



## National Enforcement Bodies under



Regulation [EC] 261/2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91

<http://ec.europa.eu/transport/themes/passengers/air>









### Disclaimer

The table below is based on the information received from the EU Member States. Each Member State is responsible for the accuracy of the information it gives about its national enforcement bodies. The Commission cannot be held responsible for any missing or outdated information.

**Updated:** 20 February 2018

Member State	Organisation	Contact details
 Austria	Agentur für Passagier- und Fahrgastrechte (apf) Linke Wienzeile 4/1/6 AT - 1060 Wien	<b>Tel:</b> +43 1 5050 707 700 <b>Fax:</b> +43 1 5050707 180 www.passagier.at
 Belgium	SPF Mobilité & Transport Direction générale Transport aérien Cellule Stratégique - Droits des passagers City Atrium (6 <sup>ème</sup> étage - locker PAX) Rue du Progrès 56 BE - 1210 Bruxelles  FOD Mobiliteit & Vervoer Directoraat-generaal Luchtvaart Strategische Cel - Passagiersrechten City Atrium (6 <sup>de</sup> verdieping - locker: PAX) Vooruitgangstraat 56 BE - 1210 Brussel	<b>Tel:</b> + 32 2 277 44 00 <b>Fax:</b> + 32 2 277 40 73 passenger.rights@mobilit.fgov.be www.mobilit.belgium.be
 Bulgaria	Ministry of Transport, Information Technologies and Communications, Directorate General, Civil Aviation Administration 9, Dyakon Ignatii Str. BG – 1000 SOFIA	<b>Tel.:</b> +359 2 937 10 47 <b>Fax:</b> +359 2 980 53 37 caa@caa.bg
 Croatia	Croatian Civil Aviation Agency Ulica grada Vukovara 284 HR - 10000 ZAGREB	<b>Tel.:</b> +385 1 2369 300 <b>Fax:</b> + 385 1 2369 301 passenger.rights@ccaa.hr www.ccaa.hr
 Cyprus	Department of Civil Aviation 27 Pindarou Street ALPHA Business Centre CY - 1060 NICOSIA	<b>Tel.:</b> +357 22 404 119 <b>Fax:</b> +357 22 766552 passengerrights@dca.mcw.gov.cy




 <u>Czech Republic</u>	Civil Aviation Authority Airport Ruzyně CZ - 160 08 PRAHA 6	<b>Tel.:</b> +420 225 422 726 <b>Fax:</b> +420 220 561 823 caa@caa.cz
 <u>Denmark</u>	The Danish Transport and Construction Agency Edvard Thomsens Vej 14 DK-2300 Copenhagen S	<b>Tel.:</b> +45 7221 8800 <b>Fax:</b> +45 7262 6790 info@tbst.dk www.tbst.dk
 <u>Estonia</u>	Tarbijakaitseamet (Consumer Protection Board) Rahukohtu 2 EE - 10130 TALLINN	<b>Tel.:</b> +372 6201700 <b>Fax:</b> +372 6201701 info@tka.riik.ee www.tka.riik.ee
 <u>Finland</u>	<p><b>Complaints from private consumers:</b>          Consumer Disputes Board          P.O. Box 306          FI - 00531 HELSINKI</p> <p><b>Complaints from business travellers:</b>          Finnish Transport Safety Agency          P.O. Box 320          FI - 00101 HELSINKI</p> <p><b>Supervision of the interests of consumers on a collective level (no handling of individual cases):</b>          Competition and Consumer Authority          Haapaniemenkatu 4 A, Box 5          FI - 00531 HELSINKI</p>	<b>Tel.:</b> +358 29 56 65200 <b>Fax:</b> +358 29 56 65249 kril@oikeus.fi www.kuluttajariita.fi  <b>Tel.:</b> +358 29 534 5000 <b>Fax:</b> +358 29 534 5095 kirjaamo@trafi.fi www.trafi.fi  <b>Tel.:</b> +358 29 505 3000 <b>Fax:</b> +358 29 876 4398 kirjaamo@kkv.fi www.kkv.fi
 <u>France</u>	Direction générale de l'aviation civile (DGAC) Direction du transport aérien Mission du Droit des passagers Bureau des passagers aériens 50 rue Henry Farman FR- 75720 PARIS cedex 15	<b>Tel.:</b> +33 1 58 09 43 21 www.developpement-durable.gouv.fr
 <u>Germany</u>	Luftfahrt-Bundesamt (LBA) DE - 38144 Braunschweig	<b>Tel.:</b> +49 531 2355 115 <b>Fax:</b> +49 531 2355 9099 fluggastrechte@lba.de http://www.lba.de
 <u>Greece</u>	Hellenic Civil Aviation Authority Air Transport and International Affairs Div Air Transport Economics Section D1/D P.O.B. 73751 EL - 16604 HELLINIKO	<b>Tel.:</b> +30 210 891.6150 <b>Fax:</b> +30 210 891.6193 +30 210 894 7132 d1d@hcaa.gr http://www.ypa.gr/en/passenger-rights/
 <u>Hungary</u>	<p><b>Passenger complaints</b>          Ministry of National Development          Consumer Protection Strategy Department          Address: H-1011 Budapest, Fő utca 44-50.          Postal address: H-1440 Budapest, Pf. 1.</p> <p><b>Enforcement</b>          Ministry of National Development</p>	<b>Tel.:</b> +36 1 896 6129 www.fogyasztovedelem.kormany.hu fogyasztovedelem@nfm.gov.hu  <b>Tel.:</b> +36 1 273 5503 aviation.risk@nfm.gov.hu



