of respondents requested the implementation of their rights as air passengers. This picture is now supplemented by the views of respondents about the efficiency of making suggestions or filing complaints in improving air transport services.



Base; All respondents EB71.2, n=26756

Although only a small proportion of the respondents had previously complained, we see that European public opinion leans towards the idea that filing complaints or making suggestions is an efficient means of improving air transport services. A majority of 53% of Europeans agree on this issue. The percentage is as high as 75% when the 'don't know' answers are excluded.

















Among those who travelled by plane in the last twelve months, almost seven out of ten (69%) believe that making suggestions or filing complaints is an efficient way of improving air transport services. Here again, the exclusion of the 'don't know' answers from the results allows us to focus on those who have an opinion on the question. We find that the results are in line with those for the entire population, with a difference of only 2 percentage points (73%).



Given the fact that only 7% of recent air travellers have requested the implementation of their rights, it is somewhat surprising that a vast majority of 69% agree that, in theory, filing complaints is an efficient means of improving transport services. There is clearly a gap between what respondents see as theoretically viable and what they deem as reasonable in practice.

QG4.2 For each of the following statements related to air transport services, could you please tell me to what extent you agree or disagree?

Making suggestions or filing complaints is an efficient means of improving air transport services - % Total Yes






Air transport users in the last 12 months		
	EU27	69%
	CY	92%
	NL	82%
	AT	79%
	EL	78%
	ES	74%
	LU	73%
	SI	73%
	BE	72%
	DE	70%
	IE	64%
	UK	64%
	FI	63%
	DK	62%
	SE	61%
	FR	58%

*Base: those who have used air transport in the last 12 months EB71.2, n=6505

A country comparison reveals significant differences. The very large proportion of Cypriots (92%) who think that making suggestions or making complaints is an efficient means of improving air transport services is well above the EU average at 69%. The Netherlands comes next with 82% of respondents trusting such means as improving air transport while 79% of Austrians, 78% of Greeks as well as 74% of Spaniards are also of the same opinion. French respondents regard making suggestions and filing complaints as a less efficient way of improving air transport services as only 58% of them think that it is a useful means of achieving that goal. The Scandinavian countries also attach relatively little weight to this procedure.

QG4.2 For each of the following statements related to air transport services, could you please tell me to what extent you agree or disagree? - % EU

Making suggestions or filing complaints is an efficient means of improving air transport services

	Agree	Disagree	DK
EU27*	53%	18%	29%
Sex			
 Male	55%	19%	26%
Female	51%	17%	32%
Age			
 15-24	55%	19%	26%
25-39	54%	21%	25%
40-54	56%	18%	26%
55+	48%	16%	36%
Education (End of)			
 15-	46%	15%	39%
16-19	52%	18%	30%
20+	60%	20%	20%
Still studying	56%	18%	26%
Respondent occupation scale			
 Self-employed	60%	17%	23%
Managers	64%	22%	14%
Other white collars	58%	20%	22%
Manual workers	53%	19%	28%
House persons	49%	15%	36%
Unemployed	48%	48%	34%
Retired	45%	15%	26%
Students	56%	18%	26%
Subjective urbanisation			
 Rural village	48%	18%	34%
Small/ mid size town	54%	17%	29%
Large town	56%	20%	24%
Difficulties paying bills			
Most of the time	48%	15%	37%
From time to time	51%	18%	31%
Almost never/ never	54%	19%	27%

*Base: All respondents EB71.2, n=26756

A socio-demographic breakdown shows interesting differences and reveals that significant proportions of respondents feel unable to express an opinion on the matter. For some categories, this figure is over a third of the sample.

As regards gender, slightly more men (55%) than women (51%) think that making suggestions or filing complaints is an efficient means of improving air transport services than women. The 'don't know' rate among women is high, with almost a third (32%) being unable to form an opinion.

Age appears to be more relevant in this regard: those aged 40-54 have the most confidence in this kind of system (56%), closely followed by those aged 15-24

(55%) and those aged 25-39 (54%). The percentage is somewhat more modest for those aged 55 or over (48%). This latter group also has a very large proportion of 'don't know' answers (36%).

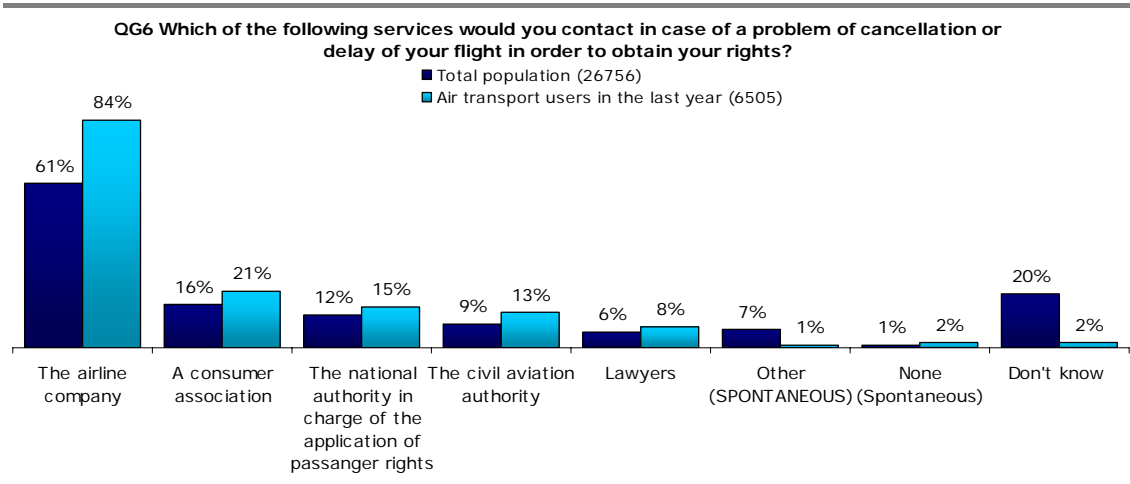
The respondent's level of education and occupational status also appear to be relatively important in shaping the respondent's attitude to filing complaints. Those who left school before the age of 15 (46%) are the least likely to trust such procedures, whereas those who studied beyond the age of 20 are the most likely to trust them (60%). An analysis based on the occupation of respondents reveals even wider variations. A large proportion of managers (64%) and self-employed people (60%) trust this method of improving services, while only 45% of retired people and 48% of unemployed people feel the same. Managers are also the group with the lowest number of 'don't know' answers (14%).

Moreover, 56% of those living in large towns said that they trust such systems while only 48% of those living in rural areas trust them. Turning to the respondent's financial situation, we can see that those who have difficulties paying their bills most of the time do not trust in particular such systems (only 48% said that they agree they are an efficient means of improving air transport services). A slightly larger proportion of those who have difficulties paying their bills from time to time (51%), and those who never or almost never have difficulties paying bills (54%) agree that filing complaints is an efficient means of redress. In other words, a slight majority of the latter two categories agree that filing complaints does help to improve transport services. At the same time, a staggering 37% of those who have problems paying their bills most of the time do not know what to think about the matter.

5.4 Contacts when filing a complaint

- A clear majority would focus on the airline company in order to exercise their rights -

A large segment of respondents from the total population (61%) think that in the event of a problem regarding a cancelled or delayed flight they would contact the airline company in order to exercise their rights. A further 16% would contact a consumer association, 12% would contact the national authority in charge of the application of passenger rights, 9% would contact the Civil Aviation Authority and 6% would contact a lawyer. Once again the number of 'don't know' answers is relatively high (20%).

