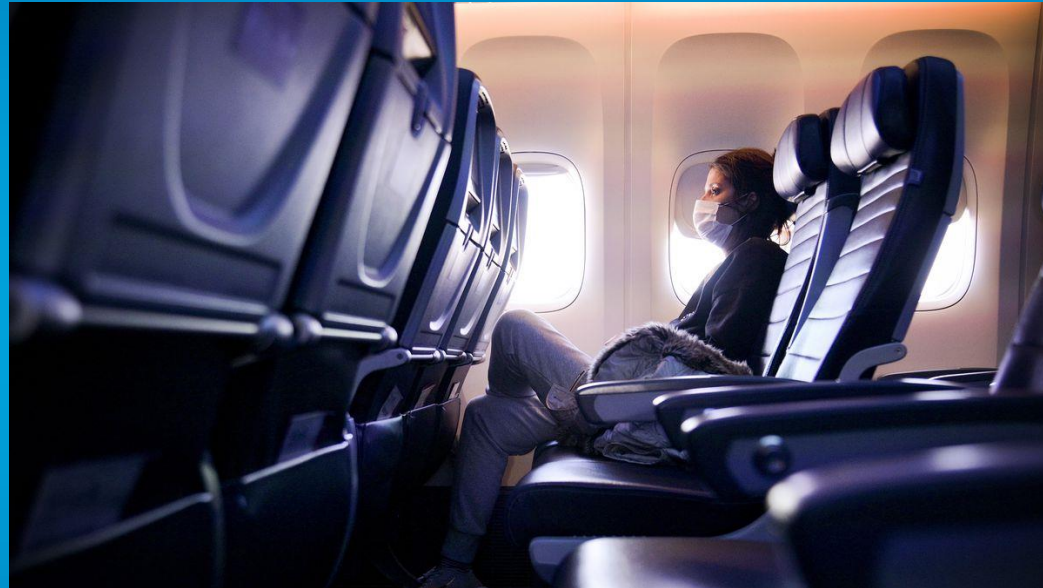


PRAVA PUTNIKA U ZRAČNOM PRIJEVOZU: problemi u praksi vezani uz COVID-19



Ana Kapetanović, dipl. iur.
Voditeljica Odjela zrakoplovnog prava i međunarodnih poslova

1) Utišajte mikrofon

2) Pitanja – pisano (chat) i usmeno

3) Ostanite uključeni tijekom pauze

- stanje u zrakoplovstvu od pojave COVID-19
- problemi u primjeni Uredbe 261/2004 i Smjernice Europske komisije
- aktivnosti drugih nadležnih institucija; potencijalni problemi
- PAUZA 15 min
- zaključci/pitanja/ diskusija



PUTNIK



ZRAČNI PRIJEVOZNIK



ZRAČNA LUKA



KONTROLA ZRAČNOG
PROMETA



PRUŽATELJ ZEMALJSKIH
USLUGA

17/03/2021 – otkazivanje letova; pojedinačne mjere država članica uključuju:

- zabranu svih letova osim repatrijacijskih i medicinskih
- zabranu ulaska državljana pojedinih zemalja
- obavezne mjere karantene ili testiranja
- izvanredno stanje
- zabrana kretanja

- <https://www.youtube.com/watch?v=AMOVVj7L5tg>



2020.

Ponuda (raspoloživa sjedala): - 51% (67% međunarodni, 40% domaći)

Smanjenje broja putnika: 2 381 mil.

Gubitak operativnih prihoda: 391 mlrd. USD

2021. (JAN-JUN)

Ponuda (raspoloživa sjedala): -40 - 47%

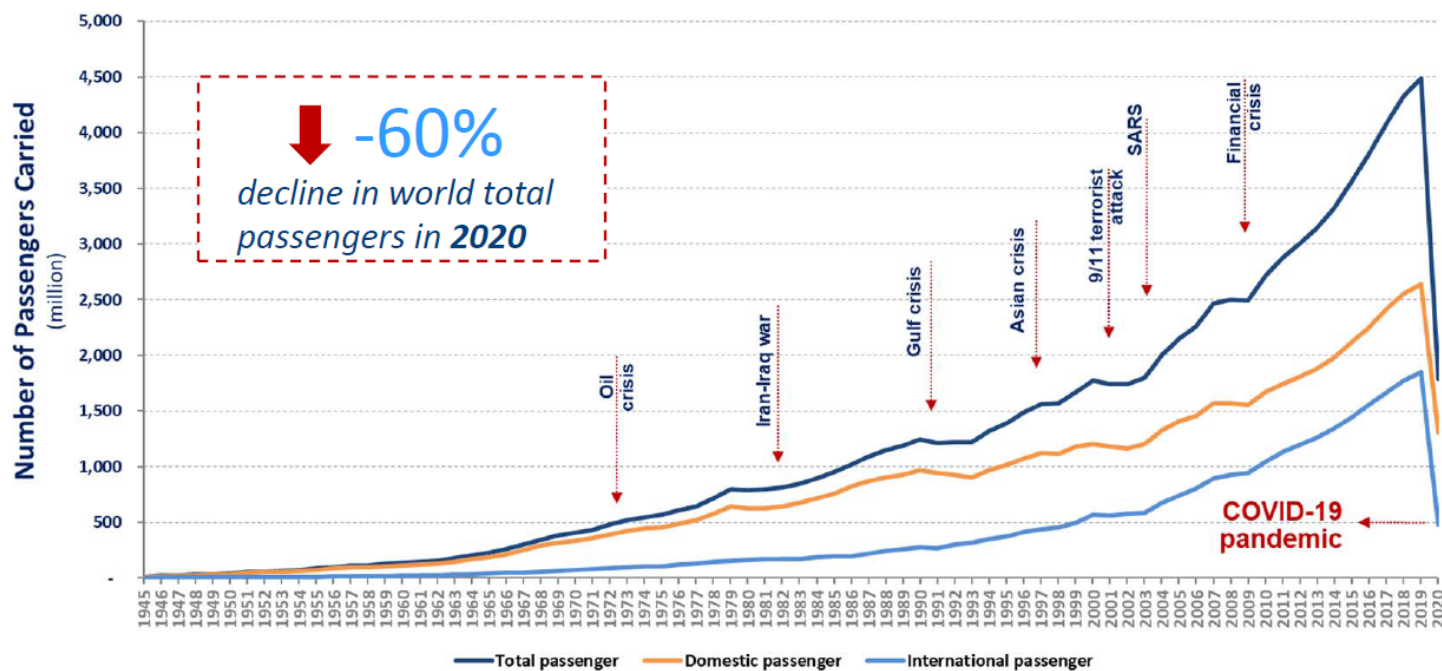
Smanjenje broja putnika: 1 129 – 1 360 mil.

Gubitak operativnih prihoda: 163 – 194 mlrd. USD

Izvor:

ICAO, *Effects of Novel Coronavirus (COVID-19) on Civil Aviation: Economic Impact Analysis*, 14.01.2021.

World passenger traffic evolution 1945 – 2020

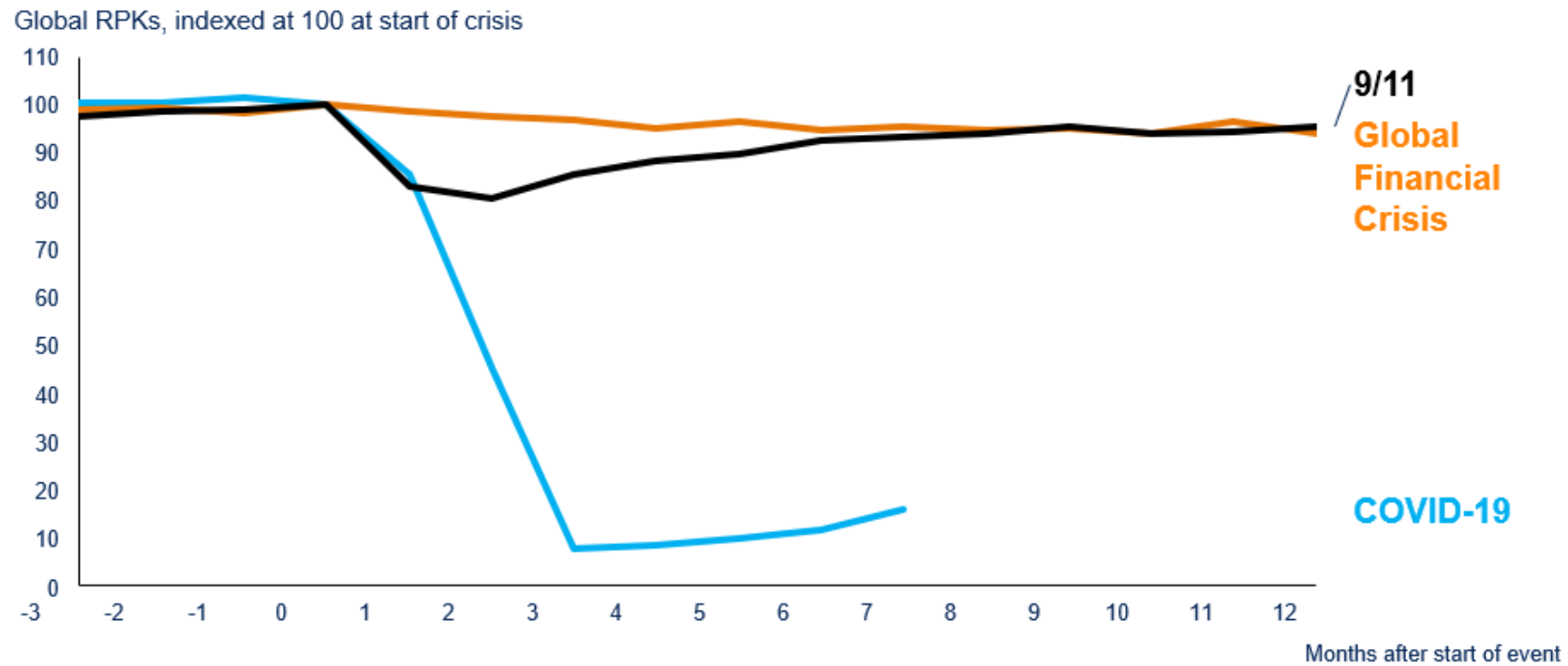


Izvor:

ICAO, *Effects of Novel Coronavirus (COVID-19) on Civil Aviation: Economic Impact Analysis*,
14.01.2021.

