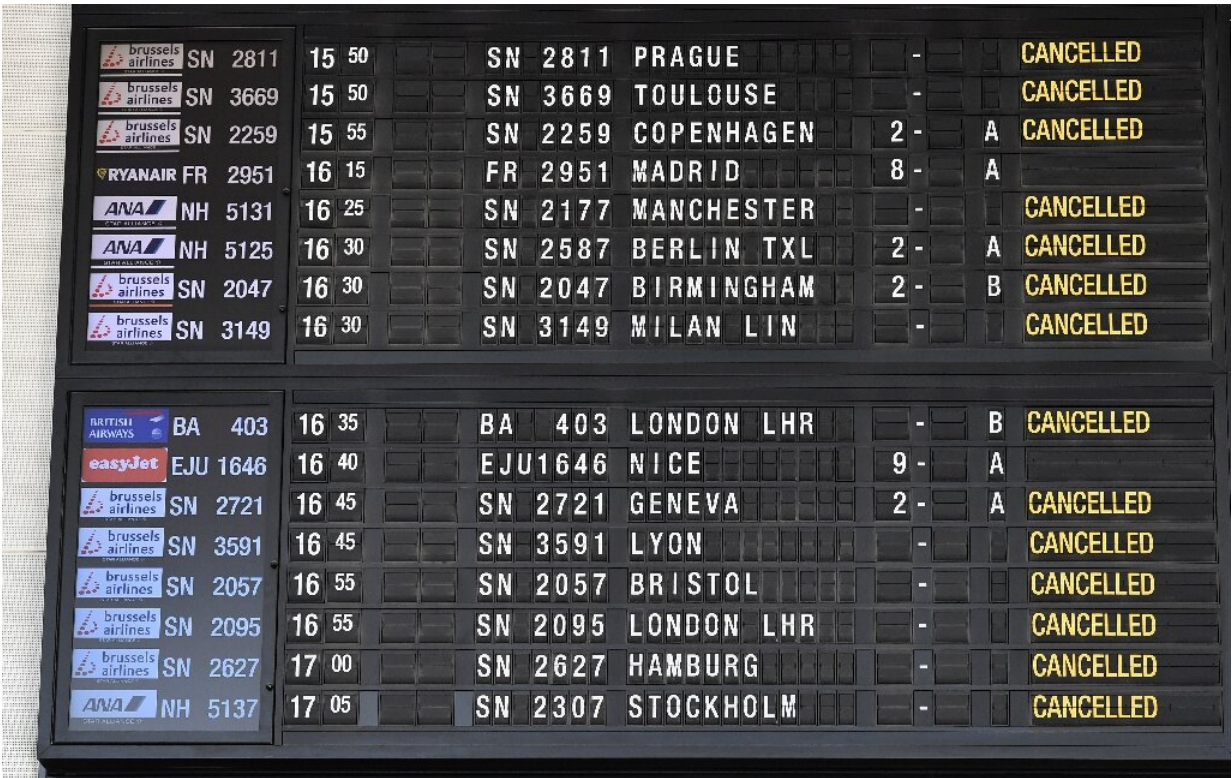


# Airlines down on knees pleading for help from passengers

July 15 2020



brussels airlines	SN 2811	15 50		SN 2811	PRAGUE	-			CANCELLED
brussels airlines	SN 3669	15 50		SN 3669	TOULOUSE	-			CANCELLED
brussels airlines	SN 2259	15 55		SN 2259	COPENHAGEN	2	-	A	CANCELLED
RYANAIR	FR 2951	16 15		FR 2951	MADRID	8	-	A	
ANA	NH 5131	16 25		SN 2177	MANCHESTER	-			CANCELLED
ANA	NH 5125	16 30		SN 2587	BERLIN TXL	2	-	A	CANCELLED
brussels airlines	SN 2047	16 30		SN 2047	BIRMINGHAM	2	-	B	CANCELLED
brussels airlines	SN 3149	16 30		SN 3149	MILAN LIN	-			CANCELLED
BRITISH AIRWAYS	BA 403	16 35		BA 403	LONDON LHR	-		B	CANCELLED
easyJet	EJU 1646	16 40		EJU 1646	NICE	9	-	A	
brussels airlines	SN 2721	16 45		SN 2721	GENEVA	2	-	A	CANCELLED
brussels airlines	SN 3591	16 45		SN 3591	LYON	-			CANCELLED
brussels airlines	SN 2057	16 55		SN 2057	BRISTOL	-			CANCELLED
brussels airlines	SN 2095	16 55		SN 2095	LONDON LHR	-			CANCELLED
brussels airlines	SN 2627	17 00		SN 2627	HAMBURG	-			CANCELLED
ANA	NH 5137	17 05		SN 2307	STOCKHOLM	-			CANCELLED

Airlines are trying to offer passengers vouchers instead of reimbursing fares for cancelled flights

Airlines are pleading for help from their clients as they face paying customers back for flights cancelled due to the coronavirus pandemic that could starve them of cash, the industry said Wednesday.

"We are asking passengers for help... that's true, and we're doing it on our knees," the head of the International Air Transport Association (IATA), Alexandre de Juniac said on French TV and radio station BFM Business.

Coronavirus lockdowns forced most flights to remain grounded and air travel is recovering slowly, putting [airlines](#) in perilous financial shape.

Airlines operating flights to and from Europe are supposed to reimburse passengers for cancelled flights within two weeks under EU law, but with the support of France and a number of other countries, airlines are offering vouchers or making clients wait sometimes much longer to get their cash back.

Consumer groups have cried foul and the European Commission has opened a case against 10 EU member states including France for failing to enforce the regulations.

De Juniac said the industry was still trying to convince the European Commission to allow it use vouchers or give it more time to reimburse passengers.

"Why are we asking for this? Not for fun. Our business is more to pamper passengers than to pose problems for them, in particular financial problems," he said.

But "the cash flow of airlines is in an apocalyptic situation," he added.

IATA said last month it expected the world's airlines to suffer \$84 billion in losses this year due to the coronavirus pandemic.

While few have so far gone bankrupt, airlines have begun to shed tens of thousands of employees and several countries have stepped in to aid or

rescue carriers.

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