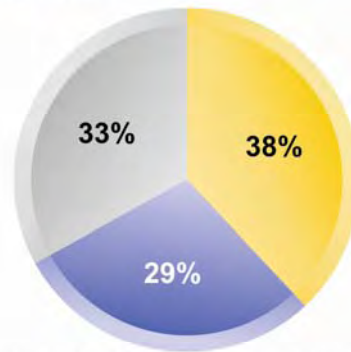


The second bar in the above chart represents the opinion of those respondents who used air transport in the last year. We can see that the ranking of the different services to contact is identical. 84% of air transport users would contact the airline company, 21% would contact a consumer association, 15% would contact the national authority in charge of the application of passenger rights, 13% would contact the Civil Aviation Authority and 8% would contact a lawyer.

The results of this question support the previous findings of this research. The responses suggest that respondents would focus on the airline company in order to obtain their rights. It is obvious that people might not trust the airline company involved in an issue to make an objective judgment of the situation. This is probably one of the reasons why such a small proportion of people are currently claiming their rights.

It is also obvious that at the current time people do not think of turning to a neutral body such as the national authority in charge of the application of passengers' rights to file a complaint. The number of complaints would probably go up if people did think of these authorities and could contact them more easily.

Question: QG8b. Nowadays, national authorities in charge of the application of the rules concerning delays, cancellations and denied boarding are not obliged to intervene in luggage related problem. Some say that it would be better to have the opportunity to complain abo

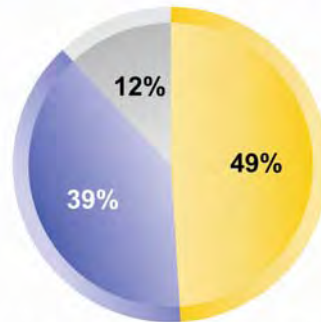


- To complain about luggage to the same national authorities in charge of the complaints regarding cancellations, delays or denied boarding
- To complain about luggage to organisations and associations currently in charge of problems related to luggage
- DK

Base: All respondents EB71.2, n=26756

People are also looking for easier ways to complain. Overall, 38% agreed that it would be better to complain about luggage to the same national authorities in charge of complaints regarding cancellations, delays or when boarding is denied, whereas 29% would prefer the associations currently in charge of problems related to luggage. It should also be noted that a large proportion of Europeans (33%) have not been able to form an opinion on the matter. Nevertheless, these results indicate a preference for a single, national contact body for filing complaints. There is almost an absolute majority for this solution if we narrow the group of respondents to those who have used air transport during the last year.

Question: QG8b. Nowadays, national authorities in charge of the application of the rules concerning delays, cancellations and denied boarding are not obliged to intervene in luggage related problem. Some say that it would be better to...



- To complain about luggage to the same national authorities in charge of the complaints regarding cancellations, delays or denied boarding
- To complain about luggage to organisations and associations currently in charge of problems related to luggage
- DK

Base: Those who have used air transport
in the last 12 month = 6505

CONCLUSION

This report helps us to gain a better understanding of the use made by European citizens of different transport methods and of their opinions and attitudes with regard to their rights as passengers, with a special focus on air travel.

One of our main findings is that Europeans are inadequately informed about their rights and obligations when travelling with an EU-registered carrier. The respondents are similarly unaware of their reinforced rights pursuant to Regulation [EC] 261/2004. Even when studying only those respondents who have travelled by air at some point over the last 12 months (22% of the sample), a majority of them are relatively unaware of their contractual rights.

Turning to the perception of different service parameters, our analysis reveals that the majority of European travellers are satisfied with the punctuality and comfort of flights. Luggage handling is also considered satisfactory, albeit to a lesser extent. On the other hand, respondents are dissatisfied with the information they are provided with when they suffer an inconvenience and especially with the compensation they receive in such cases. Furthermore, a majority of the interviewees found information about air ticket prices ambiguous.

The study shows that there is a clear link between the passenger's level of awareness of his/her rights and the satisfaction with the services received when travelling by air. The data indicates that the higher the degree of awareness, the higher the quality of services received. Although we cannot come to a definite conclusion about what is the cause and what is the effect here, it appears reasonable to aim for higher information levels and thereby also achieve a higher quality of service.

Moreover, it is to be noted that Europeans think that filing complaints or making suggestions can contribute towards improving air transport services. Most respondents would contact the air transport company for such claims, but the survey also indicates a preference for a single, streamlined authority to handle complaints. Indeed, the discrepancy between the low frequency with which passengers request the implementation of their rights and the repeated dissatisfaction with the services received, indicates a need to streamline procedures and raise awareness about enforcement bodies. A viable solution is an accessible national authority which would deal with all the different types of passenger problems that may occur in connection with air transport.

ANNEXES

TECHNICAL SPECIFICATIONS

EUROBAROMETER 71.2 TECHNICAL SPECIFICATIONS

Between the 25th of May and the 17th of June 2009, TNS Opinion & Social, a consortium created between TNS plc and TNS opinion, carried out wave 71.2 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Research and Political Analysis".

The SPECIAL EUROBAROMETER N°319 is part of wave 71.2 and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over. The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every Nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random (following the "closest birthday rule"). All interviews were conducted face-to-face in people's homes and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview*) was used in those countries where this technique was available.

ABBREVIATIONS	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.000	29/05/2009	17/06/2009	8.786.805
BG	Bulgaria	TNS BBSS	1.009	29/05/2009	8/06/2009	6.647.375
CZ	Czech Rep.	TNS Aisa	1.033	29/05/2009	14/06/2009	8.571.710
DK	Denmark	TNS Gallup DK	1.001	25/05/2009	17/06/2009	4.432.931
DE	Germany	TNS Infratest	1.523	29/05/2009	14/06/2009	64.546.096
EE	Estonia	Emor	1.007	29/05/2009	14/06/2009	887.094
IE	Ireland	TNS MRBI	1.007	29/05/2009	11/06/2009	3.375.399
EL	Greece	TNS ICAP	1.000	29/05/2009	14/06/2009	8.691.304
ES	Spain	TNS Demoscopia	1.007	29/05/2009	14/06/2009	38.536.844
FR	France	TNS Sofres	1.078	29/05/2009	15/06/2009	46.425.653
IT	Italy	TNS Infratest	1.048	29/05/2009	14/06/2009	48.892.559
CY	Rep. of Cyprus	Synovate	501	27/05/2009	14/06/2009	638.900
LV	Latvia	TNS Latvia	1.012	29/05/2009	14/06/2009	1.444.884
		TNS Gallup				
LT	Lithuania	Lithuania	1.022	29/05/2009	10/06/2009	2.846.756
LU	Luxembourg	TNS ILReS	504	25/05/2009	17/06/2009	388.914
HU	Hungary	TNS Hungary	1.000	29/05/2009	13/06/2009	8.320.614
MT	Malta	MISCO	500	29/05/2009	13/06/2009	335.476
NL	Netherlands	TNS NIPO	1.079	28/05/2009	16/06/2009	13.017.690
		Österreichisches				
AT	Austria	Gallup-Institut	1.001	29/05/2009	11/06/2009	7.004.205
PL	Poland	TNS OBOP	1.000	29/05/2009	16/06/2009	32.155.805
PT	Portugal	TNS EUROTESTE	1.020	29/05/2009	16/06/2009	8.080.915
RO	Romania	TNS CSOP	1.023	29/05/2009	11/06/2009	18.246.731
SI	Slovenia	RM PLUS	1.022	28/05/2009	12/06/2009	1.729.298
SK	Slovakia	TNS AISA SK	1.037	29/05/2009	17/06/2009	4.316.438
FI	Finland	TNS Gallup Oy	999	29/05/2009	15/06/2009	4.353.495
SE	Sweden	TNS GALLUP	1.006	29/05/2009	13/06/2009	7.562.263
	United Kingdom					
UK	Kingdom	TNS UK	1.317	29/05/2009	15/06/2009	50.519.877
TOTAL			26.756	25/05/2009	17/06/2009	400.123.520

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Opinion & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed above.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence limits	± 1.9 points	± 2.5 points	± 2.7 points	± 3.0 points	± 3.1 points

QUESTIONNAIRE

QG1 Which of the following services, if any, have you used during the last twelve months?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Local urban transport (Trams, Buses, Metro, etc.)	1,
Inter-city rail transport	2,
Air transport	3,
International bus transport	4,
Ferry services	5,
None of these (SPONTANEOUS)	6,
DK	7,

EB63.2 QB1

QG2 When buying a ticket from a transport company, you have a contract with this company. Are you aware of rights and obligations linked to this contract?

