

Compliance report – Airline questionnaires

CAP 1500a



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Introduction

1. This document sits alongside [CAP 1500](#) and includes the questionnaires that were completed by the airlines setting out how they comply with their obligations on:
 - Care and assistance
 - Denied boarding
 - Downgrading
 - Missed connections
2. Appendix A details the questions that we asked the airlines and Appendix B sets out their responses.

Appendix A

Airline questionnaire

Airline name**1) UK airports where the airline operates from****Care and assistance****2) How you provide meals and refreshments to passengers during disruption.**

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?
- b. How do you notify passengers that this assistance is available?
- c. How do you distribute the assistance to disrupted passengers?
If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?
- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?
Please explain how it differs based on location, time and length of delay.
- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?
- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?
- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.
- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

3) How you provide hotel accommodation and transfers to passengers during disruption.

- a. At what point during the disruption do you provide hotel accommodation/transfers?
- b. Do you organise the hotel accommodation yourself, or do you use a third party?
- c. How do you inform passengers that hotel accommodation and/or transfers are available?
- d. Where in the airport do passengers have to go to obtain the assistance?
- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?
- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?
- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?
- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?
- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.
- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Providing assistance to persons with reduced mobility and unaccompanied children

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

Denied boarding

- 5) In what type of circumstances are passengers denied boarding?

Policies and procedures for assisting passengers in cases of denied boarding

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary

denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

- 7) Please explain if there are any circumstances when you do not call for volunteers?
- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.
- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Downgrading

- 10) What classes of travel do you offer and what defines these classes?
- 11) In what type of circumstances are passengers downgraded?

Policies and procedures for assisting passengers in cases of downgrading

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

Connecting flights

- 13) Do you sell connecting flights¹? (Yes/No)

Please complete this section if you answered Yes to question 13

- 14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination² that is three hours or greater due to a missed connecting flight.

¹ According to the Commission Guidelines, a connecting flight is one where there is a single contract of carriage with an itinerary involving directly connecting flights and a single check-in.

² According to the Commission Guidelines, the final destination of a connecting flight is defined in Article 2(h) of the Regulation as the destination on the ticket used for the check-in or, in the case of directly connecting flights, the destination of the last flight.

In answering this question, please assume that the delay at the final destination is due only to a missed connection, no other type of incident is being considered and no extraordinary circumstances apply. Please use examples of actual flight routes where you offer connecting flights.

Compliance oversight

Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.
- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance. By 'pre-disruption' we mean procedures and processes that take place regularly to ensure, for example, that arrangements are in place to provide meal vouchers, to source hotels and transfers, that refresher training has taken place, etc.
- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption. Please specify whether you conduct audits or 'mystery shopping' during disruption (and, if so, their content and frequency) to ensure that care and assistance is being provided. Please specify also whether you require reports to be produced by airline or ground handling staff for each cancelled/delayed flight or when denied boarding/downgrading occurs (and, if so, what the report captures).
- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption. Please specify whether you have procedures and processes for identifying problems with the provision of care and assistance, or handling situations of denied boarding or downgrading. This

may be through passenger complaint handling (if so, please specify if this is systematic or ad-hoc). Please also specify whether you conduct surveys of passengers on disrupted flights to assess whether they received their rights under Regulation 261.

Airline procedures and processes for addressing issues with compliance

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

Appendix B

Airline responses

British Airways

- 1) UK airports where the airline operates from

ABZ, BHD, EDI, GLA, INV, JER, LBA, LCY, LGW, LHR, MAN, NCL

Care and assistance

- 2) **How you provide meals and refreshments to passengers during disruption.**

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

We provide refreshments at airports, or use system-generated refreshment vouchers and CompCards (pre-paid charge cards) to provide meals and refreshments at times of disruption. Telephones are available for passengers to notify friends, relatives, etc.

- b. How do you notify passengers that this assistance is available?

Customers are notified either in person at touchpoints at the airport, via customer letters handed out at the airport, and/or by announcements. We also hand out CAA Notification of Rights leaflets (paper copy at the airport and also emailed/texted to customers).

This can take place in the check-in hall, in gate areas, executive lounge facilities, etc. Additionally, leaflets are available at touchpoints at the airport and available at check-in desks.

- c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

When disrupted customers are provided with assistance personally, it will be by BA staff or by ground handling agents. The location where assistance is provided depends on the situation. Assistance can be provided at various points throughout the airport, including at the check-in desk, at an airside customer service desk facility, gate area or lounge.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

The value of assistance provided is determined by the duration of the delay and other factors and will vary between £5 and £15.

Eligible customers can use the lounges.