	Aviation Risk Assessment Department Address: H-1011 Budapest, Fő utca 44-50. Postal address: H-1440 Budapest, Pf. 1.	
 <u>Ireland</u>	Commission for Aviation Regulation 3rd Floor Alexandra House Earlsfort Terrace IE - DUBLIN 2	<b>Tel. :</b> +353-(0) 1-6611700 <b>Fax :</b> +353-(0) 1-6611269 (General) apr@aviationreg.ie www.aviationreg.ie
 <u>Italy</u>	L'Ente Nazionale per l'Aviazione Civile Viale del Castro Pretorio, 118 IT - 00185 ROME	<b>Tel. :</b> +39 06 44596 1 <b>Fax :</b> +39 06 44596 493 cartadiritti@enac.gov.it http://www.enac.gov.it
 <u>Latvia</u>	Consumer Rights Protection Centre (CRPC) Brivibas street 55 LV-1010, RIGA	<b>Tel. :</b> +371 67388624 <b>Fax :</b> +371 67388634 ptac@ptac.gov.lv www.ptac.gov.lv
 <u>Lithuania</u>	Civil Aviation Administration Rodūnės kelias 2 LT - 02188 VILNIUS	<b>Tel. :</b> +370 5 2739038 <b>Fax :</b> +370 5 2739237
 <u>Luxembourg</u>	Ministère de l'Économie Direction du Marché intérieur et de la Consommation 19 - 21, boulevard Royal L - 2449 LUXEMBOURG	<b>Tel. :</b> +352 247 84159 +352 247 84334 <b>Fax :</b> +352 22 16 07 passagersaeriens@eco.etat.lu
 <u>Malta</u>	Malta Competition and Consumer Affairs Authority Mizzi House, National Road Blata l-Bajda, Hamrun HMR 9010	<b>Tel. :</b> +356 2395 2000 <b>Fax :</b> +356 2124 2406 airpassengerrights.ccd@gov.mt www.consumer.gov.mt
 <u>The Netherlands</u>	Inspectie Leefomgeving en Transport Human Environment and Transport Inspectorate Postbus 575 NL - 2130 AN HOOFFDORP	<b>Tel. :</b> +31 884 890 000 <b>Fax :</b> +31 704 5630 13 www.lLenT.nl
 <u>Poland</u>	<b>Passenger complaints</b> Commission on Passengers' Rights ul. Marcina Flisa 2 PL - 02-247 WARSZAWA  <b>Enforcement</b> Civil Aviation Office ul. Marcina Flisa 2 PL - 02-247 WARSZAWA	<b>Tel.:</b> +48 (22) 520 74 84 <b>Fax:</b> +48 (22) 520 73 47 www.ulc.gov.pl kopp@ulc.gov.pl  <b>Tel.:</b> +48 (22) 520 72 00 <b>Fax :</b> +48 (22) 520 73 00 www.ulc.gov.pl kancelaria@ulc.gov.pl
 <u>Portugal</u>	Autoridade Nacional da Aviação Civil (ANAC) Rua B, Edifícios 4, 5 e 6 Aeroporto Humberto Delgado PT - 1749-034 LISBOA	<b>Tel. :</b> +351 (21) 842-3500 <b>Fax :</b> +351 (21) 847-3585 dre.pdc@anac.pt www.anac.pt