The COVID-19 crisis has devastated aviation more than any previous crisis

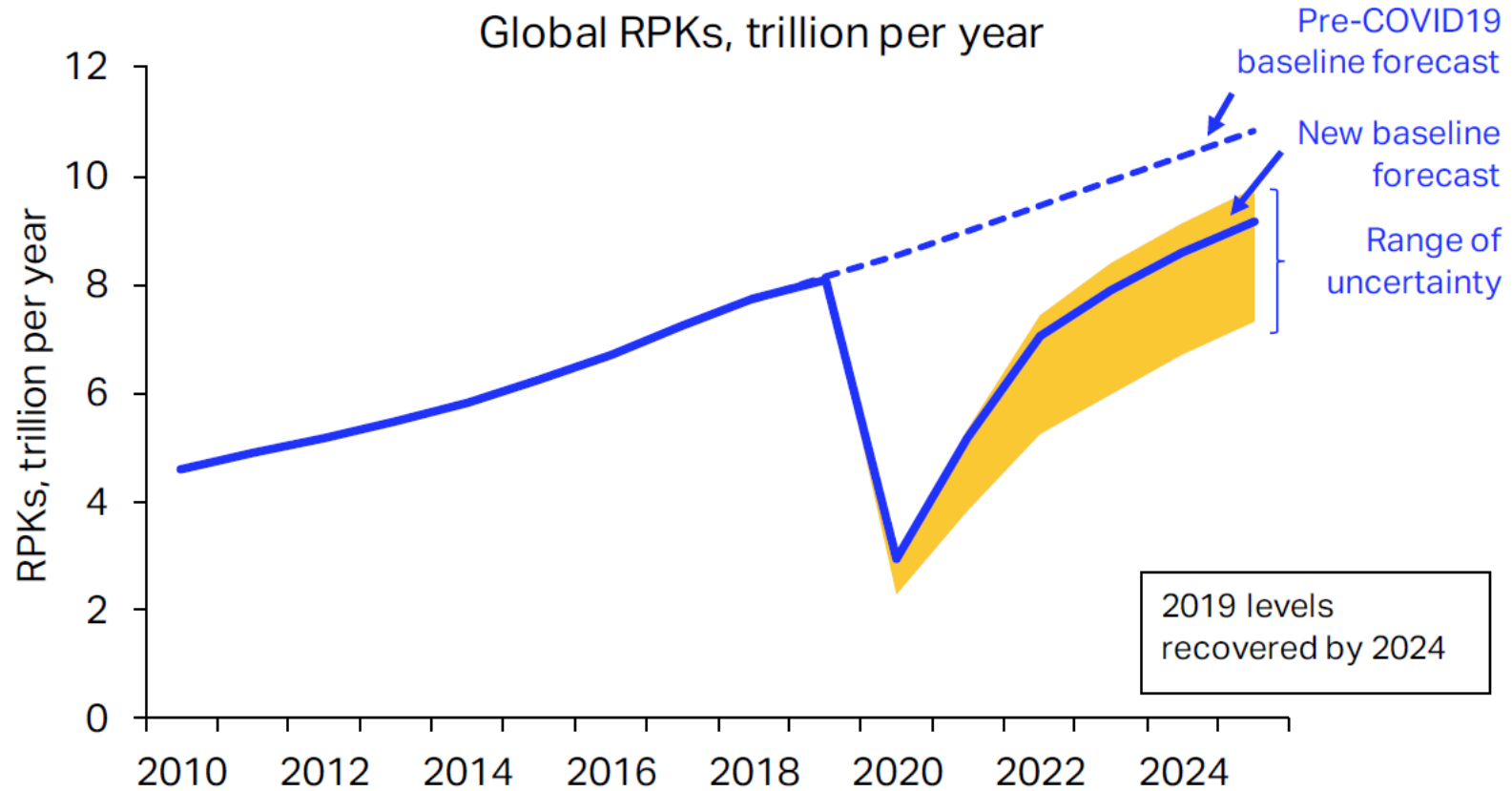
Industry-wide RPKs after major crises affecting aviation



Izvor:

A4E, ERA, AIRE, IATA: Thessaloniki Forum – Recommendations for future topics
January 2021

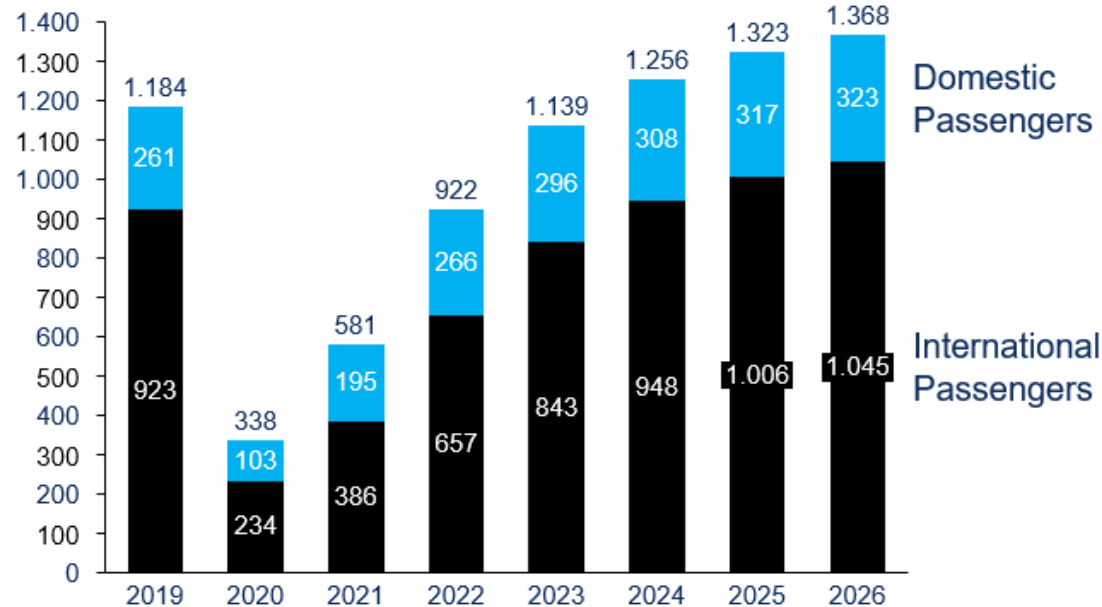
Five years to return to the pre-pandemic level of passenger demand



Source: IATA/ Tourism Economics Air Passenger Forecasts

In Europe, we expect traffic to recover above-2019 levels by 2024

Forecast European domestic and international passengers (millions), Baseline scenario



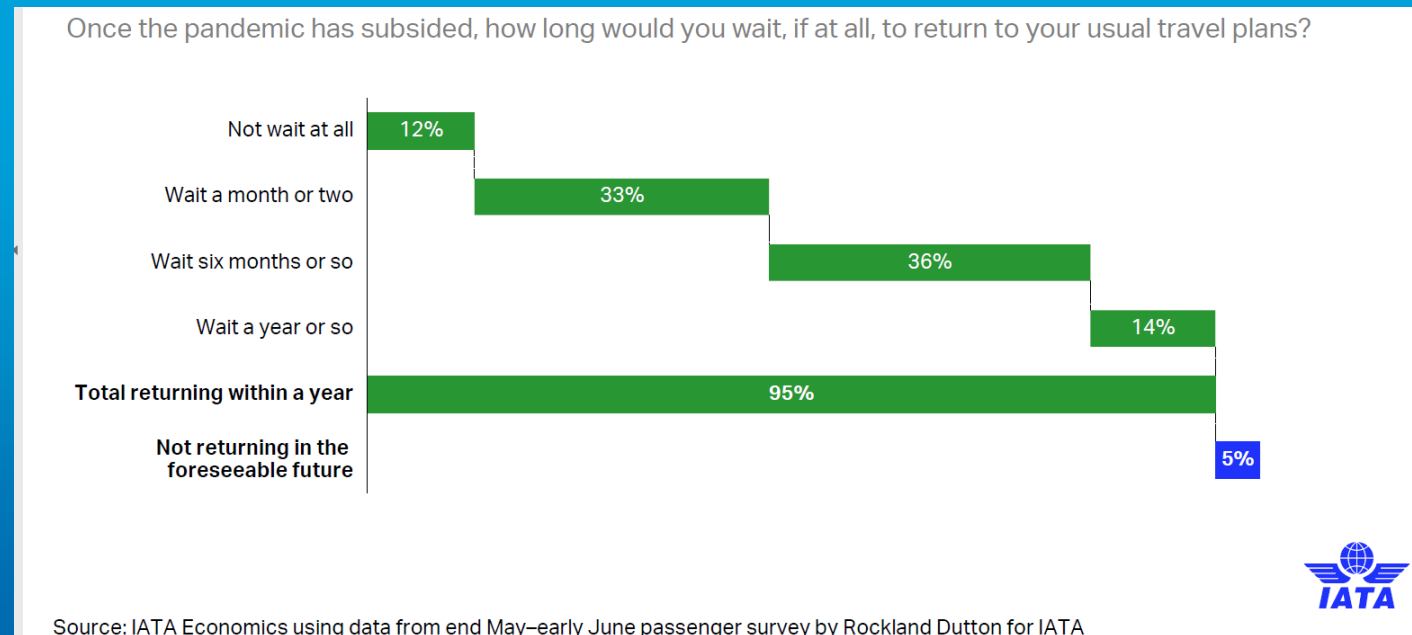
Our current assumptions:

