



PRESS NOTICE

AIR TRANSPORT USERS COUNCIL (AUC)

AUC calls for airlines to make it easier for passengers to get their money back following disruption to flights caused by volcanic ash

The Air Transport Users Council (AUC) is today calling on airlines to make it easier for passengers to claim their money back following the recent disruption to flights caused by volcanic ash.

The AUC has carried out a survey of the websites of a sample of major UK and international carriers. We found that with many airline websites, instructions on how passengers can go about claiming for their expenses, and also on how to get a refund of a ticket if they did not travel, are either tucked away in a section of the site that can be difficult to find or are not there at all.

We are pleased that most airlines have now committed to reimbursing the out of pocket expenses of passengers whilst they were waiting to get home. But passengers need to know how to go about getting their money back. *We therefore call on airlines, as a matter of urgency, to provide a link to information on how to claim their money back from the home pages of their websites.*

Notes to Editors

- 1. The AUC surveyed a selection of websites of major UK and foreign carriers on the 29th April 2010.**
- 2. The Air Transport Users Council (AUC) is the consumer watchdog for the airline industry. It was established by the Civil Aviation Authority (CAA) to help protect the interests of air travellers.**
- 3. For more information on passengers' rights under Regulation EC 261/2004 please see the AUC website at www.auc.org.uk**
- 4. For more information call James Fremantle, Industry Affairs Manager at the AUC, on 020 7240 6171**

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