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

No. In exceptional circumstances where we are unable to provide the food vouchers, for example, pay and claim letters could be distributed to customers, so they can purchase refreshments and then claim a refund from BA.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Passengers receive a text message and/or an email advising them that their flight is cancelled and of their rebooking, which has been completed by the automated reaccommodation tool. Passengers also have the option of calling the BA call centre for further options or manage their booking on-line. Passengers will be asked to self-assist and send receipts to BA.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

Only in rare circumstances (e.g. if airport food outlets were all closed) would customers be required to organise their own meals and refreshments. However, should this occur, customers would be issued with a letter explaining the situation,

how much may be claimed for meals and the reimbursement process. Customers obtain reimbursement from Customer Relations.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Our teams always aim to keep customers fully informed and minimise inconvenience during disruption. Announcements are made to ensure customers are aware of the situation, as well as where they need to go for LRVs, rebooking assistance, hotel accommodation and transportation.

3) How you provide hotel accommodation and transfers to passengers during disruption.

- a. At what point during the disruption do you provide hotel accommodation/transfers?

As soon as it becomes apparent that the re-route or reschedule requires an overnight stay, hotel accommodation and meals will be sourced and provided, along with transport to and from the hotel. As an alternative customers who live close to the airport may choose to go home, in which case appropriate transport will be provided (coach/train/taxi) to and from the airport if required.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

Hotel accommodation is predominantly arranged by either BA staff or BA's ground handling agents. In some situations, a hotel broker may be used to source accommodation, particularly at times of mass disruption.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Customers are notified either in person at appropriate airport touchpoints, via customer letters, and/or announcements. This can take place in the check-in hall, in gate areas, executive lounge facilities, etc.

- d. Where in the airport do passengers have to go to obtain the assistance?

Customers will be advised on the day, either in person or via announcement, of where they need to go to obtain assistance with hotel accommodation.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Customers are able to self-serve on-line, directly through contacting a Contact Centre / Trade Partner and through the use of customer reaccommodation functionality which is messaged to the customer

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

A standard airport hotel (3* or above) will be provided where possible for customers. Hotels with higher ratings are also used. Ratings and costs will vary depending on the situation and hotel availability etc. Contracts and costs are usually agreed in advance by our hotel brokerage department.

- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Transfers will generally be provided via coaches arranged by BA staff or BA's handling agents. In circumstances where coaches are not available, or for vulnerable customers, taxis can be arranged. BA has a UK-wide contract with a national transportation provider, which has arrangements for transportation at all BA online and offline stations.

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes, we provide appropriate transport for customers living within a reasonable distance of the airport, if that is their preference.

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Only in rare circumstances would customers be required to organise their own accommodation and transport. However, should this occur, customers would be issued with a letter explaining the situation, how much may be claimed for accommodation, transport, meals and the reimbursement process.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Providing assistance to persons with reduced mobility and unaccompanied children

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

Customers with reduced mobility are given care irrespective of the length of delay and particular attention is given to their circumstances. Where overnight accommodation/transportation is required priority is given to unaccompanied minors, customers with reduced mobility and their carers and they will be dispersed first.

Denied boarding

- 5) In what type of circumstances are passengers denied boarding?

Passengers can be offloaded for various reasons, including: unexpected medical conditions, passengers travelling with incorrect documentation, disruptive behaviour, safety/security reasons, aircraft changes, aircraft performance restrictions, unusable seats, overbooking, and others.

Policies and procedures for assisting passengers in cases of denied boarding

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Where offloads are anticipated, BA will operate a voluntary offload scheme whereby passengers are asked if they are willing to give up their seat if necessary in return for compensation and a guaranteed seat on an alternative flight. Volunteers are not sought from and/or offloaded from unaccompanied minors passengers or

passengers with reduced mobility and their carers, for example. We request volunteers through announcements, 'queue combing' and check-in, for example.

BA applies its denied boarding scheme in accordance with EU261. Passengers who are denied boarding are given the options of a) carriage on an alternative flight or routing or b) full refund of the unused portion of their ticket at the price with they paid for it. In addition passengers are entitled to compensation. Customers who are involuntarily offloaded will be given a means of contacting two people, meals and refreshments and, where an overnight stay is required while waiting for the alternative flight, hotel accommodation and transport between hotel and airport.

Passengers who have invalid or incorrect documentation, are under extreme influence of drugs or alcohol, or are abusive towards BA staff and are denied boarding, may be managed by the relevant authorities. In these circumstances, they are not eligible for compensation but may be rebooked for onward travel once cleared by security/immigration or police as appropriate.

Passengers will not qualify for compensation if there are reasonable grounds to deny boarding such as health, safety, security or immigration issues.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

Volunteers are always called for.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Involuntary offloads will not be from the following groups: unaccompanied minors, passengers and their carers. Where overnight accommodation/transportation is required priority is given to unaccompanied minors, customers with additional needs and their carers and they will be dispersed first.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and

whether you make an automatic payment or require the passengers to make a claim.