- **Vaccine** available to traveling public not before H2 2021 with gradual roll-out first to developed then to emerging economies
- **Sector length:** Domestic recovers first, then short-haul, then long-haul
- **Purpose of travel:** VFR recovers first, then leisure, then business
- **Yields:** Demand stimulation by lowering yields

Izvor:

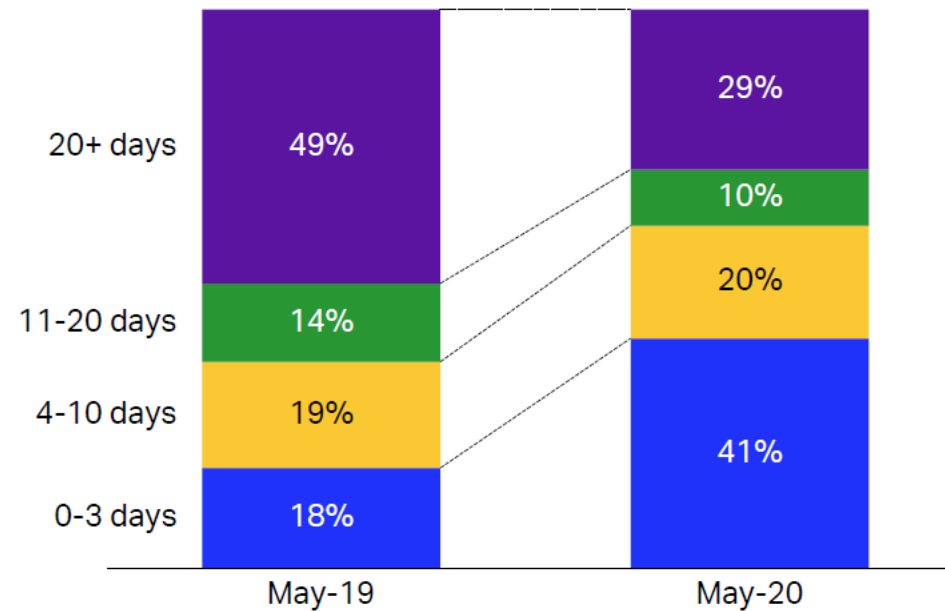
A4E, ERA, AIRE, IATA: Thessaloniki Forum – Recommendations for future topics
January 2021

- Domaći ili međunarodni zračni prijevoz
- Regionalne i lokalne specifičnosti (epidemiološka situacija, mjere na snazi, stanje gospodarstva, ponuda linija itd.)
- Povjerenje potrošača (putnika) u zračni promet



Airlines have even less visibility from forward bookings Passengers are booking flights much later. 41% only 0-3 days ahead.

Number of days between booking and travel time, bookings worldwide made in May 2019 vs. 2020

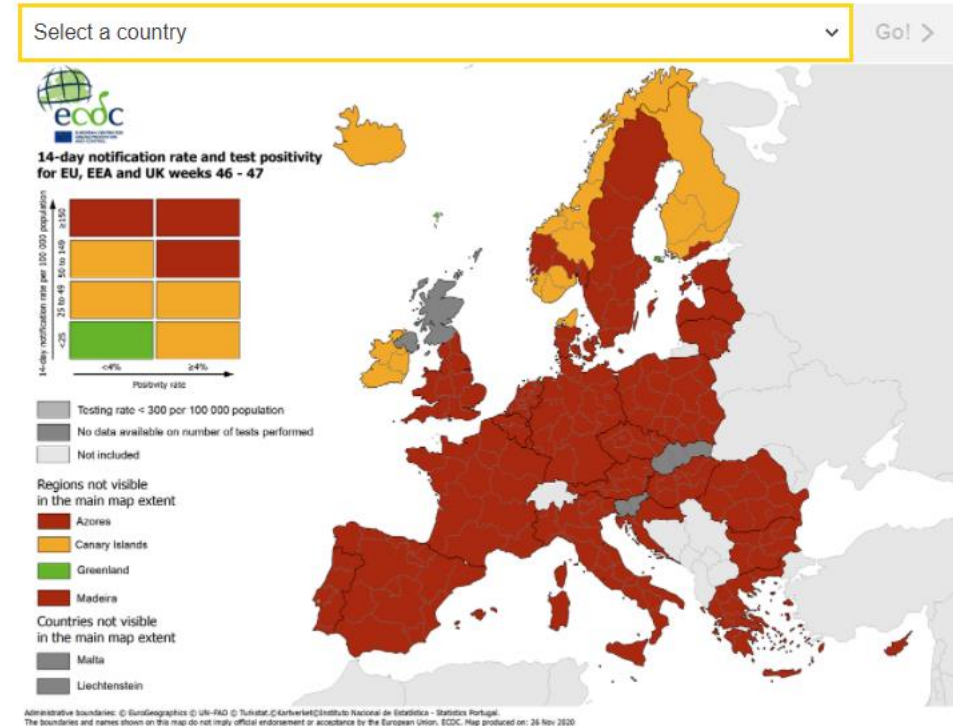


RESTRIKCIJE U ZRAČNIM PROSTORIMA POJEDINIH DRŽAVA

- INAD putnici
- nedostatak pravih informacija glede pravila ulaska u pojedine države

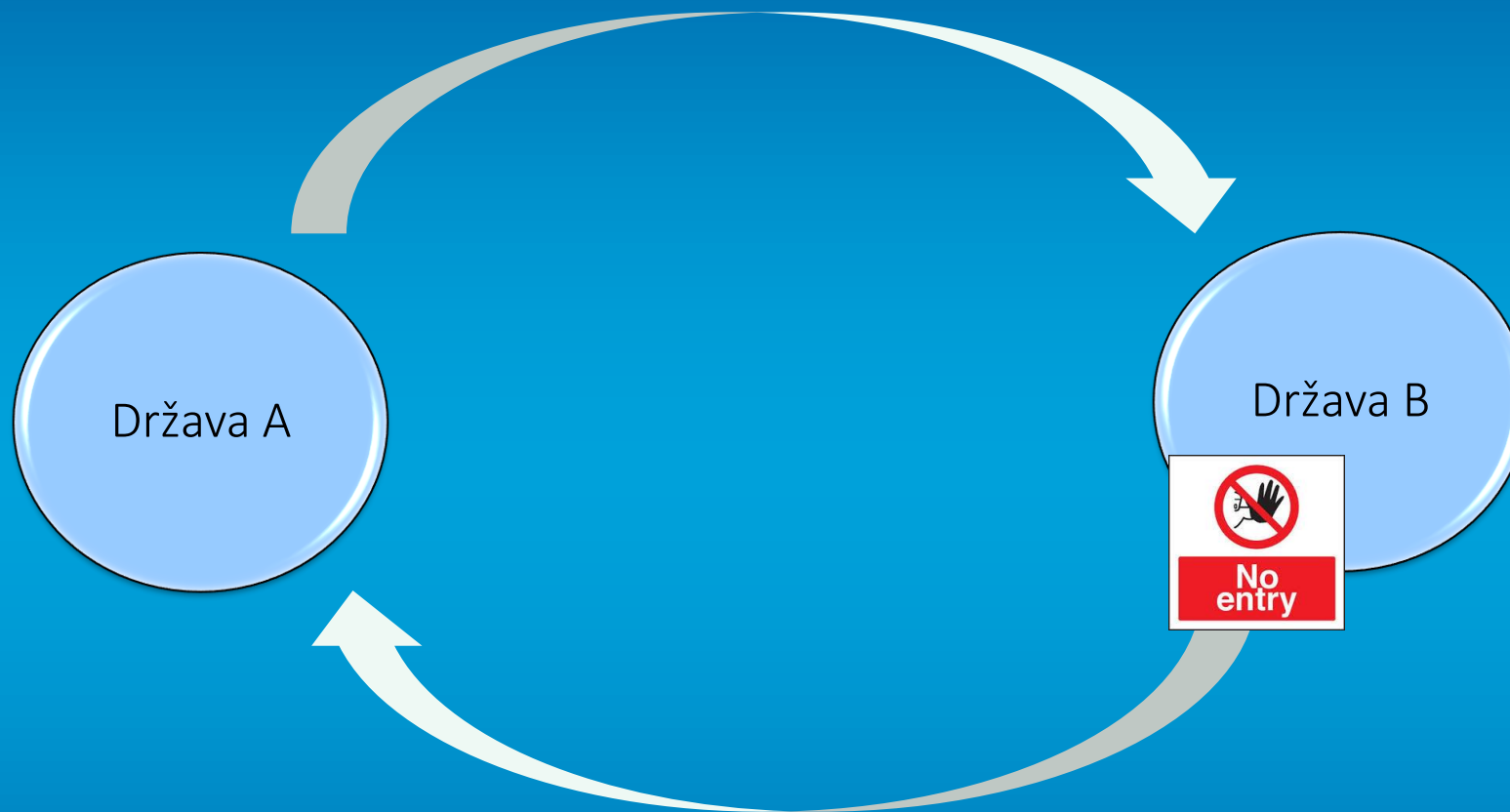
https://ec.europa.eu/transport/coronavirus-response_en?modes=3845&category=All

<https://reopen.europa.eu/en>



EU countries have agreed on a coordinated approach to the restriction of free movement in response to the coronavirus pandemic. This includes a colour code for the classifications of regions - green, orange, yellow and grey - based on the epidemiological situation there. They also agreed on common criteria that they should apply when deciding whether to introduce travel restrictions, a common approach for travelers from 'red areas' (testing and self-quarantine), as well as on providing more clear and timely information to the public.