Yes	1
No	2
DK	3

EB63.2 QB4

QG3 The European Union has strengthened the rights of air transport passengers. Have you already...? (M)

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	DK
1	Heard of these rights	1	2	3
2	Seen the list of those rights in an airport (Charter of Air Passenger Rights)	1	2	3
3	Requested the implementation of these rights	1	2	3

EB63.2 QB5

--

QG4	For each of the following statements related to air transport services, could you please tell me to what extent you agree or disagree.
-----	--

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)
--

	(READ OUT)	Fully agree	Tend to agree	Tend to disagree	Fully disagree	DK
--	------------	-------------	---------------	------------------	----------------	----

1	You are informed as a passenger about your rights by the air transport companies	1	2	3	4	5
2	Making suggestions or filing complaints is an efficient means of improving air transport services	1	2	3	4	5
3	The treatment you receive from the company when things do not go as scheduled is satisfactory	1	2	3	4	5

EB63.2 QB13 TREND MODIFIED

--

QG5	For each of the following elements regarding air transport services, would you say that, in general, you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with it?
-----	--

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)
--

	(READ OUT)	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	DK
--	------------	----------------	------------------	--------------------	----------------------	----

1	Punctuality	1	2	3	4	5
2	Comfort	1	2	3	4	5
3	Information in case of delays or cancellations	1	2	3	4	5
4	Information in case of loss, damage or delay of luggage (N)	1	2	3	4	5
5	Compensation offered in case of service failures (M)	1	2	3	4	5

EB63.2 QB15 TREND MODIFIED

--

QG6	Which of the following services would you contact in case of a problem of cancellation or delay of your flight in order to obtain your rights?
-----	--

(READ OUT – MAX. 2 ANSWERS)

- | | |
|--|----|
| The airline company | 1, |
| The Civil Aviation Authority | 2, |
| A consumer association | 3, |
| Lawyers | 4, |
| The national authority in charge of the application of passengers rights | 5, |
| None (SPONTANEOUS) | 6, |
| Other (SPONTANEOUS) | 7, |
| DK | 8, |

NEW

ASK QG7a TO QG7c IF "USE OF AIR TRANSPORT", CODE 3 IN QG1 – OTHERS GO TO QG8a

--

QG7a	During the last twelve months, have you had to put up with a cancellation, a long delay, a denied boarding or loss/ damage of your luggage?
------	---

(READ OUT – ONE ANSWER ONLY)

- | | |
|-----|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

NEW

ASK QG7b AND QG7c IF "YES", CODE 1 IN QG7a – OTHERS GO TO QG8a
--

--

QG7b	Have you already complained about this incident to a body in charge of complaint handling?
------	--

(READ OUT – ONE ANSWER ONLY)

- | | |
|-----|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

NEW

ASK QG7c IF "YES", CODE 1 IN QG7b – OTHERS GO TO QG8a

QG7c Would you say that your complaint was dealt with very well, rather well, rather badly or very badly?

(READ OUT – ONE ANSWER ONLY)

Very well	1
Rather well	2
Rather badly	3
Very badly	4
DK	5

NEW

ASK ALL

QG8a Would you say that, when you use air transport, the way your luggage is handled is very satisfactory, rather satisfactory, not very satisfactory or not at all satisfactory?

(READ OUT – ONE ANSWER ONLY)

Very satisfactory	1
Rather satisfactory	2
Not very satisfactory	3
Not at all satisfactory	4
DK	5

NEW

QG8b Nowadays, national authorities in charge of the application of the rules concerning delays, cancellations and denied boarding are not obliged to intervene in luggage related problem. Some say that it would be better to have the opportunity to complain about luggage to the same national authorities as the ones in charge of the complaints about cancellations, delays or denied boarding. Others, on the contrary, say that it is better to continue to address complaints about luggage to the various organisations and associations (airline companies, consumer associations, etc.) which are currently taking care of these problems. Which of those two opinions is the closest to what you think?

(ONE ANSWER ONLY)

- | | |
|---|---|
| To complain about luggage to the same national authorities in charge of the complaints regarding cancellations, delays or denied boarding | 1 |
| To complain about luggage to organisations and associations currently in charge of problems related to luggage | 2 |
| DK | 3 |

NEW

QG9 Do you think prices are indicated unambiguously for air transport?

- | | |
|-----|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

EB63.2 QB25

TABLES

Special Eurobarometer 319 – Air Passengers' Rights

QG1 Which of the following services, if any, have you used during the last twelve months? (MULTIPLE ANSWERS POSSIBLE)

('DO NOT ASK ITEM 2 IN MT AND CY AND ITEM 4 IN CY')

	TOTAL	Local urban transport (Trams, Buses, Metro, etc.)	Inter-city rail transport	Air transport	International bus transport	Ferry services	None of these (SP.)	DK
EU27	26756	59%	30%	24%	5%	8%	27%	1%
BE	1000	54%	32%	28%	6%	3%	30%	0%
BG	1009	68%	29%	5%	6%	1%	25%	1%
CZ	1033	73%	31%	13%	7%	2%	20%	0%
DK	1001	67%	49%	49%	10%	37%	14%	0%
D-W	1092	60%	35%	30%	4%	8%	26%	0%
DE	1523	60%	33%	28%	4%	8%	26%	0%
D-E	431	62%	26%	20%	3%	6%	26%	0%
EE	1007	61%	20%	18%	14%	24%	20%	4%
IE	1007	55%	30%	58%	10%	13%	19%	1%
EL	1000	70%	24%	21%	7%	32%	20%	-
ES	1007	73%	37%	31%	7%	4%	16%	-
FR	1078	44%	29%	22%	4%	4%	39%	1%
IT	1048	34%	29%	18%	2%	4%	40%	3%
CY	501	18%	-	46%	-	11%	41%	1%
LV	1012	74%	29%	15%	18%	6%	17%	1%
LT	1022	62%	12%	13%	11%	8%	26%	2%
LU	504	67%	42%	42%	17%	7%	14%	-
HU	1000	64%	13%	3%	3%	5%	30%	0%
MT	500	60%	-	38%	18%	46%	15%	-
NL	1079	58%	51%	37%	8%	24%	19%	0%
AT	1001	58%	22%	29%	5%	4%	31%	1%
PL	1000	60%	17%	10%	4%	3%	35%	1%
PT	1020	57%	26%	12%	3%	7%	32%	1%
RO	1023	65%	21%	7%	5%	1%	26%	3%
SI	1022	42%	24%	21%	11%	14%	40%	0%
SK	1037	75%	26%	14%	14%	2%	18%	0%
FI	999	59%	40%	41%	11%	31%	18%	-
SE	1006	79%	60%	53%	13%	45%	8%	0%
UK	1317	72%	31%	35%	6%	12%	15%	-

Special Eurobarometer 319 – Air Passengers' Rights

QG2 When buying a ticket from a transport company, you have a contract with this company. Are you aware of rights and obligations linked to this contract?