Compensation Cards are issued immediately at the airport to customers who have been denied boarding.

Downgrading

10) What classes of travel do you offer and what defines these classes?

We offer the following travel classes:

First

Club World

Club Europe

World Traveller Plus

World Traveller

Euro Traveller

Domestic

http://www.britishairways.com/en-gb/information/travel-classes?source=MNVINF2travel_classes

11) In what type of circumstances are passengers downgraded?

BA offers a single cabin service on its domestic route network (excluding Jersey).

Circumstances that may result in downgrades on services include aircraft type or variant changes, technical issues (for example, resulting in unserviceable seats on board), cabin crew shortages and oversales. Compensation is given in line with EU261/2004 requirements.

Policies and procedures for assisting passengers in cases of downgrading

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for

making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

Downgraded customers may use facilities offered to their entitled cabin e.g. fast track security and lounges.

In some cases, customers may opt to travel on a later flight in their entitled cabin in which case, ex gratia airport compensation is offered, and the customer needs taken care of by BA during the delay (i.e. hotel accommodation and meals where necessary).

The downgrade fare difference refund is initiated at the airport via Customer Details app, GSR (Ground Service Recovery) form.

BA offers a single cabin service on its domestic route network (excluding Jersey).

Circumstances that may result in downgrades on services include aircraft type or variant changes, technical issues (for example, resulting in unserviceable seats on board), cabin crew shortages and oversales. Compensation is given in line with EU261/2004 requirements

Connecting flights

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

We pay compensation in these circumstances in accordance with EU261, if BA is the operating delaying carrier. Compensation is not payable where the incoming flight is operated by another carrier and is delayed. Where the flight is missed – the passenger is referred to the operating carrier for recompense.

This does not apply where the passenger is travelling on separate contracts of carriage.

Compliance oversight

Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

The Global Learning Academy is responsible for the course requirements (for each role/task e.g. Customer Service staff), course content/syllabi and validations. EU261 requirements are incorporated into technical, policy and procedural training for customer service staff applicable to both new entrants and experienced staff (BA & GHA). The course covers EU261 obligations with respect to disruption, oversales and voluntary schemes/DBC's. Training Compliance reports are generated by the Global Learning Academy. Accountable managers receive these reports indicating their compliance levels.

Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Stocks of Compensation Cards are regularly reviewed and re-ordered when they reach an agreed level. Listings of hotels/taxi/coaches providers are updated regularly.

The UK Regions conduct a monthly (end of) review of the amount and reason for issuing LRV's, DBC is checked against the daily reports produced in the past month.

Internal Control also require regular processes for the stock checking of payments issued for LRV's and DBC's.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

A disruption report is completed by either BA staff or BA's ground handling agent for disrupted flights where customers are entitled to assistance (any delay ≥ 2 hours, any flight cancellation). Detail captured in the report includes: flight details, nature of the delay, impacted customer numbers, disruption event timeline, confirmation checklist of EU obligations fulfilled, a summary of delay handling best practice, any security/crew/immigration issues, follow-up actions and opportunities for learning. These reports are shared with the Head of Customer Service & Operations, Area Operations, Safety & Performance Manager, Regional Customer Service Manager, Customer Relations and Commercial management, where applicable

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

BA conducts a 'wash-up' after major disruptions.

Airline procedures and processes for addressing issues with compliance

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

The disruption report is reviewed following the disruption event. Feedback from customers highlighting specific issues with disruption management are investigated and the customer responded to by Customer Relations.

Auditing is carried out by Internal Audit on the number of Compensation Cards issued vs the number of customers disrupted to identify any issues/trends.

EasyJet Airline Company Limited (“EasyJet”)

1) UK airports where the airline operates from

- Aberdeen – Aberdeen Airport
- Belfast – Belfast International Airport
- Birmingham – Birmingham Airport
- Bournemouth – Bournemouth Airport Bristol – Bristol Airport
- Edinburgh – Edinburgh Airport
- Glasgow – Glasgow Airport
- Inverness – Inverness Airport
- Leeds/Bradford – Leeds/Bradford International Airport
- Liverpool – John Lennon Airport
- Gatwick Airport
- Luton Airport
- Southend Airport
- Stansted Airport
- Manchester – Manchester Airport
- Newcastle – Newcastle Airport

Care and assistance

2) How you provide meals and refreshments to passengers during disruption.

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Refreshment vouchers are provided to disrupted passengers in the form of electronic magnetic stripe cards supplied by Travel Welfare. The cards can be automatically topped up if delay lengths extend beyond the initial period. This system is installed in 97 airports, and in the remaining airports paper vouchers are provided to the same value. The electronic and paper vouchers are referred to throughout as “Vouchers”.

- b. How do you notify passengers that this assistance is available?