This website will gradually provide more information as it becomes available.



- Let nazad o trošku prijevoznika
- Prekršajna odgovornost u Državi B

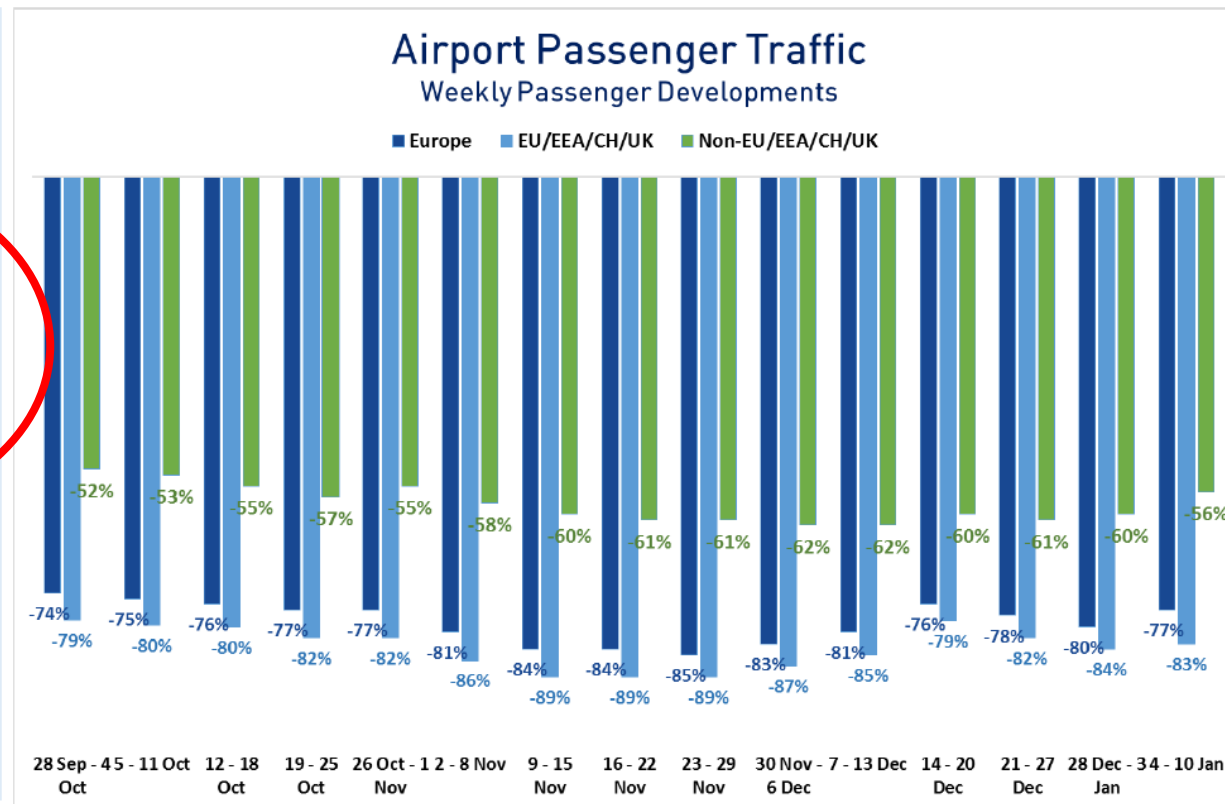
Region	Passenger number - both international and domestic for full year 2020		Airport revenue - both aeronautical and non-aeronautical for full year 2020	
	million and % change from 2020 "business as usual" baseline scenario		USD billion and % change from 2020 "business as usual" baseline scenario	
Africa	-169	-69.5%	-2.970	-69.1%
Asia/Pacific	-2,049	-59.2%	-29.600	-59.3%
Europe	-1,762	-70.8%	-40.800	-68.8%
Latin America/Caribbean	-431	-61.8%	-6.600	-62.9%
Middle East	-268	-70.6%	-9.700	-73.5%
North America	-1,331	-63.6%	-22.100	-63.7%
Total	-6,011	-64.2%	-111.770	-65.0%

https://aci.aero/wp-content/uploads/2020/12/Advisory_Bulletin_The_impact_of_COVID_19_on_the_airport_business.pdf

EU/EEA/CH/UK airports back to rock-bottom

As of the first week of January:

- Airports in EU/EEA/CH/UK currently have traffic at **-83%** of 2019 levels.
- Airports in Europe, excluding EU, are seeing traffic below **-56%.**



Meeting of Thessaloniki Forum - 20 January 2021

Izvor:

ACI: Revised 2021 Forecast & Industry Challenges
January 2021

Airports financial resilience is faltering, as years of prudent management faces an over-whelming shock



- European airports lost **€30 Billion** in 2020 compared to 2019; or >60% of normal annual revenues.
- Low forecasted passenger volumes & heightened market pressure on airport revenues means that losses are mounting for airports.
- In the mid case scenario, airports this year will lose another **€25 Billion** in revenues compared to 2019.



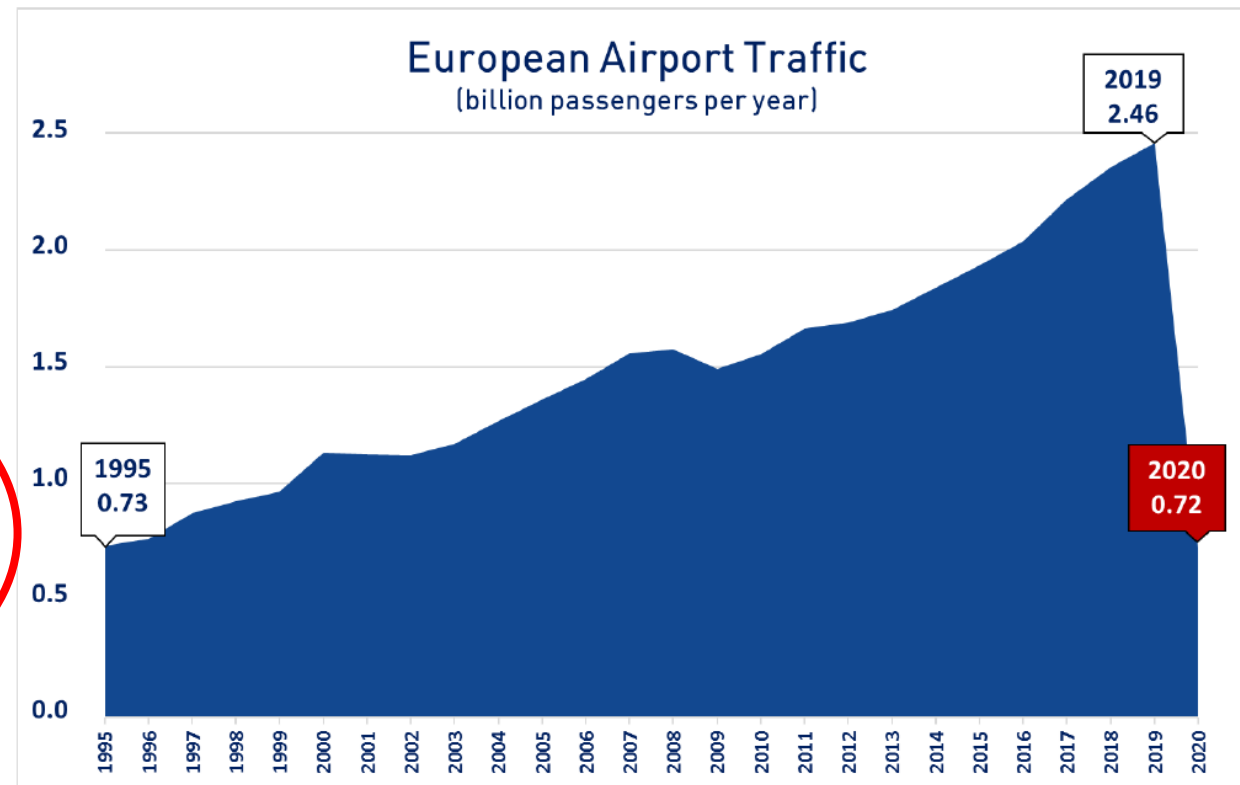
Meeting of Thessaloniki Forum - 20 January 2021

Izvor:

ACI: Revised 2021 Forecast & Industry Challenges
January 2021

A loss of traffic that sets us back 25 years

The unprecedented shock and resulting decline in traffic in 2020 means that **European air traffic has fallen below the level last reached in 1995** – while airports remain dimensioned for 2019 levels of traffic.