	TOTAL	Yes	No	DK
EU27	26756	34%	59%	7%
BE	1000	24%	73%	3%
BG	1009	34%	47%	19%
CZ	1033	35%	61%	4%
DK	1001	28%	70%	2%
D-W	1092	44%	48%	8%
DE	1523	44%	49%	7%
D-E	431	42%	55%	3%
EE	1007	41%	55%	4%
IE	1007	43%	49%	8%
EL	1000	27%	72%	1%
ES	1007	44%	52%	4%
FR	1078	26%	72%	2%
IT	1048	23%	61%	16%
CY	501	44%	49%	7%
LV	1012	38%	55%	7%
LT	1022	29%	61%	10%
LU	504	37%	53%	10%
HU	1000	36%	58%	6%
MT	500	44%	45%	11%
NL	1079	44%	53%	3%
AT	1001	38%	52%	10%
PL	1000	28%	62%	10%
PT	1020	30%	59%	11%
RO	1023	15%	63%	22%
SI	1022	35%	56%	9%
SK	1037	42%	52%	6%
FI	999	44%	53%	3%
SE	1006	45%	53%	2%
UK	1317	36%	62%	2%

Special Eurobarometer 319 – Air Passengers' Rights

QG3.1 The European Union has strengthened the rights of air transport passengers. Have you already...?

Heard of these rights

	TOTAL	Yes	No	DK
EU27	26756	23%	71%	6%
BE	1000	22%	75%	3%
BG	1009	12%	70%	18%
CZ	1033	17%	80%	3%
DK	1001	28%	69%	3%
D-W	1092	41%	55%	4%
DE	1523	40%	56%	4%
D-E	431	35%	62%	3%
EE	1007	20%	74%	6%
IE	1007	35%	60%	5%
EL	1000	21%	79%	-
ES	1007	38%	60%	2%
FR	1078	17%	81%	2%
IT	1048	17%	71%	12%
CY	501	32%	66%	2%
LV	1012	20%	73%	7%
LT	1022	22%	68%	10%
LU	504	31%	64%	5%
HU	1000	17%	78%	5%
MT	500	33%	61%	6%
NL	1079	27%	69%	4%
AT	1001	31%	65%	4%
PL	1000	11%	82%	7%
PT	1020	20%	72%	8%
RO	1023	13%	71%	16%
SI	1022	28%	64%	8%
SK	1037	30%	67%	3%
FI	999	25%	72%	3%
SE	1006	18%	79%	3%
UK	1317	17%	80%	3%

Special Eurobarometer 319 – Air Passengers' Rights

QG3.2 The European Union has strengthened the rights of air transport passengers. Have you already...?
 Seen the list of those rights in an airport (Charter of Air Passenger Rights)

	TOTAL	Yes	No	DK
EU27	26756	8%	86%	6%
BE	1000	7%	90%	3%
BG	1009	2%	78%	20%
CZ	1033	5%	92%	3%
DK	1001	8%	89%	3%
D-W	1092	8%	87%	5%
DE	1523	8%	87%	5%
D-E	431	7%	89%	4%
EE	1007	9%	81%	10%
IE	1007	17%	76%	7%
EL	1000	7%	93%	-
ES	1007	17%	80%	3%
FR	1078	6%	92%	2%
IT	1048	10%	78%	12%
CY	501	12%	86%	2%
LV	1012	7%	83%	10%
LT	1022	6%	81%	13%
LU	504	10%	83%	7%
HU	1000	4%	89%	7%
MT	500	10%	84%	6%
NL	1079	7%	88%	5%
AT	1001	12%	82%	6%
PL	1000	3%	87%	10%
PT	1020	4%	86%	10%
RO	1023	4%	78%	18%
SI	1022	11%	81%	8%
SK	1037	4%	91%	5%
FI	999	11%	85%	4%
SE	1006	6%	90%	4%
UK	1317	10%	86%	4%

Special Eurobarometer 319 – Air Passengers' Rights

QG3.3 The European Union has strengthened the rights of air transport passengers. Have you already...?
Requested the implementation of these rights

	TOTAL	Yes	No	DK
EU27	26756	4%	90%	6%
BE	1000	4%	94%	2%
BG	1009	1%	78%	21%
CZ	1033	1%	96%	3%
DK	1001	2%	95%	3%
D-W	1092	3%	93%	4%
DE	1523	3%	93%	4%
D-E	431	3%	92%	5%
EE	1007	4%	84%	12%
IE	1007	4%	90%	6%
EL	1000	2%	97%	1%
ES	1007	9%	89%	2%
FR	1078	2%	95%	3%
IT	1048	5%	82%	13%
CY	501	3%	95%	2%
LV	1012	3%	85%	12%
LT	1022	1%	83%	16%
LU	504	4%	90%	6%
HU	1000	1%	92%	7%
MT	500	2%	92%	6%
NL	1079	3%	93%	4%
AT	1001	6%	91%	3%
PL	1000	2%	86%	12%
PT	1020	2%	89%	9%
RO	1023	3%	79%	18%
SI	1022	3%	90%	7%
SK	1037	1%	95%	4%
FI	999	4%	93%	3%
SE	1006	1%	95%	4%
UK	1317	3%	95%	2%

Special Eurobarometer 319 – Air Passengers' Rights

QG4.1 For each of the following statements related to air transport services, could you please tell me to what extent you agree or disagree?

You are informed as a passenger about your rights by the air transport companies

	<i>TOTAL</i>	<i>Fully agree</i>	<i>Tend to agree</i>	<i>Tend to disagree</i>	<i>Fully disagree</i>	<i>DK</i>	<i>Agree</i>	<i>Disagree</i>
EU27	26756	10%	24%	19%	13%	34%	34%	32%
BE	1000	8%	27%	28%	17%	20%	35%	45%
BG	1009	5%	9%	5%	19%	62%	14%	24%
CZ	1033	2%	12%	26%	45%	15%	14%	71%
DK	1001	12%	22%	26%	22%	18%	34%	48%
D-W	1092	11%	27%	16%	11%	35%	38%	27%
DE	1523	12%	27%	17%	10%	34%	39%	27%
D-E	431	17%	28%	17%	7%	31%	45%	24%
EE	1007	12%	23%	15%	5%	45%	35%	20%
IE	1007	13%	26%	27%	11%	23%	39%	38%
EL	1000	12%	23%	28%	24%	13%	35%	52%
ES	1007	9%	28%	27%	10%	26%	37%	37%
FR	1078	5%	22%	24%	17%	32%	27%	41%
IT	1048	9%	32%	18%	7%	34%	41%	25%
CY	501	13%	20%	26%	28%	13%	33%	54%
LV	1012	13%	27%	10%	2%	48%	40%	12%
LT	1022	9%	17%	8%	7%	59%	26%	15%
LU	504	16%	25%	19%	13%	27%	41%	32%
HU	1000	17%	20%	6%	3%	54%	37%	9%
MT	500	30%	27%	16%	8%	19%	57%	24%
NL	1079	17%	18%	10%	23%	32%	35%	33%
AT	1001	5%	25%	32%	11%	27%	30%	43%
PL	1000	5%	17%	10%	7%	61%	22%	17%
PT	1020	5%	23%	21%	22%	29%	28%	43%
RO	1023	11%	15%	4%	11%	59%	26%	15%
SI	1022	29%	24%	8%	5%	34%	53%	13%
SK	1037	15%	32%	14%	4%	35%	47%	18%
FI	999	8%	31%	31%	9%	21%	39%	40%
SE	1006	17%	31%	22%	16%	14%	48%	38%
UK	1317	12%	25%	20%	14%	29%	37%	34%

Special Eurobarometer 319 – Air Passengers' Rights

QG4.2 For each of the following statements related to air transport services, could you please tell me to what extent you agree or disagree?

