



Department  
for Transport



By email:

Dear colleague,

We appreciate the recent and ongoing engagement we have had about the air travel disruptions across the UK over the past few months and the impact this has had on passenger experiences.

At the end of June 2022 we set out our 22 point plan to support the industry and we called on the aviation industry to do everything within its power to ensure there is no repeat of the problems experienced previously during the peak periods of the Easter and half term holidays. We recognise that many passengers continue to get to their destinations each day and that a number of airports, airlines and travel operators have continued to deliver a good service despite pressures - and have taken measures recently to make further improvements.

However, we wanted to follow-up and reiterate our discussions about communication with passengers and the support provided to them. We hope you would agree that we need to prioritise passengers and treat their needs sensitively as air travel recovers. We recognise that airports, airlines and travel operators are working hard to support passengers when there have been delays and cancellations, but we want to ensure that passengers are able to access information about their rights as easily as possible in the event of disruption.

Therefore, we ask you to review the information you are providing to passengers and ensure that you proactively engage with passengers. To this end, we ask that you contact them in advance of their travel, such as in their booking email, to outline what they can expect for their travel this summer.

As a minimum this should include:

- Recommended arrival times at their departure airport
- Tips and preparation for travel such as the air travel checklist
- How and when to request special assistance, aligned with the CAA guidance
- Who and how to contact you if things go wrong
- Their rights if their flight is cancelled or delayed, in particular:
  - covering re-routing to their destination at the earliest opportunity;
  - care and assistance; and
  - refunds, compensations and reimbursements
- What to do if baggage is lost, damaged or delayed

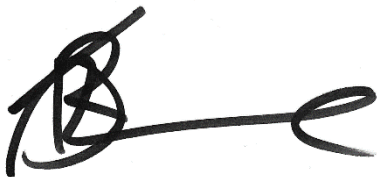
We recognise that you will provide much of this information to passengers in advance of travel already, but we are asking you to review the information you provide to make sure it covers this information as a minimum. Providing this information in advance of travel is in addition to, not instead of, the obligation to provide information about passengers' rights in the event of delays and cancellations when they occur.

We encourage you to direct passengers to the forthcoming Aviation Passenger Charter and its summary of rights that outlines key information.

Additionally, we ask you to ensure you have appropriate resources in place at airports and call centres to support passengers and provide any assistance required.

The CAA, as the regulator, is responsible for compliance by industry with the relevant obligations for passenger rights. If we do see breaches in meeting the legal obligations the CAA stands ready to take forward appropriate action, and if we consider that passengers are not being appropriately treated further legislative reforms will be considered.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'RM', with a long horizontal stroke extending to the right.

Richard Moriarty  
CAA CHIEF EXECUTIVE

A handwritten signature in black ink, appearing to be 'R. Leontaridi', written in a cursive style.

Rannia Leontaridi  
Director General, Aviation,  
Maritime and Security, DfT