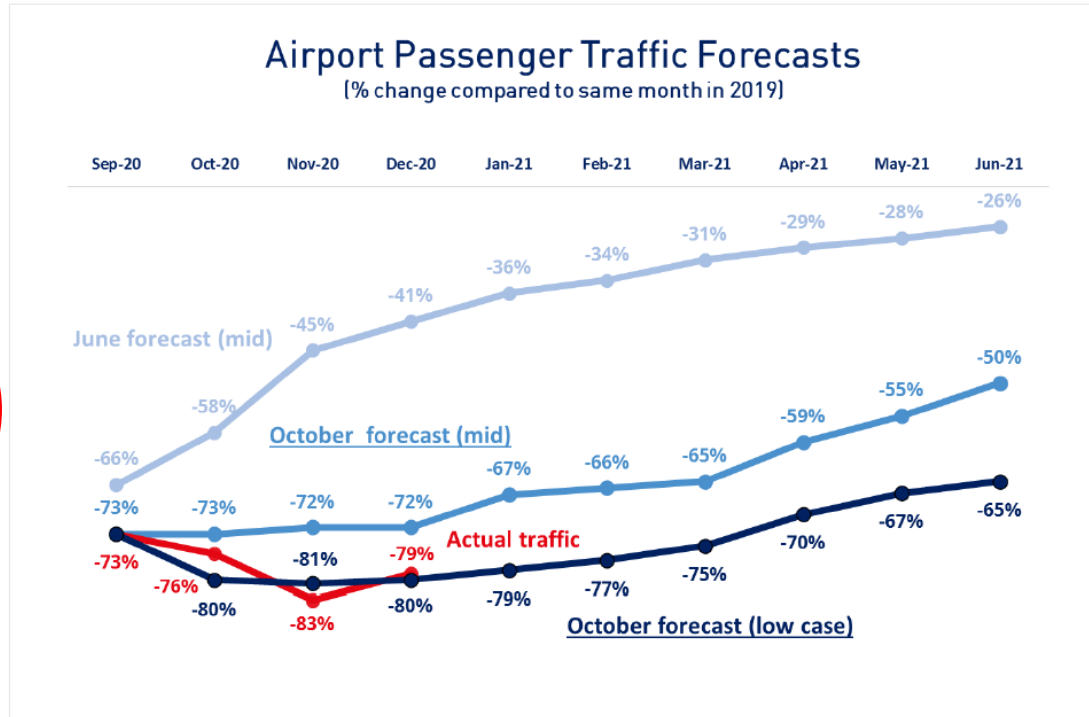
Meeting of Thessaloniki Forum - 20 January 2021

Izvor:

ACI: Revised 2021 Forecast & Industry Challenges
January 2021

Q3 & Q4 2020 traffic fell to the 'Pessimistic Scenario'

- Q3 & Q4 2020 traffic has followed the '**Pessimistic Scenario**' of our previous forecast (October 2020).
- Developments impacting the revised short term forecast include the emergence of COVID-19 variants, advice against non essential travel and an array of related & tightened travel restrictions, as well as delays in vaccines roll-out.
- The next months will continue to have low traffic, through at least June.



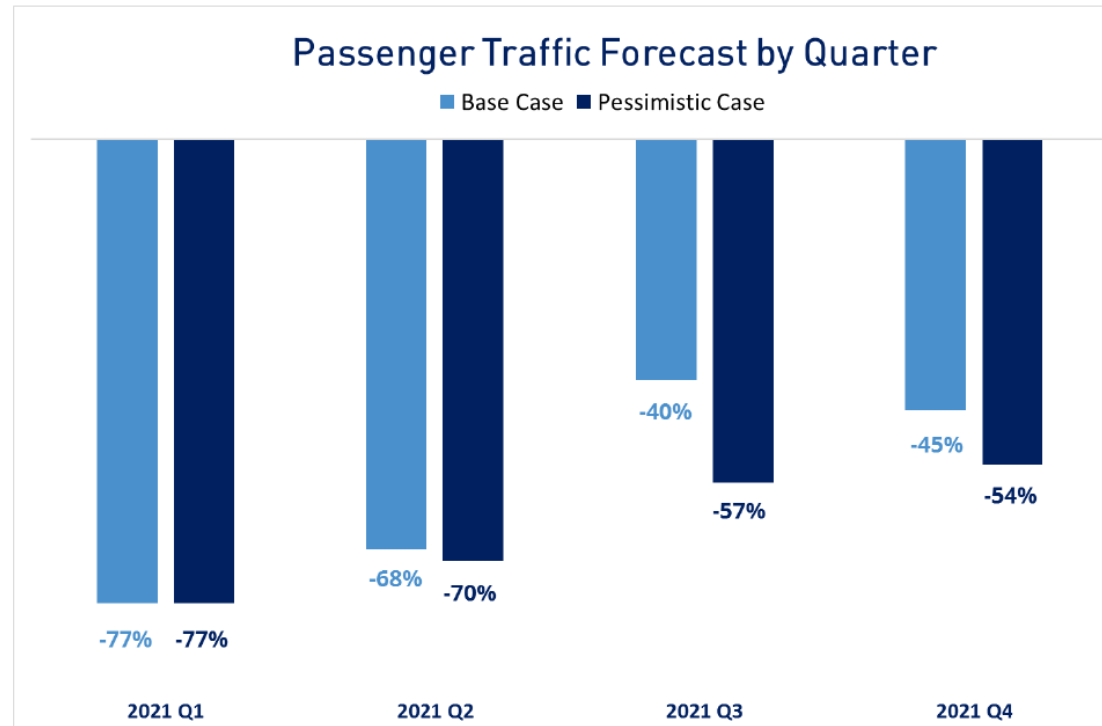
Meeting of Thessaloniki Forum - 20 January 2021

Izvor:

ACI: Revised 2021 Forecast & Industry Challenges
January 2021

Quarterly passenger traffic development in 2021 will depend greatly on vaccines and travel restrictions

- In the mid case, traffic will remain **at low levels in Q1 & Q2 – but start recovering as of Q3** (subject to vaccination being effectively rolled out and travel restrictions being at least partially lifted).
- The mid case sees a significant **summer peak** as pent-up vacation travel demand is released, with a **retrenchment in Q4**.
- The **pessimistic case** sees the continuation of some travel restrictions which limit summer travel.



Meeting of Thessaloniki Forum - 20 January 2021

Izvor:

ACI: Revised 2021 Forecast & Industry Challenges
January 2021

STATISTIČKI PODACI O PROMETU NA AERODROMIMA U RH
PROSINAC 2019/2020

AERODROMI	OPERACIJE ZRAKOPLOVA*			PREVEZENO PUTNIKA**			TRANZIT			PREVEZENO ROBE (kg)			PREVEZENO POŠTE (kg)		
	2019	2020	%	2019	2020	%	2019	2020	%	2019	2020	%	2019	2020	%
ZL Zagreb	3.351	1.392	-58,46	230.654	41.306	-82,09	0	0		887.513	1.086.952	22,47	302.815	131.503	-56,57
ZL Split	572	341	-40,38	39.634	8.136	-79,47	1.503	460	-69,39	6.968	1.456	-79,10	0	684	
ZL Dubrovnik	460	242	-47,39	34.563	4.184	-87,89	262	141	-46,18	3.903	63	-98,40	0	0	
ZL Pula	178	142	-20,22	1.031	195	-81,09	136	113	-16,91	102	0	-100,00	0	0	
ZL Zadar	169	69	-59,17	1.595	130	-91,85	621	79	-87,28	0	0		0	0	
ZL Osijek	120	150	25,00	512	215	-58,01	0	0		180	0	-100,00	0	0	
ZL Rijeka	134	156	16,42	703	304	-56,76	49	35	-28,57	0	0		0	0	
Aerodrom Brač	2	2	0,00	0	0		0	0		0	0		0	0	
Z.p. Mali Lošinj	51	10	-80,39	64	5	-92,19	0	0		0	0		0	0	
Ukupno:	5.037	2.504	-50,29	308.756	54.475	-82,36	2.571	828	-67,79	898.666	1.088.471	21,12	302.815	132.187	-56,35