Making suggestions or filing complaints is an efficient means of improving air transport services

	<i>TOTAL</i>	Fully agree	Tend to agree	Tend to disagree	Fully disagree	DK	Agree	Disagree
EU27	26756	17%	36%	12%	6%	29%	53%	18%
BE	1000	19%	44%	14%	7%	16%	63%	21%
BG	1009	11%	13%	3%	10%	63%	24%	13%
CZ	1033	13%	40%	12%	10%	25%	53%	22%
DK	1001	22%	34%	17%	9%	18%	56%	26%
D-W	1092	22%	39%	11%	3%	25%	61%	14%
DE	1523	23%	39%	11%	3%	24%	62%	14%
D-E	431	25%	40%	11%	3%	21%	65%	14%
EE	1007	17%	29%	10%	2%	42%	46%	12%
IE	1007	19%	32%	17%	6%	26%	51%	23%
EL	1000	24%	39%	17%	8%	12%	63%	25%
ES	1007	24%	36%	14%	7%	19%	60%	21%
FR	1078	9%	34%	15%	11%	31%	43%	26%
IT	1048	17%	41%	11%	5%	26%	58%	16%
CY	501	53%	31%	3%	2%	11%	84%	5%
LV	1012	13%	30%	10%	1%	46%	43%	11%
LT	1022	10%	21%	6%	3%	60%	31%	9%
LU	504	24%	36%	12%	3%	25%	60%	15%
HU	1000	13%	25%	6%	3%	53%	38%	9%
MT	500	44%	38%	2%	2%	14%	82%	4%
NL	1079	35%	36%	7%	4%	18%	71%	11%
AT	1001	15%	46%	14%	4%	21%	61%	18%
PL	1000	8%	25%	8%	4%	55%	33%	12%
PT	1020	17%	37%	8%	5%	33%	54%	13%
RO	1023	12%	19%	5%	5%	59%	31%	10%
SI	1022	26%	26%	11%	3%	34%	52%	14%
SK	1037	15%	37%	12%	3%	33%	52%	15%
FI	999	12%	45%	20%	4%	19%	57%	24%
SE	1006	16%	40%	19%	7%	18%	56%	26%
UK	1317	18%	38%	15%	7%	22%	56%	22%

Special Eurobarometer 319 – Air Passengers' Rights

QG4.3 For each of the following statements related to air transport services, could you please tell me to what extent you agree or disagree?

The treatment you receive from the company when things do not go as scheduled is satisfactory

	<i>TOTAL</i>	<i>Fully agree</i>	<i>Tend to agree</i>	<i>Tend to disagree</i>	<i>Fully disagree</i>	<i>DK</i>	<i>Agree</i>	<i>Disagree</i>
EU27	26756	6%	27%	18%	7%	42%	33%	25%
BE	1000	6%	35%	26%	8%	25%	41%	34%
BG	1009	3%	9%	5%	10%	73%	12%	15%
CZ	1033	2%	32%	16%	7%	43%	34%	23%
DK	1001	10%	35%	21%	9%	25%	45%	30%
D-W	1092	6%	31%	17%	6%	40%	37%	23%
DE	1523	6%	30%	17%	6%	41%	36%	23%
D-E	431	8%	28%	18%	3%	43%	36%	21%
EE	1007	6%	27%	14%	5%	48%	33%	19%
IE	1007	8%	22%	21%	9%	40%	30%	30%
EL	1000	10%	29%	29%	10%	22%	39%	39%
ES	1007	8%	33%	18%	9%	32%	41%	27%
FR	1078	3%	22%	20%	11%	44%	25%	31%
IT	1048	6%	28%	22%	6%	38%	34%	28%
CY	501	10%	35%	12%	6%	37%	45%	18%
LV	1012	6%	26%	10%	1%	57%	32%	11%
LT	1022	3%	13%	15%	8%	61%	16%	23%
LU	504	10%	22%	19%	5%	44%	32%	24%
HU	1000	7%	19%	6%	3%	65%	26%	9%
MT	500	17%	29%	12%	7%	35%	46%	19%
NL	1079	14%	29%	11%	6%	40%	43%	17%
AT	1001	6%	33%	16%	4%	41%	39%	20%
PL	1000	3%	17%	7%	3%	70%	20%	10%
PT	1020	5%	31%	8%	3%	53%	36%	11%
RO	1023	8%	13%	7%	7%	65%	21%	14%
SI	1022	10%	20%	18%	12%	40%	30%	30%
SK	1037	5%	28%	20%	6%	41%	33%	26%
FI	999	7%	37%	14%	5%	37%	44%	19%
SE	1006	11%	37%	26%	5%	21%	48%	31%
UK	1317	6%	29%	25%	9%	31%	35%	34%

Special Eurobarometer 319 – Air Passengers' Rights

QG5.1 For each of the following elements regarding air transport services, would you say that, in general, you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with it?

Punctuality

	<i>TOTAL</i>	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	Never use air transport services (SP.)	DK	Satisfied	Not satisfied
EU27	26756	8%	33%	9%	3%	38%	9%	41%	12%
BE	1000	9%	38%	10%	5%	35%	3%	47%	15%
BG	1009	3%	9%	2%	-	73%	13%	12%	2%
CZ	1033	3%	27%	8%	2%	40%	20%	30%	10%
DK	1001	29%	47%	5%	1%	14%	4%	76%	6%
D-W	1092	12%	43%	6%	1%	25%	13%	55%	7%
DE	1523	11%	42%	6%	1%	27%	13%	53%	7%
D-E	431	7%	37%	7%	2%	35%	12%	44%	9%
EE	1007	7%	29%	7%	2%	43%	12%	36%	9%
IE	1007	22%	48%	7%	2%	14%	7%	70%	9%
EL	1000	4%	36%	20%	2%	37%	1%	40%	22%
ES	1007	6%	42%	13%	6%	28%	5%	48%	19%
FR	1078	6%	34%	10%	4%	39%	7%	40%	14%
IT	1048	3%	26%	18%	4%	38%	11%	29%	22%
CY	501	16%	62%	8%	3%	7%	4%	78%	11%
LV	1012	9%	25%	4%	-	50%	12%	34%	4%
LT	1022	5%	17%	5%	2%	38%	33%	22%	7%
LU	504	25%	39%	7%	1%	14%	14%	64%	8%
HU	1000	3%	10%	3%	2%	76%	6%	13%	5%
MT	500	21%	43%	5%	1%	24%	6%	64%	6%
NL	1079	11%	46%	9%	2%	22%	10%	57%	11%
AT	1001	9%	36%	11%	2%	37%	5%	45%	13%
PL	1000	3%	14%	4%	1%	70%	8%	17%	5%
PT	1020	4%	22%	4%	1%	60%	9%	26%	5%
RO	1023	4%	8%	3%	1%	65%	19%	12%	4%
SI	1022	11%	28%	4%	2%	51%	4%	39%	6%
SK	1037	5%	28%	4%	1%	51%	11%	33%	5%
FI	999	14%	51%	8%	2%	21%	4%	65%	10%
SE	1006	21%	54%	8%	1%	11%	5%	75%	9%
UK	1317	15%	42%	8%	3%	26%	6%	57%	11%

Special Eurobarometer 319 – Air Passengers' Rights

QG5.2 For each of the following elements regarding air transport services, would you say that, in general, you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with it?