Passengers are notified of all their rights during disruption via easyJet's Flight Tracker – online and on a mobile app. If a delay is greater than 3 hours then a text message will also be sent to the passengers telling them that airport staff will be on hand to provide them with refreshment vouchers. Leaflets regarding passenger rights and Vouchers are provided at the check-in desk if the disruption is known at that time. If passengers are airside then announcements are made (in airports that allow it) to call passengers to the gate by the airport information screens in airport that do not allow announcements for the Ground Crew to distribute the vouchers.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Passengers will be provided with Vouchers at the point of check-in if the disruption is known that far ahead of the scheduled time of departure. If the passengers are already airside then they will be informed to go to a central point which is either the customer services desk or the gate – depending on the layout of the airport.

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

£3/€4.50 for every 2 hours of delay for flights of 1500km or less

£3/€4.50 for every 3 hours of delay for flights of more than 1500km

If a passenger is delayed overnight and is therefore provided with a hotel room, then a meal at the hotel will be arranged rather than refreshment Vouchers in the airport.

e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

Yes, if the time taken to provide and spend refreshment Vouchers would cause a further delay to the flight then a complimentary service will be provided on board in lieu of Vouchers on the ground.

f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Flights can be cancelled in advance of the day of travel, for instance when industrial action is planned at a particular airport or air traffic control strikes are planned.

Customers on these flights are all sent emails and text messages informing them of the reason for the cancellation and how they can transfer to other available flights or obtain refunds for their flight. They can do that online using the self-service portal, or they call the customer services centre. The email also explains how they can book a hotel room, should they need it, without being charged, again using the self-service portal. They are informed of their rights and told how to claim any expenses that the cancellation might incur.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

easyJet uses a Travel Management Company (TMC) to arrange hotel rooms for disrupted passengers. There are rare occasions when the TMC cannot find any available hotel rooms (generally only during peak seasons). On these occasions, we ask the ground handlers will be asked if they know of any other local hotels that may not ordinarily be on the TMC books. Where no hotel rooms can be found at all then the larger hotels will be asked if a conference room facility with refreshments can be provided. Only if those options are all exhausted will passengers be asked to look for their own accommodation and claim back the costs. Flight Tracker will be updated with a link to 'how to claim expenses' which is sent directly to the customer contact centre to process.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

easyJet aims to provide the highest levels of care to customers during disruption and keeps them informed of changing situations every step of the way by adding messages to Flight Tracker, sending SMS and emails and making announcements on board and in the airport. After every disruption event the passengers are sent an apology email with a link to a survey asking questions about how the disruption was handled. The feedback from disrupted customers is then used to form the basis of improvement plans.

3) How you provide hotel accommodation and transfers to passengers during disruption.

- a. At what point during the disruption do you provide hotel accommodation/transfers?

If a flight is delayed overnight or cancelled then the customers are immediately offered hotel accommodation, and will be moved to other flights upon request. Those passengers on cancelled flights are offered free of charge flight transfers proactively.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

easyJet uses a TMC to arrange hotel accommodation. The TMC is used by the whole easyJet community for all hotel needs and the relationship is closely managed.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Customers are informed via the easyJet disruption leaflet that is handed out in airports, by announcements in the airport, and by SMS, email and Flight Tracker updates.

- d. Where in the airport do passengers have to go to obtain the assistance?

If the disruption is known about early enough then they are given the options and assistance at the check-in point. If they are already airside then a combination of the customer service desk, departure lounge or gate area depending on the airport layout and rules regarding announcements.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

The travel updates page on easyJet.com is updated with links to various help pages explaining how to self-manage. Emails are sent with the same links and Flight Tracker is updated. SMS are sent pointing the passengers towards the Flight Tracker where they can transfer to other flights, obtain refunds, and book free of charge hotel accommodation.

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Essential:

Single/ Double Bed

En suite Bathroom

Fully lockable door with at least one of the following – spyhole, door chain or latch.

Desirable:

Desk with adequate lighting

TV with remote control

Cable/ Satellite TV

Tea and Coffee making facilities

Air Conditioning / Climate Control

Iron and Ironing board on request

Hairdryer

Phone with international dialling

Wake up calls via phone, TV or reception

Safe in room or at reception

Restaurant on site or within a five (5) minute walk

Provide free of charge high speed internet access in the bedroom to every easyJet passengers

The ability to provide an “early bird breakfast box” or ‘lunch box’ for easyJet passengers departing outside your restaurant opening hours.

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Where flights are diverted to alternative airports passengers are provided with onward road transport if there is no option for the flight to continue on after refuelling.

In the case of diversions to PXO when FNC airport is not accessible, ferry tickets are provided from PXO to FNC.

If coaches are not available then individual taxis will be arranged.

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes, if a flight is delayed overnight and hotel accommodation is provided then there are often a number of passengers at their home station who want to return home. They will be provided with taxis upon request.