* operacija zrakoplova = slijetanje ili polijetanje

**putnici = putnici u odlasku + putnici u dolasku



Croatian Civil Aviation Agency

HRVATSKA AGENCIJA ZA CIVILNO ZRAKOPLOVSTVO

Sektor aerodroma i usluga u zračnoj plovitbi i upravljanja zračnim prometom

ODJEL AERODROMA

Tel: (+385 1) 2369 300

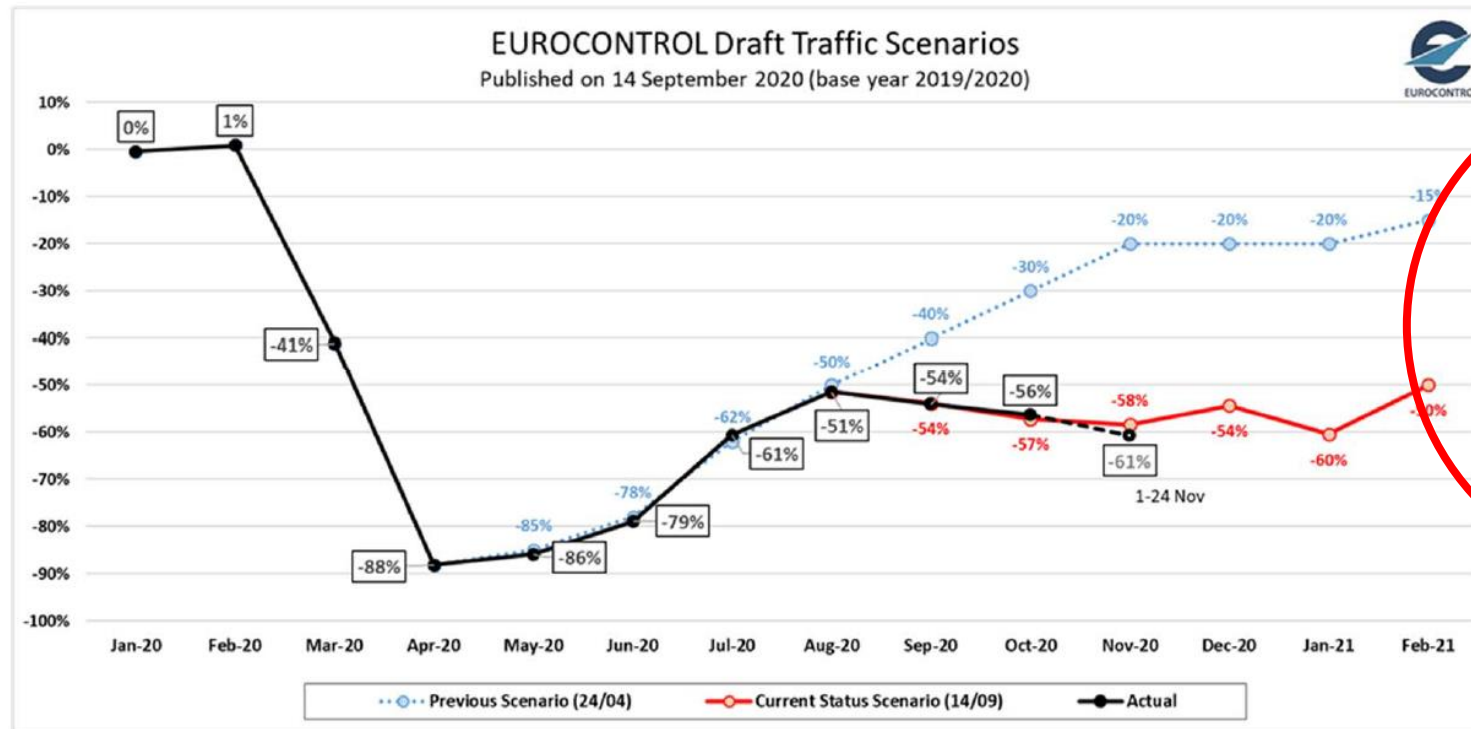
Fax: (+385 1) 2369 301

STATISTIČKI PODACI O PROMETU NA AERODROMIMA U RH SIJEČANJ - PROSINAC 2019/2020

AERODROMI	OPERACIJE ZRAKOPLOVA			PREVEZENO PUTNIKA			TRANZIT			PREVEZENO ROBE (kg)			PREVEZENO POŠTE (kg)		
	2019	2020	%	2019	2020	%	2019	2020	%	2019	2020	%	2019	2020	%
ZL Zagreb	45.061	21.510	-52,26	3.419.338	920.069	-73,09	7.812	628	-91,96	8.471.619	8.966.399	5,84	2.756.083	1.508.812	-45,26
ZL Split	29.423	12.150	-58,71	3.271.731	659.351	-79,85	22.027	5.785	-73,74	253.883	47.307	-81,37	8.251	36.997	348,39
ZL Dubrovnik	25.960	8.486	-67,31	2.880.505	326.780	-88,66	18.672	3.367	-81,97	125.331	28.566	-77,21	0	0	
ZL Pula	10.438	4.389	-57,95	764.871	78.493	-89,74	5.699	1.415	-75,17	4.865	0	-100,00	59	4	-93,22
ZL Zadar	10.748	4.929	-54,14	777.662	110.227	-85,83	12.567	4.707	-62,54	3.580	50	-98,60	0	0	
ZL Osijek	2.587	1.514	-41,48	46.361	6.625	-85,71	17	1	-94,12	13.460	0	-100,00	0	0	
ZL Rijeka	4.942	3.360	-32,01	200.184	27.190	-86,42	1.513	490	-67,61	1.098.333	256.340	-76,66	0	2.886	
Aerodrom Brač	2.264	1.199	-47,04	25.339	4.250	-83,23	3	11	266,67	0	0		0	0	
Z.p. Mali Lošinj	4.396	2.433	-44,65	6.495	3.214	-50,52	0	0		0	0		0	0	
Ukupno:	135.819	59.970	-55,85	11.392.486	2.136.199	-81,25	68.310	16.404	-75,99	9.971.071	9.298.662	-6,74	2.764.393	1.548.699	-43,98

* operacija zrakoplova = slijetanje ili polijetanje

**putnici = putnici u odlasku + putnici u dolasku



The total number of flights expected in Europe is anticipated to be 55% lower than in 2019, a drop of 6 million fewer flights.

<https://www.eurocontrol.int/sites/default/files/2020-09/eurocontrol-draft-traffic-scenarios-14092020.pdf>

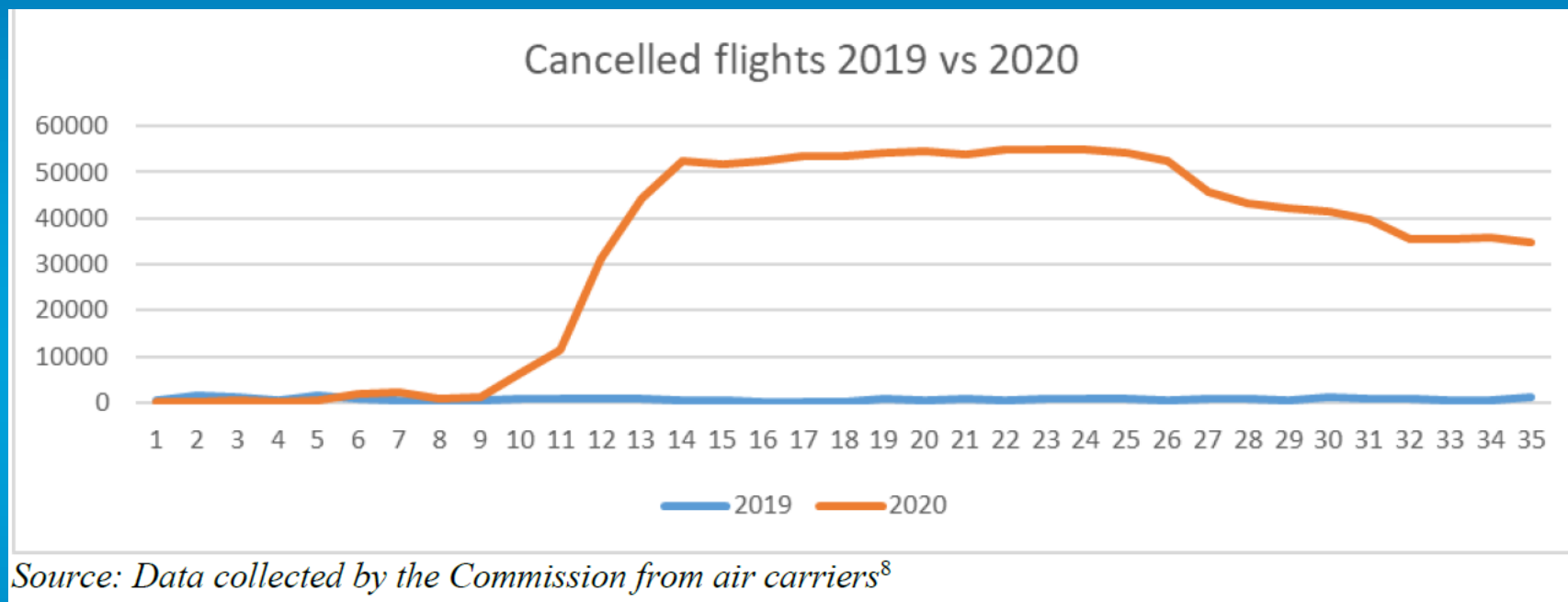
2020 forecasts – COVID-19 impact on travel and tourism sector

Region	Total Job Loss (million)			Total GDP Loss (USD billion*)		
	Best-Case	Baseline	Worst-Case	Best-Case	Baseline	Worst-Case
Africa	-7.6	-10.9	-17.4	-53	-75	-120
Asia/Pacific	-59.7	-69.3	-115.0	-980	-1,137	-1,888
Europe	-14.2	-18.4	-29.5	-771	-1,000	-1,608
Latin America/Caribbean	-5.9	-7.7	-12.4	-111	-143	-229
Middle East	-2.7	-3.4	-4.9	-99	-125	-179
North America	-8.1	-11.4	-18.2	-673	-955	-1,520
Total	-98.2	-121.1	-197.5	-2,686	-3,435	-5,543

Worst-case scenario: Current restrictions starting to ease from September for short-haul and regional travel, from October for mid-haul and from November for long-haul. **Baseline scenario:** Current restrictions starting to ease from June for regional travel, July for short-haul or regional travel; from August for mid-haul, and from September for long-haul. **Best-case scenario:** Current measures starting to ease from June for short-haul and regional travel; from July for mid-haul and from August for long-haul. * based on 2019 prices and exchange rates.

<https://wtcc.org/News-Article/More-than-197m-Travel-Tourism-jobs-will-be-lost-due-to-prolonged-travel-restrictions>