Comfort

	<i>TOTAL</i>	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	Never use air transport services (SP.)	DK	Satisfied	Not satisfied
EU27	26756	7%	35%	10%	2%	38%	8%	42%	12%
BE	1000	10%	42%	9%	1%	35%	3%	52%	10%
BG	1009	5%	9%	1%	-	73%	12%	14%	1%
CZ	1033	9%	30%	6%	1%	41%	13%	39%	7%
DK	1001	15%	54%	11%	2%	14%	4%	69%	13%
D-W	1092	8%	44%	10%	2%	25%	11%	52%	12%
DE	1523	8%	42%	10%	2%	27%	11%	50%	12%
D-E	431	6%	36%	10%	2%	35%	11%	42%	12%
EE	1007	8%	29%	6%	2%	43%	12%	37%	8%
IE	1007	17%	46%	12%	4%	14%	7%	63%	16%
EL	1000	8%	42%	11%	1%	37%	1%	50%	12%
ES	1007	8%	48%	10%	2%	28%	4%	56%	12%
FR	1078	6%	36%	11%	2%	38%	7%	42%	13%
IT	1048	4%	31%	14%	3%	39%	9%	35%	17%
CY	501	19%	63%	6%	1%	8%	3%	82%	7%
LV	1012	8%	27%	2%	-	51%	12%	35%	2%
LT	1022	5%	19%	4%	1%	38%	33%	24%	5%
LU	504	20%	44%	8%	2%	14%	12%	64%	10%
HU	1000	4%	11%	2%	1%	76%	6%	15%	3%
MT	500	19%	44%	7%	1%	24%	5%	63%	8%
NL	1079	7%	44%	14%	5%	23%	7%	51%	19%
AT	1001	11%	33%	14%	2%	37%	3%	44%	16%
PL	1000	3%	15%	3%	-	70%	9%	18%	3%
PT	1020	5%	24%	3%	-	61%	7%	29%	3%
RO	1023	4%	9%	2%	1%	65%	19%	13%	3%
SI	1022	11%	28%	5%	1%	51%	4%	39%	6%
SK	1037	7%	27%	4%	1%	51%	10%	34%	5%
FI	999	10%	54%	10%	2%	21%	3%	64%	12%
SE	1006	12%	53%	17%	3%	11%	4%	65%	20%
UK	1317	10%	41%	14%	4%	26%	5%	51%	18%

Special Eurobarometer 319 – Air Passengers' Rights

QG5.3 For each of the following elements regarding air transport services, would you say that, in general, you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with it?

Information in case of delays or cancellations

	<i>TOTAL</i>	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	Never use air transport services (SP.)	DK	Satisfied	Not satisfied
EU27	26756	6%	27%	14%	4%	38%	11%	33%	18%
BE	1000	7%	34%	15%	4%	36%	4%	41%	19%
BG	1009	3%	7%	3%	1%	73%	13%	10%	4%
CZ	1033	5%	30%	7%	1%	41%	16%	35%	8%
DK	1001	19%	44%	11%	3%	15%	8%	63%	14%
D-W	1092	5%	36%	14%	2%	26%	17%	41%	16%
DE	1523	6%	35%	14%	2%	27%	16%	41%	16%
D-E	431	6%	31%	13%	2%	35%	13%	37%	15%
EE	1007	6%	24%	10%	2%	43%	15%	30%	12%
IE	1007	12%	38%	18%	6%	14%	12%	50%	24%
EL	1000	4%	29%	25%	4%	37%	1%	33%	29%
ES	1007	4%	33%	18%	7%	28%	10%	37%	25%
FR	1078	4%	23%	18%	4%	39%	12%	27%	22%
IT	1048	3%	24%	19%	5%	39%	10%	27%	24%
CY	501	11%	52%	11%	3%	8%	15%	63%	14%
LV	1012	7%	23%	4%	-	50%	16%	30%	4%
LT	1022	4%	14%	6%	2%	38%	36%	18%	8%
LU	504	13%	31%	13%	4%	14%	25%	44%	17%
HU	1000	3%	8%	3%	2%	77%	7%	11%	5%
MT	500	12%	40%	9%	4%	24%	11%	52%	13%
NL	1079	9%	39%	11%	4%	23%	14%	48%	15%
AT	1001	9%	35%	12%	2%	37%	5%	44%	14%
PL	1000	3%	12%	4%	1%	70%	10%	15%	5%
PT	1020	4%	20%	5%	1%	61%	9%	24%	6%
RO	1023	3%	5%	6%	1%	65%	20%	8%	7%
SI	1022	9%	26%	7%	1%	50%	7%	35%	8%
SK	1037	6%	25%	6%	1%	51%	11%	31%	7%
FI	999	6%	40%	16%	3%	22%	13%	46%	19%
SE	1006	14%	42%	19%	4%	12%	9%	56%	23%
UK	1317	10%	33%	18%	5%	26%	8%	43%	23%

Special Eurobarometer 319 – Air Passengers' Rights

QG5.4 For each of the following elements regarding air transport services, would you say that, in general, you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with it?

Information in case of loss, damage or delay of luggage

	<i>TOTAL</i>	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	Never use air transport services (SP.)	DK	Satisfied	Not satisfied
EU27	26756	4%	20%	14%	6%	38%	18%	24%	20%
BE	1000	5%	28%	17%	6%	36%	8%	33%	23%
BG	1009	1%	4%	3%	2%	73%	17%	5%	5%
CZ	1033	2%	18%	12%	3%	41%	24%	20%	15%
DK	1001	10%	33%	16%	7%	17%	17%	43%	23%
D-W	1092	5%	27%	15%	2%	25%	26%	32%	17%
DE	1523	5%	27%	15%	2%	27%	24%	32%	17%
D-E	431	6%	25%	14%	2%	36%	17%	31%	16%
EE	1007	3%	16%	16%	4%	43%	18%	19%	20%
IE	1007	8%	28%	16%	9%	15%	24%	36%	25%
EL	1000	3%	23%	24%	7%	36%	7%	26%	31%
ES	1007	4%	24%	17%	9%	28%	18%	28%	26%
FR	1078	3%	17%	17%	6%	39%	18%	20%	23%
IT	1048	3%	20%	18%	7%	39%	13%	23%	25%
CY	501	5%	31%	11%	5%	8%	40%	36%	16%
LV	1012	4%	15%	8%	2%	51%	20%	19%	10%
LT	1022	3%	10%	6%	3%	38%	40%	13%	9%
LU	504	8%	18%	17%	5%	14%	38%	26%	22%
HU	1000	2%	6%	3%	3%	78%	8%	8%	6%
MT	500	10%	28%	13%	5%	24%	20%	38%	18%
NL	1079	5%	24%	11%	5%	23%	32%	29%	16%
AT	1001	5%	28%	14%	5%	37%	11%	33%	19%
PL	1000	2%	9%	5%	1%	70%	13%	11%	6%
PT	1020	2%	19%	4%	1%	61%	13%	21%	5%
RO	1023	3%	4%	6%	2%	65%	20%	7%	8%
SI	1022	5%	19%	10%	5%	50%	11%	24%	15%
SK	1037	3%	19%	9%	3%	51%	15%	22%	12%
FI	999	4%	31%	16%	4%	22%	23%	35%	20%
SE	1006	9%	28%	20%	8%	12%	23%	37%	28%
UK	1317	7%	24%	16%	10%	26%	17%	31%	26%

Special Eurobarometer 319 – Air Passengers' Rights

QG5.5 For each of the following elements regarding air transport services, would you say that, in general, you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with it?