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

If there are no transport options available then passengers will be told to make their own way and claim back their expenses through the customer services centre.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

easyJet uses a TMC to arrange ground transport in the event of disruption. They currently provide coaches and taxis. Our TMCs are looking into options to provide train tickets for disrupted passengers and crew, a trial is currently underway from HAM to SXF.

Providing assistance to persons with reduced mobility and unaccompanied children

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

Passengers with reduced mobility, elderly passengers, and those travelling with children are dealt with first when disruption occurs. If they need assistance with the self-service portal or would prefer not to use it then the Ground Crew follow manual

processes to book them into hotels and to alternate flights. They are the first to be provided with ground transport and refreshment vouchers.

Ground Crew will discuss the customer's needs with them and provide the required assistance.

Denied boarding

5) In what type of circumstances are passengers denied boarding?

Passengers could be denied boarding for the following reasons:

Aircraft change from A320 to A319 (180 seats to 156 seats)

Inoperative seats

Reduced crew operation

Reduced capacity operation due to technical faults/damage

Overbooking

Policies and procedures for assisting passengers in cases of denied boarding

6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

In terms of a downgraded aircraft, volunteers are sought at bag drop or boarding gate depending on the time of downgrade. Customers who are offloaded are helped by our ground crew who will look at a specific recovery plan.

Where flights are overbooked when a customer tries to check in, they will receive a message asking them to go to the airport. We class this as a SAG (seat at gate) customer.

On arrival at the airport, ground crew explain the situation to the customer and advise them that we will look for volunteers but will also advise of the next steps i.e. go to the boarding gate, if seats become available they will be boarded

We seek volunteers for denied boarding at the bag drop desk initially. Where flights are overbooked eRes prompts the ground crew to ask for volunteers and they have to enter yes or no if successful. If no volunteers are found the ground crew will also ask for volunteers at the gate. If no volunteers are found here, the SAG customer will be offloaded and the ground crew will assist them with a recovery plan. Customers will also receive a letter with details of what happens next.

If volunteers are found at the bag drop or boarding gate, they are asked to wait until the end of boarding; if seats are available they will be boarded. If no seats are available the volunteer will be offloaded and the ground crew will assist them with a recovery plan. Customers will also receive a letter with details of what happens next.

The recovery plan will depend on reason for customer being denied boarding and the individual customer needs. It will include alternate flights with easyJet or an alternate carrier depending on the flight affected. Hotac, transport, phone calls, welfare etc. if applicable

- 7) Please explain if there are any circumstances when you do not call for volunteers?
- 8) In airports where there are Auto Bag Drop machines, the option is not in place to ask for volunteers at Bag Drop, however we still ask for these at the boarding gate. Currently this approach is under review and we are looking at further options.
- 9) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Where possible we will always try to accommodate passengers with reduced mobility and vulnerable passengers. These are identified to us through eRes with an SSR code and ground crew will ensure these are looked after and will discuss the recovery options with the customer depending on their needs.

Where a customer is denied boarding and are travelling with companions on the same or different booking references, and if their companions choose not to fly then they can be offered the following:

Transfer their flight free of charge to the next available flight to the same destination travelling at the earliest opportunity.

The customer should be provided with LRVs.

The customer should be offered free of charge two telephone calls, or telex or fax messages or e-mails. In addition, if an overnight stay is required overnight accommodation (arranged via Capita Events & travel) and transport between the airport and the hotel must be arranged.

Currently we are reviewing our “Protected Groups” and what enhancements we need to make this more automated.

- 10) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

In the event of a customer being denied boarding, the customer is required to make a claim via our dedicated web form. Once the claim is received, a review of the Airport Notes will take place, to ascertain if the customer was denied boarding or voluntarily offloaded themselves.

Once the assessment of the claim is complete, a payment will be raised and issued to the customer. The payment is received by the customers approximately 21 days after raising the claim; this would have been higher during the summer due to the compounded disruption we experienced. We currently have a number of initiatives that are due to be delivered during November this year that aim to reduce the number of days for the customer to receive their compensation.

Downgrading

- 11) What classes of travel do you offer and what defines these classes?

N/A – easyJet only operates one class of travel.

- 12) In what type of circumstances are passengers downgraded?

N/A – easyJet only operates one class of travel.

Policies and procedures for assisting passengers in cases of downgrading

- 13) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

N/A – easyJet only operates one class of travel.

Connecting flights

- 14) Do you sell connecting flights?

No

Please complete this section if you answered Yes to question 13

- 15) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

N/A

Compliance oversight

Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading

- 16) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

easyJet Ground Handling Manual (GHM)

easyJet Customer Standards Manual (CSM)

Additional Guidance on easyJet Connected Portal which all Ground Handlers have access to

- 17) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

eLearning including disruption CBT must be completed by ground crew at easyJet's top 50 airports. This is a one off course. When it is updated by easyJet all ground crew will have to complete again. This training takes 60 minutes.

easyJet Disruption module (powerpoint) is available to all ground crew

Ground handlers are also expected to train their ground crew on how to handle disruption as part of their own training

Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading

- 18) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

easyJet have agreements with a travel welfare company, bus supplier and LRV suppliers. Their services will be required based on type of disruption.