- OTKAZANI LETOVI

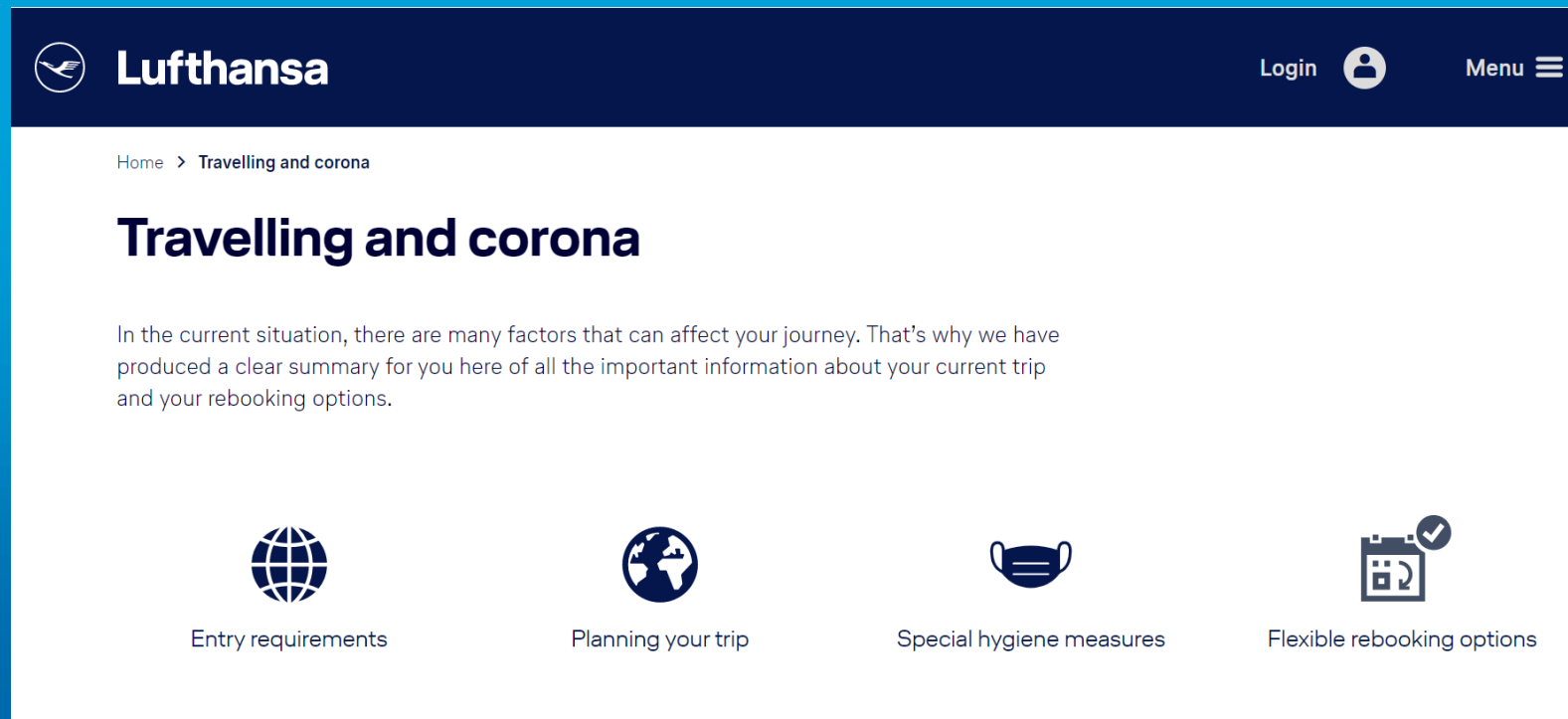


- ALI, i otkazivanja od strane PUTNIKA

SMJERNICE EUROPSKE KOMISIJE

- o pravima putnika u kontekstu situacije sa COVID-om
- primjenjuju se na četiri Uredbe o pravima putnika (zračni, željeznički, pomorski i autobusni), NE primjenjuju se na Direktivu (EU) 2015/2302 o putnim aranžmanima
- nemogućnost preusmjeravanja
- otkazivanje letova
- otkazivanje od strane putnika
- informiranje putnika
- 7 dana?

- pravila o pružanju skrbi i pravu na naknadu
- mogućnosti alternativnog prijevoza
- EK: obveza stvarnog prijevoznika obavijestiti putnike o mogućim rizicima vezanim za preusmjeravanje (restrikcije)

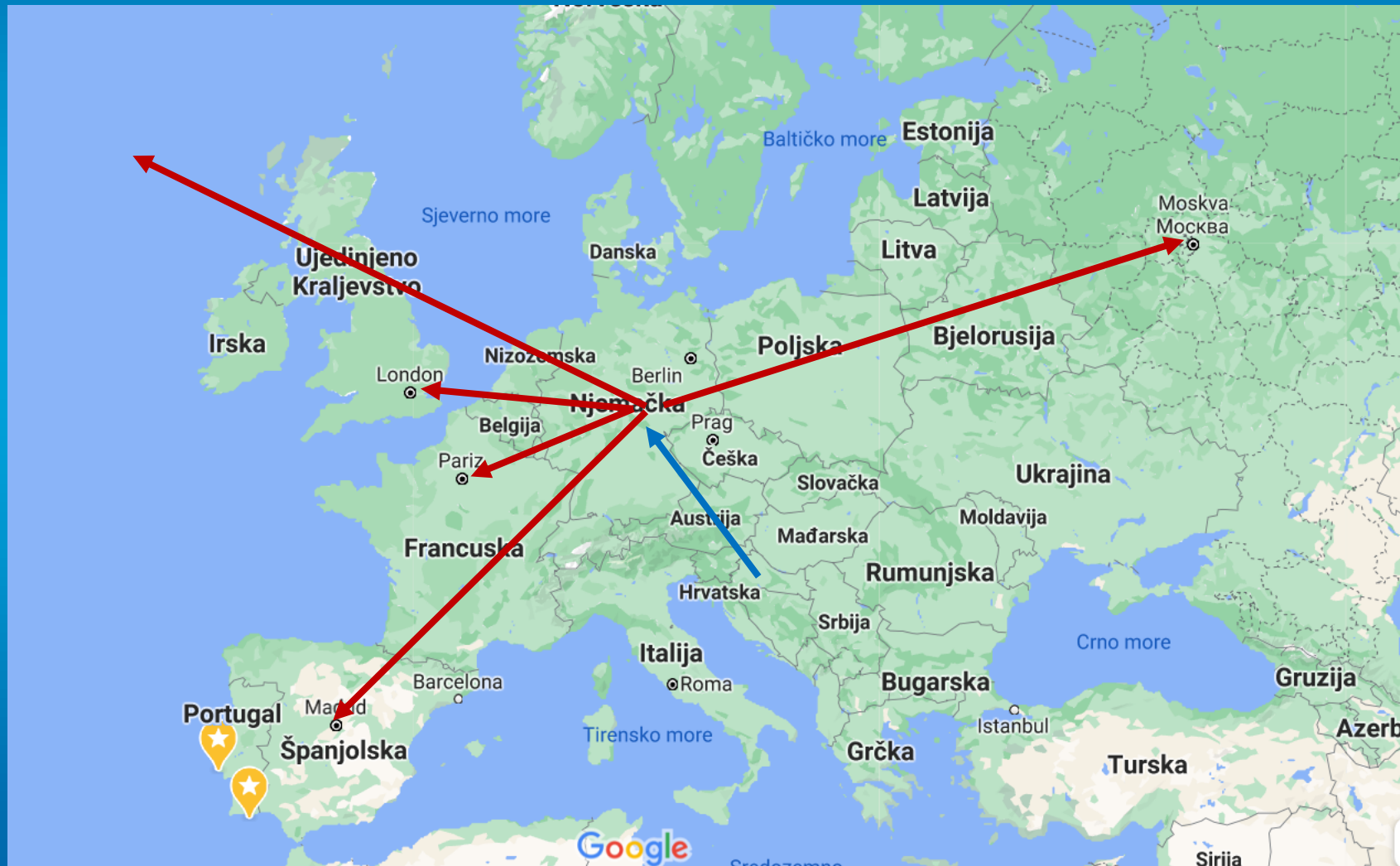


- PRAVO NA SKRB
- obroci, pića
- prijevoz do/od hotela od/do aerodroma
- hotelski smještaj (nužno noćenje)



- PRAVO NA PREUSMJERAVANJE ILI POVRAT NOVCA

- prvom mogućom prilikom

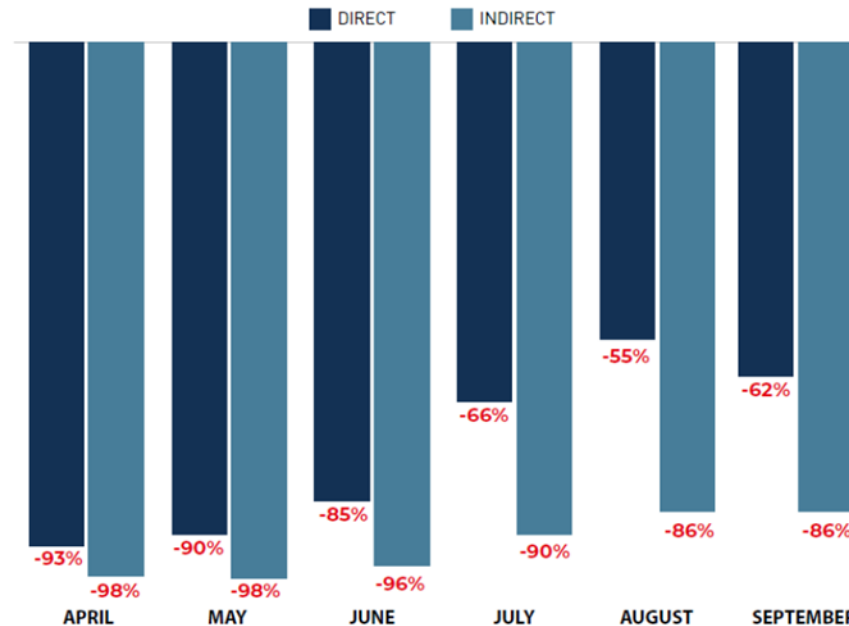


European air connectivity is not a loss just for air travel sector, but also tourism, investment and trade



- The 'network' effect of air transport and the value offered by hub airports is visible when comparing the difference in direct & indirect connectivity.
- With fewer destinations & frequencies at Hubs, each inbound flight does not lose just one outbound flight option, but potentially dozens of onward flight choices.

