





National Enforcement Bodies under
Regulation [EC] 1107/2006 concerning the rights of disabled persons and persons
with reduced mobility when travelling by air

<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 The Commission cannot be held responsible for any missing or outdated information.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: February 2020

Member State	Organisation	Contact details
 Austria	Agentur für Passagier- und Fahrgastrechte (apf) Linke Wienzeile 4/1/6 AT - 1060 Wien	Tel: +43 1 5050707 Fax: +43 1 5050707 180 Email: flug@apf.gv.at Internet: http://www.apf.gv.at/en/
 Belgium	Direction Générale Transport Aérien Rue du Progrès 80/5 B - 1030 Bruxelles	Tel: +32-2-277.43.99 or +32-2-277.44.00 Email: passenger.rights@mobilite.fgov.be Internet: www.mobilite.fgov.be
 Bulgaria	Ministry of Transport, Information Technologies and Communications, Directorate General Civil Aviation Administration 9, Dyakon Ignatii Str, BG- 1000 Sofia	Tel: +359 2 937 10 47 Fax: +359 2 980 53 37 Email: caa@caa.bg Internet: www.caa.bg
 Croatia	Croatian Civil Aviation Agency Ulica grada Vukovara 284 10000 ZAGREB	Tel: + 385 1 2369 300 Fax: + 385 1 2369 301 Email: passenger.rights@ccaa.hr www.ccaa.hr
 Cyprus	Civil Aviation Department 27 Pindarou street, CY - 1060 Nicosia	Tel: +357 22 404 119 Fax: +357 22 766 552 Email: passengerrights@dca.mcw.gov.cy Internet: www.mcw.gov.cy

 Czech Republic	Civil Aviation Authority of the Czech Republic Ruzyne Airport CZ - 16008 Prague	Tel: + 42-0-225.42.27.26 Fax: 42-0-220.56.18.23 Email: caa@caa.cz Internet: www.ucl.cz
 Denmark	Danish Transport Authority Civil Aviation Administration P.O. Box 744 Ellebjergrvej 50 DK - 2450 Copenhagen	Tel: +45-361 60 00 Fax: +45-3618 60 01 Email: dcaa@slv.dk Internet: www.trafikstyrelsen.dk
 Estonia	Ministry of Economic Affairs and Communications 11 Harju EE - 15072 Tallinn	Tel.: +372 6 256 342 Fax: +372 6 313 660 Email: info@mkm.ee Internet: www.mkm.ee
 Finland	The Finnish Transport and Communications Agency (Traficom) Kumpulantie 9, 00520 P.O. Box 320, 00059 TRAFICOM FI - 00101 HELSINKI	Tel.: +358 29 534 5000 Fax: +358 29 534 5095 Email: kirjaamo@traficom.fi Internet: www.traficom.fi
 France	<p>Complaints on airlines and airports: Direction générale de l'aviation civile Mission du droit des passagers Bureau des passagers aériens 50 rue Henry Farman F-75270 Paris cedex 15</p> <p>Complaints on tour operators: Direction Générale des Entreprises Service Tourisme Commerce Artisanat et Services Sous-direction du Tourisme Bureau de la Compétitivité et du Développement des Activités Touristiques 6, rue Louise Weiss - Télédoc 314 75 703 Paris Cedex 13</p>	Tel +33 1 58 09 43 21 Fax +33 1 58 09 38 45 www.developpement-durable.gouv.fr Fax : +33. 1.44.97.04.32
 Germany	Luftfahrt-Bundesamt (LBA) DE - 38144 Braunschweig	<p>Bürger-Service-Center 38144 Braunschweig Telefonische Sprechzeiten: Montag bis Donnerstag, 10:00 Uhr bis 13:00 Uhr Telefon: +49 531 2355-115 Fax: +49 531 2355-1197 E-Mail: fluggastrechte@lba.de https://www.lba.de/DE/ZentraleDienste/Fluggastrechte/Fluggastrechte_node.html</p> <p>Customer and Citizen Services/ air passenger's rights Monday to Thursday from 10:00 a.m. to 13:00 p.m. Phone: +49 531 2355 115 Fax: +49 531 2355 1197 E-Mail: fluggastrechte@lba.de https://www.lba.de/EN/Administration/AirPassengersRights/AirPassengersRights_node.html</p>