Compensation offered in case of service failures

	<i>TOTAL</i>	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	Never use air transport services (SP.)	DK	Satisfied	Not satisfied
EU27	26756	3%	17%	13%	5%	39%	23%	20%	18%
BE	1000	5%	26%	15%	6%	36%	12%	31%	21%
BG	1009	1%	3%	3%	1%	73%	19%	4%	4%
CZ	1033	1%	14%	12%	3%	41%	29%	15%	15%
DK	1001	8%	27%	14%	7%	18%	26%	35%	21%
D-W	1092	2%	20%	12%	2%	26%	38%	22%	14%
DE	1523	2%	20%	12%	3%	28%	35%	22%	15%
D-E	431	3%	19%	12%	4%	37%	25%	22%	16%
EE	1007	3%	17%	13%	3%	43%	21%	20%	16%
IE	1007	5%	18%	14%	11%	15%	37%	23%	25%
EL	1000	2%	14%	24%	10%	37%	13%	16%	34%
ES	1007	2%	22%	14%	10%	28%	24%	24%	24%
FR	1078	3%	14%	15%	6%	39%	23%	17%	21%
IT	1048	2%	18%	19%	7%	40%	14%	20%	26%
CY	501	3%	18%	8%	6%	8%	57%	21%	14%
LV	1012	3%	14%	7%	2%	51%	23%	17%	9%
LT	1022	2%	8%	6%	3%	38%	43%	10%	9%
LU	504	7%	17%	13%	6%	15%	42%	24%	19%
HU	1000	1%	5%	3%	3%	78%	10%	6%	6%
MT	500	7%	20%	11%	3%	24%	35%	27%	14%
NL	1079	3%	19%	11%	5%	23%	39%	22%	16%
AT	1001	4%	23%	14%	5%	37%	17%	27%	19%
PL	1000	1%	8%	5%	1%	70%	15%	9%	6%
PT	1020	3%	17%	5%	-	61%	14%	20%	5%
RO	1023	2%	4%	5%	3%	64%	22%	6%	8%
SI	1022	4%	14%	10%	7%	51%	14%	18%	17%
SK	1037	2%	17%	9%	3%	51%	18%	19%	12%
FI	999	4%	28%	13%	5%	22%	28%	32%	18%
SE	1006	8%	26%	18%	9%	13%	26%	34%	27%
UK	1317	5%	21%	17%	8%	26%	23%	26%	25%

Special Eurobarometer 319 – Air Passengers' Rights

QG6 Which of the following services would you contact in case of a problem of cancellation or delay of your flight in order to obtain your rights? (MAX. 2 ANSWERS)

	<i>TOTAL</i>	The airline company	The Civil Aviation Authority	A consumer association	Lawyers	The national authority in charge of the application of passengers rights	Other (SP.)	None (SP.)	DK
EU27	26756	61%	9%	16%	6%	12%	7%	1%	20%
BE	1000	71%	5%	19%	5%	14%	5%	3%	11%
BG	1009	48%	14%	8%	3%	11%	3%	0%	41%
CZ	1033	54%	4%	15%	5%	15%	6%	0%	25%
DK	1001	85%	16%	25%	5%	19%	1%	1%	8%
D-W	1092	71%	4%	14%	12%	8%	2%	1%	18%
DE	1523	71%	4%	14%	11%	9%	3%	1%	18%
D-E	431	70%	6%	13%	7%	15%	4%	1%	18%
EE	1007	56%	5%	14%	3%	16%	3%	1%	32%
IE	1007	71%	11%	19%	4%	12%	1%	1%	17%
EL	1000	76%	21%	9%	7%	23%	3%	0%	5%
ES	1007	71%	14%	27%	6%	13%	1%	1%	12%
FR	1078	73%	5%	29%	8%	13%	2%	2%	17%
IT	1048	45%	18%	16%	8%	14%	2%	1%	21%
CY	501	80%	13%	12%	4%	21%	1%	0%	9%
LV	1012	52%	6%	14%	1%	11%	5%	0%	31%
LT	1022	35%	8%	7%	2%	10%	12%	1%	40%
LU	504	80%	5%	16%	5%	14%	2%	2%	13%
HU	1000	36%	8%	8%	2%	17%	5%	0%	37%
MT	500	77%	7%	20%	5%	18%	1%	2%	13%
NL	1079	71%	4%	17%	3%	16%	3%	3%	17%
AT	1001	64%	11%	17%	7%	21%	4%	0%	17%
PL	1000	36%	4%	7%	4%	9%	13%	0%	38%
PT	1020	51%	9%	6%	3%	12%	6%	0%	31%
RO	1023	17%	2%	4%	1%	5%	67%	0%	12%
SI	1022	62%	6%	10%	2%	6%	7%	4%	21%
SK	1037	71%	6%	7%	8%	26%	4%	0%	18%
FI	999	77%	4%	14%	1%	13%	2%	5%	13%
SE	1006	85%	13%	27%	3%	18%	0%	3%	8%
UK	1317	67%	10%	11%	4%	11%	7%	1%	18%

Special Eurobarometer 319 – Air Passengers' Rights

QG7a During the last twelve months, have you had to put up with a cancellation, a long delay, a denied boarding or loss\ damage of your luggage?

(IF 'USE OF AIR TRANSPORT', CODE 3 IN QG1)

	TOTAL	Yes	No	DK
EU27	6505	19%	80%	1%
BE	277	13%	86%	1%
BG	52	6%	92%	2%
CZ	136	14%	86%	-
DK	489	27%	73%	-
D-W	322	10%	89%	1%
DE	421	10%	89%	1%
D-E	86	13%	86%	1%
EE	176	26%	74%	-
IE	583	17%	78%	5%
EL	207	15%	85%	-
ES	314	24%	76%	-
FR	238	23%	77%	-
IT	192	17%	78%	5%
CY	232	17%	83%	-
LV	155	25%	75%	-
LT	130	21%	78%	1%
LU	210	17%	83%	-
HU	25	36%	64%	-
MT	189	11%	89%	-
NL	401	18%	81%	1%
AT	290	18%	82%	-
PL	103	15%	85%	-
PT	120	10%	85%	5%
RO	75	19%	78%	3%
SI	217	18%	82%	-
SK	140	18%	81%	1%
FI	412	25%	75%	-
SE	533	27%	71%	2%
UK	465	22%	78%	-

Special Eurobarometer 319 – Air Passengers' Rights

QG7b Have you already complained about this incident to a body in charge of complaint handling?

(IF 'YES', CODE 1 EN QG7a)

	TOTAL	Yes	No	DK
EU27	1223	44%	55%	1%
BE	36	19%	81%	-
BG	3	-	100%	-
CZ	19	17%	83%	-
DK	130	32%	68%	-
D-W	31	33%	64%	3%
DE	43	40%	58%	2%
D-E	11	73%	27%	-
EE	46	41%	56%	3%
IE	98	44%	56%	-
EL	32	41%	55%	4%
ES	75	56%	44%	-
FR	55	28%	72%	-
IT	33	65%	35%	-
CY	41	62%	38%	-
LV	39	24%	76%	-
LT	27	23%	77%	-
LU	35	42%	58%	-
HU	9	-	100%	-
MT	22	55%	45%	-
NL	73	27%	73%	-
AT	53	72%	28%	-
PL	16	23%	77%	-
PT	12	36%	64%	-
RO	14	23%	66%	11%
SI	40	41%	59%	-
SK	25	23%	77%	-
FI	101	39%	61%	-
SE	142	41%	59%	-
UK	102	54%	46%	-

Special Eurobarometer 319 – Air Passengers' Rights

QG7c Would you say that your complaint was dealt with very well, rather well, rather badly or very badly?