From a training perspective, this requirement is outlined in the GHM and is monitored by the Ground Ops training team.

Disruption leaflets are regularly reviewed and updated when required

Guidance material for disruption is regularly reviewed and updated when required

GHM is reviewed twice per year and updated

CSM is reviewed annually and updated

- 19) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

After each disruption event ground crew are to complete a disruption report and submit to easyJet for review. For individual disruption comments are added to the customers booking outlining what happened and what entitlements they received.

Ground handlers are required to have a local disruption plan in place and following any significant disruption event, there should be a review process to identify any issues and areas for improvement. Local disruption documentation and checklists should be reviewed, and updated if necessary, as part of this process.

easyJet Training team complete on station assessments of Ground Crew which would include disruption if it happened during the assessment.

20) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

Passenger complaints are sent to the easyJet airport manager for review and this is discussed with the local management.

Reports are available from our suppliers (where relevant)

Disruption reports are routinely reviewed

For significant disruption the easyJet airport manager will be involved in the wash up and will implement any changes of local process to plan

Disruption features on various of departments FY17 plans and it is constantly being reviewed to see what improvements can be made

Supplier meetings are regularly held which include reviews of their service

Passenger surveys

Passengers on flights that have been cancelled, delayed overnight, or delayed by more than three hours are all sent a 'disruption survey' the day after the disruption happened. They are asked a number of questions:

about how well the disruption was handled;

if they were provided with information regarding the reasons for the disruption;

if they were provided with a disruption rights leaflet; and

if they were provided with Vouchers for refreshments etc.

If they were delayed overnight they are also asked if they were provided with adequate accommodation until their rescheduled flight the following day.

Airline procedures and processes for addressing issues with compliance

- 21) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

All failures are reported back to the easyJet Ground Operations Manager who is responsible for addressing these issues with the suppliers involved.

We are constantly reviewing our policy and procedures internally to ensure that they are fit for purpose from a legal and customer experience perspective.

Ryanair

1) UK airports where the airline operates from

Aberdeen, Belfast International, Birmingham, Bournemouth, Bristol, Cardiff, Derry, East Midlands, Edinburgh, Glasgow, Glasgow Prestwick, Leeds Bradford, Liverpool, London Gatwick, London Luton, London Stansted, Manchester, Newcastle, Newquay, Cornwall

Care and assistance

2) How you provide meals and refreshments to passengers during disruption.

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Our handling agents distribute Paper Vouchers and we are continuing to roll out an automated iCoupon solution whereby our operations team can activate a bar code on passengers' boarding cards. The bar code can then be used in the same way as paper vouchers.

- b. How do you notify passengers that this assistance is available?

This information is communicated to passengers by our ground handling staff at the airport and SMS.

- c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Airport handling agents distribute vouchers to passengers or advise that passengers will be informed by SMS that their boarding card has been activated and can be used as a voucher.

Vouchers (depending on the airport) can be redeemed in at least one outlet in each airport.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

£3.50 in all UK airports

1st Set – 2 hour delay

2nd Set – 5 hour delay

3rd Set – 8 hour delay

4th Set- 11 hrs delay

further every 3hrs until departure

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

In the event that the flight is ready to depart and the issuing of vouchers would unnecessarily delay the flight further, we would for passenger convenience reasons not distribute vouchers.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Passengers receive email/SMS about cancellation. This email outlines their options and rights under EU 261.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

In the rare instances where it is impossible for the handling agent to provide refreshment vouchers, our handling agent advises passengers to arrange their own refreshments, and to send the receipted expenses to Ryanair to enable us to issue a refund.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Our website “redline” contains all information relation to disrupted flights and passenger rights. We also display the EU261 notice at our check-in and ticket desks. The EU 261 notice is also handed out to disrupted passengers.

3) How you provide hotel accommodation and transfers to passengers during disruption.

- a. At what point during the disruption do you provide hotel accommodation/transfers?

When a flight is cancelled or delayed overnight, we issue a hotel and transport authorisation to the handling agent.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

The handling agent arranges this for disrupted passengers.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Handling agents inform disrupted passengers. Our cancellation email also directs passengers to speak to our handling agents and advises they can assist with accommodation.

- d. Where in the airport do passengers have to go to obtain the assistance?

Ticket desk / handling agent information desk.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Passengers receive email / SMS about cancellation and information is available on our website.

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Average 3 star, on a bed and breakfast basis.

- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Generally coaches. We provide taxis for PRMs.

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes.