 Greece	<p>1. Hellenic Civil Aviation Authority Air Transport and International Agreements Div Air Transport Economics Section D1/D P.O.B. 70360 EL - 16610 GLYFADA</p> <p>2. Hellenic Civil Aviation Authority Airports Division Airports Operation Section P.O.B. 70360 EL - 16610 GLYFADA</p>	<p>1. Tel: +30 210 9973162 +30 210 9973156 Fax: +30 210 894 7132 Email: d1d@hcaa.gr Internet: http://www.ypa.gr/en/passenger-rights/</p> <p>2. Tel: +30 210 9973184 +30 210 9973192 Fax: +30 210 8946478 Email: d3b@hcaa.gr Internet: http://www.ypa.gr/en/passenger-rights/</p>
 Hungary	<p>Passenger Complaints Equal Treatment Authority Krisztina krt. 39/B H – 1024 Budapest Postal address: H-1539 Budapest, P.O. Box 672.</p> <p>Enforcement Ministry of Innovation and Technology Aviation Risk Assessment Department H- 1011 Budapest, Fő utca 44-50. Postal address: H-1440 Budapest, P.O. Box 1.</p>	<p>Tel: +361-7952975 Email: ebh@egyenlobanasmod.hu Internet: www.egyenlobanasmod.hu</p> <p>Tel : +361-2735503 Email : aviation.risk@itm.gov.hu</p>
 Ireland	<p>Commission for Aviation Regulation 3rd Floor Alexandra House Earlsfort Terrace I - Dublin2</p>	<p>Tel: +353-166.11.700 Fax: +353-166.11.269 Email: apr@aviationreg.ie Internet: www.aviationreg.ie</p>
 Italy	<p>ENAC -Direzioe Centrale Coordinamento Aeroporti Carta Diritti del Passeggero e Qualità dei Servizi Viale Castro Pretorio, 118 IT - 00185 Roma</p>	<p>Te.: +39 06 445961 Fax: +39 06 44596493 Email: pax.disabili@enac.gov.it Internet: www.enac.gov.it</p>
 Latvia	<p>Civil Aviation Agency of Latvia Airport Riga 10/1 Marupes pagasts LV – 1053 Riga</p>	<p>Tel: +371-678.30.936 Fax: +371-678.30.967 Email: prm@latcaa.gov.lv Internet: www.caa.lv</p>
 Lithuania	<p>Civil Aviation Administration Rodūnios kelias 2 LT-02188 Vilnius</p>	<p>Tel: +370 5 2739038; Fax: +370 5 2739237 Fax: +370 5 273 9248 Email: caa@caa.lt Internet: www.caa.lt</p>
 Luxembourg	<p>Direction de l'Aviation Civile 4, rue Lou Hemmer L - 1748 Luxembourg <u>Adresse postale:</u> BP 283, L-2012 Luxembourg</p>	<p>Tel: +352-247.749.00 Fax: +352-46.77.90 Email: plaintes.prm@av.etat.lu Internet: www.dac.lu</p>

