

Airlines down on knees pleading for help from passengers

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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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