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

If the handling agent is unable to secure the transfer we ask the passengers to make their own arrangements and send us a copy of the receipted expenses to enable us to issue a refund.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Passengers may contact us via chat/calls/social media. In these cases we will advise the passengers what assistance is available.

Providing assistance to persons with reduced mobility and unaccompanied children

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

Ryanair does not carry unaccompanied children. Ryanair's ground handling agents are instructed to prioritise passengers with reduced mobility. For example, our handling agents are required to arrange wheelchair accessible taxis for PRMs.

Denied boarding

- 5) In what type of circumstances are passengers denied boarding?

We may deny boarding to passengers due to seating restriction due to damaged seats, capacity restrictions, down size of aircraft.

Policies and procedures for assisting passengers in cases of denied boarding

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

The handling agent first seeks voluntary offloads. They usually include staff travelling on confirmed duty travel, passengers on day return trips, passengers travelling without checked in luggage, students, backpackers.

Passengers who volunteer for denied boarding are provided with the EU261 Article 14.2 notice. Refreshment vouchers are provided in the event the passengers are waiting in the airport for next available flight on the same day.

Hotel overnight accommodation is provided free of charge in the event passengers have to wait overnight for the next available Ryanair flight.

If their flight is not a daily service then passengers are given the option of rerouting free of charge via another Ryanair hub or other airline using our re-accommodation agreements.

Ground transportation is provided free of charge if passenger is to be re-accommodated from an alternative airport.

Passengers denied boarding are given monetary compensation of €250 per person for flights of < 1500 kms or €400 per person for flights between 1500-3500 kms.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

There are no such circumstances.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Ryanair does not carry unaccompanied children.

Passengers with reduced mobility and their travelling companions are not denied boarding under any circumstances.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Payments of denied boarding compensation are processed by our customer services department following notification of a denied boarding by a handling agent.

Downgrading

- 10) What classes of travel do you offer and what defines these classes?

N/A

- 11) In what type of circumstances are passengers downgraded?

N/A

Policies and procedures for assisting passengers in cases of downgrading

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

N/A

Connecting flights

- 13) Do you sell connecting flights?

No

Please complete this section if you answered Yes to question 13

- 14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a

delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

N/A

Compliance oversight

Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

The relevant procedures are set in Ryanair's Ground Operations Manual.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Ground handling staff are trained on Ryanair's policies and procedures. This training is carried out by the Ryanair customer service training team and combines classroom and e-learning modules. Policy and procedure training is an 8 hour course (containing 7 modules). We also carry out a "training needs" process whereby handling agents' performance is monitored and when issues are identified refresher training is scheduled.

Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Our handling agents are trained on all disruption procedures – see answer to question 15.b above. In addition, we regularly review the availability of appropriate hotel, transfer and refreshment arrangements at all airports, to ensure that at times of disruption we can address the needs of all disrupted passengers.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Refreshment, transfer and hotel accommodation authorisations are recorded and audited. Compliance by handling agents with Ryanair's procedures is monitored on an ongoing basis, in particular at times of disruption. Where appropriate, reports are sought to identify causes of non-compliance. Reminders are frequently sent to handling agents where service has not met our requirements. Ryanair's Customer Service and Operations departments ensure that corrective action is taken in order to minimise the risk of re-occurrence.

We also survey passengers post disruption to ensure that our procedures have been followed correctly.

Furthermore, customer service complaints following a disruption are reviewed. If issues are identified in relation to compliance with procedures, these are raised with the handling agent, often leading to re-training.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

It is standard practice to analyse customer complaints to identify and resolve issues. As mentioned above we also survey passengers post disruption.

Airline procedures and processes for addressing issues with compliance

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

Please see answer to question above.

Thomson Airways

- 1) UK airports where the airline operates from

BFS BHX BOH BRS CWL DSA EDI EMA GLA LBA LGW LPL LTN MAN NCL NWI
STN

Care and assistance

- 2) **How you provide meals and refreshments to passengers during disruption.**

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Paper Vouchers

+ Pre-paid cards issued at LGW and BHX

- b. How do you notify passengers that this assistance is available?

By tannoy announcement at the airport

- c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Customer collects the vouchers from our ground handling agents.

Departure Gate, Assistance desk in departures lounge.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

Range from £3 to £20 based upon length of delay and time of day.

2-3 Hours £3-£4 / 2-5 Hours £5 / 5-8 Hours £10 / 8-12 Hours £20 / Overnight accommodation Meals at appropriate times.

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

On occasion, where the length of delay would be extended by issuing vouchers welfare is not provided. However in general where this happens a free on board drink is offered.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Not applicable to Thomson Airways operations

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

Not applicable

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

During severe disruption we will send a text message to passengers advising of delay whereby they can stay at home and check-in later at the airport. Passengers that do arrive at the airport are provided with welfare vouchers.