(IF 'YES', CODE 1 EN QG7b)

	TOTAL	Very well	Rather well	Rather badly	Very badly	DK	Well	Badly
EU27	543	15%	35%	30%	19%	1%	50%	49%
BE	7	-	27%	11%	62%	-	27%	73%
CZ	3	28%	-	26%	46%	-	28%	72%
DK	41	19%	28%	34%	19%	-	47%	53%
D-W	10	20%	50%	20%	10%	-	70%	30%
DE	17	30%	34%	20%	16%	-	64%	36%
D-E	8	51%	-	21%	28%	-	51%	49%
EE	18	28%	32%	19%	21%	-	60%	40%
IE	44	14%	37%	29%	20%	-	51%	49%
EL	13	38%	24%	19%	19%	-	62%	38%
ES	42	10%	39%	25%	24%	2%	49%	49%
FR	16	8%	30%	44%	18%	-	38%	62%
IT	21	-	28%	72%	-	-	28%	72%
CY	25	40%	7%	26%	27%	-	47%	53%
LV	9	13%	87%	-	-	-	100%	
LT	6	-	69%	-	31%	-	69%	31%
LU	15	26%	33%	-	41%	-	59%	41%
MT	12	56%	14%	24%	6%	-	70%	30%
NL	20	16%	35%	25%	24%	-	51%	49%
AT	38	7%	27%	55%	11%	-	34%	66%
PL	4	-	100%	-	-	-	100%	
PT	4	-	-	43%	57%	-		100%
RO	3	31%	38%	-	31%	-	69%	31%
SI	16	15%	59%	10%	16%	-	74%	26%
SK	6	-	36%	64%	-	-	36%	64%
FI	40	25%	29%	31%	11%	4%	54%	42%
SE	58	33%	32%	23%	9%	3%	65%	32%
UK	55	18%	40%	15%	27%	-	58%	42%

Special Eurobarometer 319 – Air Passengers' Rights

QG8a Would you say that, when you use air transport, the way your luggage is handled is very satisfactory, rather satisfactory, not very satisfactory or not at all satisfactory?

	<i>TOTAL</i>	<i>Very satisfactory</i>	<i>Rather satisfactory</i>	<i>Not very satisfactory</i>	<i>Not at all satisfactory</i>	<i>DK</i>	<i>Satisfactory</i>	<i>Not satisfactory</i>
EU27	26756	6%	32%	14%	5%	43%	38%	19%
BE	1000	11%	42%	10%	4%	33%	53%	14%
BG	1009	2%	12%	4%	1%	81%	14%	5%
CZ	1033	2%	32%	16%	4%	46%	34%	20%
DK	1001	24%	37%	17%	4%	18%	61%	21%
D-W	1092	6%	38%	15%	3%	38%	44%	18%
DE	1523	6%	37%	16%	3%	38%	43%	19%
D-E	431	5%	33%	19%	5%	38%	38%	24%
EE	1007	3%	24%	16%	4%	53%	27%	20%
IE	1007	18%	39%	13%	7%	23%	57%	20%
EL	1000	3%	40%	17%	3%	37%	43%	20%
ES	1007	4%	33%	21%	12%	30%	37%	33%
FR	1078	3%	30%	18%	9%	40%	33%	27%
IT	1048	1%	31%	17%	5%	46%	32%	22%
CY	501	16%	51%	16%	5%	12%	67%	21%
LV	1012	3%	20%	13%	4%	60%	23%	17%
LT	1022	3%	14%	8%	3%	72%	17%	11%
LU	504	9%	40%	20%	8%	23%	49%	28%
HU	1000	3%	17%	6%	2%	72%	20%	8%
MT	500	7%	38%	21%	11%	23%	45%	32%
NL	1079	13%	43%	12%	3%	29%	56%	15%
AT	1001	4%	38%	15%	3%	40%	42%	18%
PL	1000	2%	17%	5%	2%	74%	19%	7%
PT	1020	2%	26%	6%	3%	63%	28%	9%
RO	1023	2%	11%	4%	2%	81%	13%	6%
SI	1022	6%	29%	14%	5%	46%	35%	19%
SK	1037	5%	34%	12%	4%	45%	39%	16%
FI	999	8%	51%	16%	3%	22%	59%	19%
SE	1006	20%	48%	15%	3%	14%	68%	18%
UK	1317	15%	38%	13%	8%	26%	53%	21%

Special Eurobarometer 319 – Air Passengers' Rights

QG8b Nowadays, national authorities in charge of the application of the rules concerning delays, cancellations and denied boarding are not obliged to intervene in luggage related problem. Some say that it would be better to have the opportunity to complain about luggage to the same national authorities as the ones in charge of the complaints about cancellations, delays or denied boarding. Others, on the contrary, say that it is better to continue to address complaints about luggage to the various organisations and associations (airline companies, consumer associations, etc.) which are currently taking care of these problems. Which of those two opinions is the closest to what you think?

	TOTAL	To complain about luggage to the same national authorities in charge of the complaints regarding cancellations, delays or denied boarding	To complain about luggage to organisations and associations currently in charge of problems related to luggage	DK
EU27	26756	38%	29%	33%
BE	1000	31%	47%	22%
BG	1009	33%	14%	53%
CZ	1033	33%	31%	36%
DK	1001	46%	37%	17%
D-W	1092	36%	33%	31%
DE	1523	37%	32%	31%
D-E	431	38%	29%	33%
EE	1007	25%	30%	45%
IE	1007	36%	27%	37%
EL	1000	51%	43%	6%
ES	1007	49%	30%	21%
FR	1078	36%	29%	35%
IT	1048	50%	21%	29%
CY	501	32%	53%	15%
LV	1012	20%	32%	48%
LT	1022	20%	21%	59%
LU	504	27%	43%	30%
HU	1000	31%	23%	46%
MT	500	28%	39%	33%
NL	1079	37%	35%	28%
AT	1001	37%	38%	25%
PL	1000	31%	13%	56%
PT	1020	26%	22%	52%
RO	1023	17%	16%	67%
SI	1022	32%	31%	37%
SK	1037	36%	32%	32%
FI	999	30%	50%	20%
SE	1006	33%	44%	23%
UK	1317	40%	35%	25%

Special Eurobarometer 319 – Air Passengers' Rights

QG9 Do you think prices are indicated unambiguously for air transport?

	<i>TOTAL</i>	<i>Yes</i>	<i>No</i>	<i>DK</i>
EU27	26756	26%	37%	37%
BE	1000	30%	48%	22%
BG	1009	16%	10%	74%
CZ	1033	16%	57%	27%
DK	1001	24%	60%	16%
D-W	1092	26%	42%	32%
DE	1523	26%	42%	32%
D-E	431	24%	42%	34%
EE	1007	25%	27%	48%
IE	1007	41%	37%	22%
EL	1000	39%	49%	12%
ES	1007	27%	44%	29%
FR	1078	27%	37%	36%
IT	1048	24%	34%	42%
CY	501	40%	42%	18%
LV	1012	24%	27%	49%
LT	1022	15%	24%	61%
LU	504	30%	47%	23%
HU	1000	14%	17%	69%
MT	500	31%	29%	40%
NL	1079	20%	54%	26%
AT	1001	33%	39%	28%
PL	1000	13%	33%	54%
PT	1020	16%	24%	60%
RO	1023	15%	11%	74%
SI	1022	47%	16%	37%
SK	1037	37%	27%	36%
FI	999	43%	37%	20%
SE	1006	47%	40%	13%
UK	1317	35%	40%	25%