

# Airlines down on knees pleading for help from passengers

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SN 2811	15 50	SN 2811	PRAGUE	-	CANCELLED
SN 3669	15 50	SN 3669	TOULOUSE	-	CANCELLED
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
SN 2047	16 30	SN 2047	BIRMINGHAM	2 - B	CANCELLED
SN 3149	16 30	SN 3149	MILAN LIN	-	CANCELLED
BA 403	16 35	BA 403	LONDON LHR	-	B CANCELLED
easyJet EJU 1646	16 40	EJU1646	NICE	9 - A	
SN 2721	16 45	SN 2721	GENEVA	2 - A	CANCELLED
SN 3591	16 45	SN 3591	LYON	-	CANCELLED
SN 2057	16 55	SN 2057	BRISTOL	-	CANCELLED
SN 2095	16 55	SN 2095	LONDON LHR	-	CANCELLED
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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