 <u>Romania</u>	National Authority for Consumer Protection 72, Blvd Aviatorilor RO - 011865, Sector 1, BUCHAREST	<b>Tel. :</b> +4021 312 1275 <b>Fax :</b> +4021 314 3462 www.anpc.ro
 <u>Slovakia</u>	Slovenská obchodná inšpekcia (Slovak Trade Inspectorate) ústredný inšpektorát (Central Inspectorate) Prievozská 32 SK - 827 99 BRATISLAVA 27	<b>Tel. :</b> +421 2 58 272 103 +421 2 58 272 140 <b>Fax :</b> +421 2 53414 996 helena.molekova@soi.sk
 <u>Slovenia</u>	Civil Aviation Agency Kotnikova 19A SI - 1000 LJUBLJANA	<b>Tel.:</b> +386 (0) 1 266 66 00 <b>Fax :</b> +386 (0) 1 266 66 99 info@caa.si
 <u>Spain</u>	Agencia Estatal de Seguridad Aérea División de Calidad y Protección al Usuario Avda. General Perón 40, Acceso B, (Recepción planta 1ª) 28020 MADRID	<b>Tel.:</b> + 34 91 396 82 10 http://www.seguridadaerea.es
 <u>Sweden</u>	<b>Passenger complaints:</b> National Board for Consumer Disputes (ARN) Box 174 SE - 10123 STOCKHOLM  Consumer Protection Agency <i>Visiting address:</i> Lagergrens Gata 8 <i>Postal address:</i> Box 48, SE - 651 02 KARLSTAD	<b>Tel.:</b> +46 8 508 860 00 <b>Fax:</b> +46 8 508 860 01 arn@arn.se www.arn.se  <b>Tel. :</b> +46 77 14 23 300 <b>Fax :</b> +46 54 - 19 41 95 konsumentverket@konsumentverket.se www.konsumentverket.se
 <u>United Kingdom</u>	Passenger Complaints Unit Civil Aviation Authority CAA House 45-59 Kingsway London WC2B 6TE	Tel: +44 20 7453 6888 Fax: +44 20 7240 7071 passengercomplaints@caa.co.uk

Other Countries	Organisation	Contact details
 <u>Iceland</u>	Icelandic Transport Authority Samgöngustofa P.O. Box 470 202 Kópavogur	<b>Tel:</b> + 354 480 6000 consumers@icetra.is www.icetra.is
 <u>Norway</u>	<b>Passenger complaints:</b> Norsk ReiselivsForum Transportklagenemnda (Dispute Resolution Board) Øvre Slottsgate 18-20 NO - 0157 OSLO	<b>Tel.:</b> + 47 22 54 60 00 <b>Fax:</b> + 47 22 54 60 01 <a href="mailto:post@reiselivsforum.no">post@reiselivsforum.no</a> <a href="http://www.transportklagenemnda.no">www.transportklagenemnda.no</a>
 <u>Switzerland</u>	Federal Office of Civil Aviation FOCA Passenger rights CH - 3003 Berne	<b>Tel. :</b> +41 58 465 95 96 <b>Fax :</b> +41 58 465 90 60 passengerrights@bazl.admin.ch