 Malta	Office for Consumer Affairs Cannon Road MT – Santa Venera SVR 1411	Tel : +356 21.44.62.50 - 5 airpassengerrights.ccd@gov.mt www.consumer.gov.mt
 The Netherlands	Inspectie Leefomgeving en Transport Human Environment and Transport Inspectorate Postbus 16191, 2500 BD Den Haag	Tel: +31 884 890 000 Internet: www.ilent.nl
 Poland	Civil Aviation Office M. Flisa 2 PL - 02-247 Warsaw	Tel: +48-22.52.07.483 Fax: +48-22.52.07.347 Email: kancelaria@ulc.gov.pl Internet: www.ulc.gov.pl
 Portugal	Autoridade Nacional da Aviação Civil Portuguese Civil Aviation Authority Rua B, Edifício 4 - Aeroporto da Portela 4 1749-034 Lisboa Portugal	Tel: +351 21 284 22 26 Fax: +351 21 842 35 87 www.anac.pt
 Romania	Autoritatea Națională Pentru Persoanele Cu Handicap (Ministry of Labor, Family and Social Protection National Authority for People with Disabilities) Calea Victoriei nr. 194, RO - București	Tel: + 40 21-2125438 or +40 21-2125439 Fax: +40 21- 2125443 Email: registratura@anph.ro Internet: www.anph.ro
 Slovakia	<ol style="list-style-type: none"> 1. Slovenská obchodná inšpekcia (Slovak Trade Inspection) Ústredný inšpektorát (Central Inspectorate) Prievozská 32 SK - 827 99 Bratislava 27 2. Letecký úrad Slovenskej republiky (Civil Aviation Authority of the SR) Letisko M.R. Štefánika SK - 823 05 Bratislava 3. Ministerstvo dopravy, pôšt a telekomunikácií SR Ministry of Transport, Post and Telecommunications of the Slovak Republic Sekcia civilného letectva a vodnej dopravy (Directorate General of Civil Aviation) Námestie slobody č. 6, P.O.Box 100, SK - 810 05 Bratislava 	<ol style="list-style-type: none"> 1. Tel: +421 2 58 272 103 or +421 2 58 272 140 Fax: +421 2 5341 4996 Email: ui@soi.sk Internet: www.soi.sk 2. Tel: +421 2 4363 8586 Fax: +421 2 4342 0331 Email: clerk@caa.sk Internet: www.caa.sk 3. Tel: +421 2 5273 1457 Fax: +421 2 5273 1470 Email: dgca@telecom.gov.sk Internet: www.telecom.gov.sk

 Slovenia	Civil Aviation Agency Vožarski pot 12 SI-1000 Ljubljana	Tel: +386 1 266 66 00 Fax: +386 1 266 66 99 Email: info@caa.si
 Spain	Agencia Estatal de Seguridad Aérea. División de Calidad y Protección al Usuario. Avda. General Perón 40, Acceso B, (Recepción planta 1ª) 28020 MADRID	Tel. : + 34 91 396 82 10 http://www.seguridadaerea.es/
 Sweden	Swedish Transport Agency Civil Aviation Department Vikboplan 7 SE - 60173 Norrköping	Tel: +46-771.50.35.03 Fax: +46-114.15.22.50 Email: luftfart@transportstyrelsen.se Internet: www.transportstyrelsen.se

Other Countries	Organisation	Contact details
 Iceland	Icelandic Transport Authority Samgöngustofa P.O. Box 470 202 Kópavogur	Tel: + 354 480 6000 consumers@icetra.is http://www.icetra.is
 Norway	Norsk ReiselivsForum Transportklagenemnda (Dispute Resolution Board) Postboks 2924 Solli NO - 0230 OSLO	Tel.: + 47 22 54 60 00 Fax: + 47 22 54 60 01 fly@reiselivsforum.no www.transportklagenemnda.no
 Switzerland	Federal Office of Civil Aviation FOCA Passengerrights CH - 3003 Berne	Tel: +41 58 465 95 96 Fax: +41 58 465 90 60 Email: passengerrights@bazl.admin.ch Internet: www.bazl.admin.ch
 United Kingdom	<u>Complaint handler for England, Scotland and Wales:</u> Civil Aviation Authority 45-59 Kingsway UK - London WC2B6TE <u>Complaint handler for Northern Ireland:</u> The Consumer Council for Northern Ireland 116 Hollywood Road Belfast BT41NY	Tel: +44 20 7453 6788 Fax: +44 20 7453 6754 Email: passengercomplaints@caa.co.uk Internet: www.caa.co.uk/passengers Tel: 0800 1216022 Email: complaints@consumercouncil.org.uk