3) How you provide hotel accommodation and transfers to passengers during disruption.

- a. At what point during the disruption do you provide hotel accommodation/transfers?

When it becomes obvious that a night stop is required.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

Third party arranges hotel accommodation on our behalf.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Via airport tannoy system.

d. Where in the airport do passengers have to go to obtain the assistance?

Depending upon whether the passengers have checked-in or not, either the departure lounge assistance desk or landside assistance desk.

e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Not applicable to Thomson Airways

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Normally 3 or 4 star as close to airport as possible.

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Coaches and accessible taxis for PRM's.

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes on case by case basis.

i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Only in extreme disruption where there are no coaches/taxis available. We advise we will pay reasonable expenses.

j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

We use text information to passengers. We have a high score for the number of passenger contact details to enable text messaging.

Providing assistance to persons with reduced mobility and unaccompanied children

4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with

reduced mobility and those accompanying them and to the needs of unaccompanied children.

Our agents are instructed to pay attention to the needs of PRM's that have been notified at check-in.

Denied boarding

5) In what type of circumstances are passengers denied boarding?

In very rare occasions this would be due to a tour operator overbooking and these are generally known 36 hours prior to departure.

Policies and procedures for assisting passengers in cases of denied boarding

6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Tour operator provides alternative transport and this is not an airline compensation issue.

7) Please explain if there are any circumstances when you do not call for volunteers?

Not applicable.

8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Not applicable.

9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Not applicable.

Downgrading

10) What classes of travel do you offer and what defines these classes?

As a charter airline we offer economy and premium economy seating on board some of our aircraft. The tour operator sells a holiday at £x that includes an economy seat within the price of the holiday, the passenger can then elect to pay a supplement to have a premium economy seat on board the aircraft. This is charged at approximately £120.

11) In what type of circumstances are passengers downgraded?

Where we have a technical problem and have to swap the aircraft for an all economy configured aircraft.

Policies and procedures for assisting passengers in cases of downgrading

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

The tour operator reimburses 100% of the supplement paid to purchase the premium economy seat. This refund is paid automatically by the after travel team.

Connecting flights

13) Do you sell connecting flights?

No

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

Compliance oversight

Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Duty Office team refer to EU Reg261

Thomson Airways Duty Office instruct our 3rd party handling agents on what and when to provide care and assistance on each individual downgrading. Our ground handling manual provides what actions to take once the instruction has been given.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Covered as part of initial training for Duty Office staff.

Third party Ground Handling staff have access to the Thomson Airways Ground Handling manual. Product information is contained within the Passenger handling section.

Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Duty Office track all welfare issued to customers on a spreadsheet

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Duty Office are audited on procedures by the internal audit team

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

Duty Office record detail of the number of care vouchers actually issued. Significant variations against passenger numbers would be investigated. After Travel team monitor complaint letters.

Airline procedures and processes for addressing issues with compliance

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

The Thomson After Travel department deals with these matters. They will proactively refund for downgrades. Any individual passenger issues are picked up from email notification via the Duty Office. Customer correspondence is checked and escalated to manager after travel where issues of non-compliance are raised by a customer. These are investigated with the airport services compliance team and dealt with by the after travel team.

Flybe

1) UK airports where the airline operates from

Aberdeen, Belfast, Birmingham, Cardiff, Dundee, Doncaster, Edinburgh, East Midlands, Exeter, Guernsey, Glasgow, Humberside, Inverness, Isle Of Man, Jersey, Leeds, London City, London Gatwick, Liverpool, Manchester, Durham, Newcastle, Newquay, Norwich, Southampton, London Stansted

Care and assistance

2) How you provide meals and refreshments to passengers during disruption.

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

We issue paper vouchers to all customers.

- b. How do you notify passengers that this assistance is available?

Automatically issued at check in or our Ground Handling Agents make an announcement.

- c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Either at check in or on production of the boarding card at either the departure gate or airside information desk.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

2-3 hours - £5 or €8

3-4 hours - £7.50 or €14

4-5 hours - £12.50 or €18

All of the above is automatically authorised for the airports to issue to customers without referral to Flybe.

Over 5 hours – Ground Handling Agents to contact Flybe

e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

Yes, if the issuance of the voucher is going to cause a further delay to the departure.

f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Customers are able to claim duty of care costs retrospectively on production of receipts through our Customer Relations team.

g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

In most cases Flybe arrange this, in the event of major mass disruption there may be occasions when the customer feel that they need to organise their own. Customers are able to claim duty of care costs retrospectively on production of receipts through our Customer Relations team.

h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

N/A

3) How you provide hotel accommodation and transfers to passengers during disruption.

a. At what point during the disruption do you provide hotel accommodation/transfers?

When an overnight stay becomes necessary.

b. Do you organise the hotel accommodation yourself, or do you use a third party?