CHART 4: EU/UK: DIRECT & INDIRECT CONNECTIVITY IN 2020 (APRIL TO SEPTEMBER)



AIRPORT INDUSTRY CONNECTIVITY REPORT 2020
Meeting of Thessaloniki Forum - 20 January 2021

Izvor:

ACI: Revised 2021 Forecast & Industry Challenges
January 2021

- PRAVO NA PREUSMJERAVANJE ILI POVRAT NOVCA
- voucheri kao alternativa povratu pune cijene karte
- NL – privremeno odobravanje izdavanja isključivo vouchera:
Air France/KLM – 3 bil. EUR
- FR – zahtjev za hitnim izmjenama Uredbe 261/04 kako bi se omogućilo isključivo izdavanje vouchera, po uzoru na putničke agencije



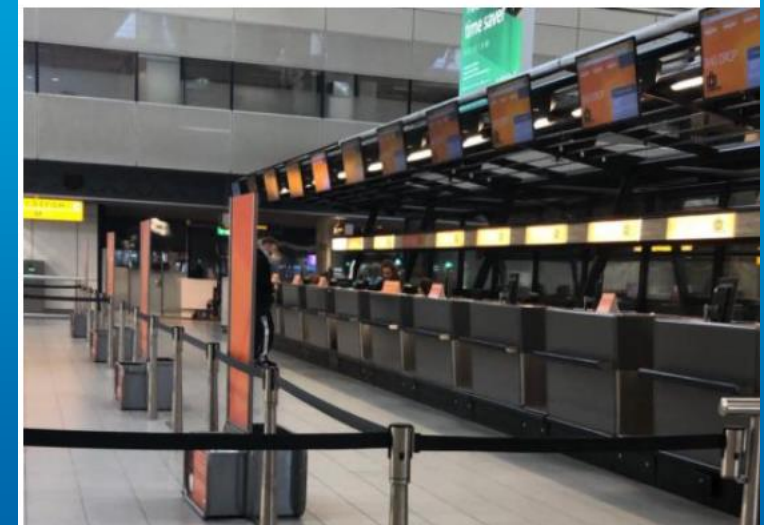
DutchNews.

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Dutch call on EU countries to guarantee airline refund vouchers

Business Corona f t in April 29, 2020



- otkazivanje letova: voucher može biti samo alternativa povratu cijene karte, ukoliko putnik pristane



- otkazivanje od strane putnika: povrat novca ovisi o vrsti karte (opći uvjeti prijevoznika), prijevoznik može ponuditi voucher



Direktiva (EU) 2015/2302 o putovanjima u paket-aranžmanima i povezanim putnim aranžmanima



Zakon o pružanju usluga u turizmu – u slučaju posebnih okolnosti koje se nisu mogle izbjeći, pravo na raskid ugovora i povrat novaca u roku od 14 dana od raskida



01.03.2020.

Izdavanje vouchera; pravo na raskid ugovora i povrat uplaćenih sredstava u roku od 14 dana od isteka 180 dana od prestanka posebnih okolnosti



European Commission

Postupak povodom povrede prava EU protiv 10 DČ:

Voucher mora biti alternativa, učiniti ga atraktivnom alternativom



2021.

Izmjene Zakona o pružanju usluga u turizmu

- PRAVO NA NAKNADU
- pravo na fiksnu novčanu naknadu (250/400/600 EUR) osim ako je do otkazivanja došlo zbog izvanrednih okolnosti (ECJ: nije svojstven normalnom obavljanju aktivnosti zračnog prijevoznika i izvan njegove stvarne kontrole s obzirom na svoju prirodu i porijeklo)
 - ✓ epidemiološke mjere
 - ✓ zabrana letova
 - ✓ zabrana ulaska u zemlju državljanima određenih zemalja
 - ✓ primjenjivo i na ostale letove, ne samo one direktno vezane uz određenu destinaciju
- trajanje izvanrednih okolnosti?

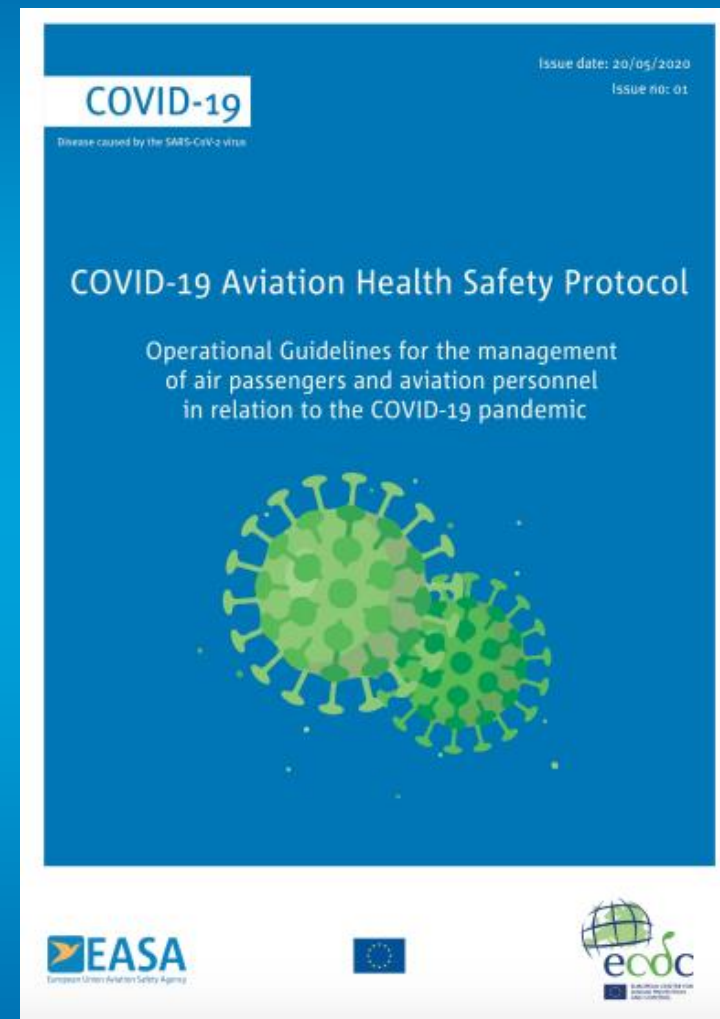


IZVJEŠĆE EUROPSKE KOMISIJE (COM (2020) 714 final)

- restrikcije prometnih prava/zatvaranje zračnog prostora nije adekvatna niti proporcionalna mjera
- preporučuju se globalno usuglašene mjere distanciranja, dezinfekcije kao i druge zaštitne mjere → privremeno mogu smanjiti kapacitete zračnih luka, no dugoročno doprinose vraćanju povjerenja putnika u zračni promet (do određene mjere)
- zračni prijevoznici moraju biti pripremljeni za različite scenarije u nedostatku dosadašnjih poznatih trendova u ponašanju putnika kao potrošača: sada se 60% rezervacija događa u 2 tjedna prije samog leta

- izrađen u suradnji EASA-e i Europskog centra za sprečavanje i kontrolu bolesti (ECDC)
- ima za cilj definirati mjere koje osiguravaju sigurnost zdravlja putnika u zračnom prijevozu te djelatnika u zrakoplovstvu
- mjere kategorizirane po fazi putovanja u kojoj se primjenjuju
- fleksibilnost mjera, uzimajući u obzir specifičnost ne samo svake države članice već i svake zračne luke i zračnog prijevoznika
- mjere se redovno evaluiraju i nadopunjuju

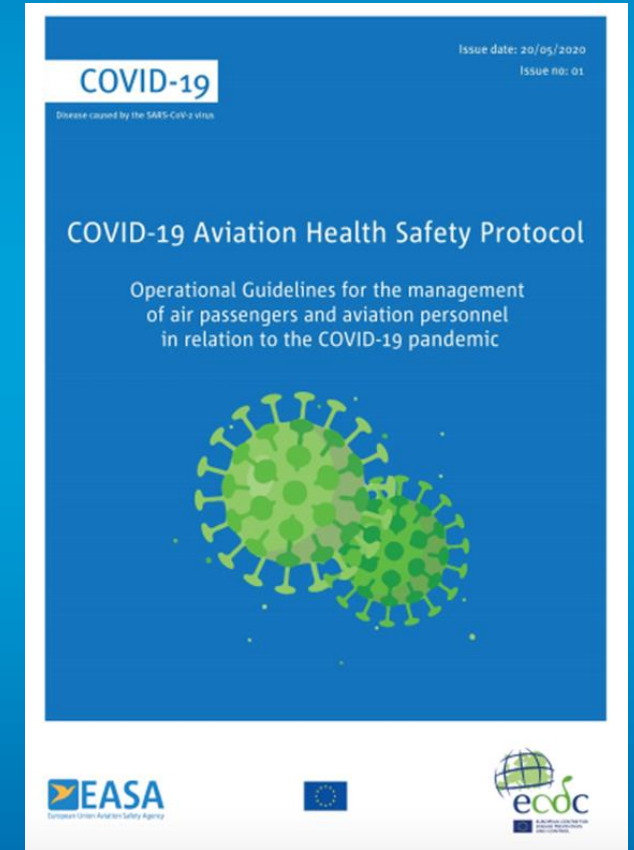
<https://www.easa.europa.eu/document-library/general-publications/covid-19-aviation-health-safety-protocol>



- smjernice za zračne prijevoznike, aerodrome i nacionalna nadležna tijela sa ciljem oporavka zračnog prijevoza
- očekivati povećan broj unruly/disruptive pax (rješavati na način koji ne ugrožava sigurnost leta)

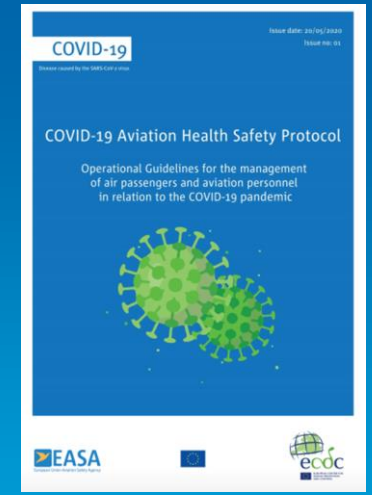
Woman refuses to wear mask on flight, deliberately coughs on passengers when deplaned

Footage recorded by a passenger shows a woman on an EasyJet plane, that was ready to depart, deliberately coughing on other passengers and hurling abuses at the crew after she was asked to deplane for refusing to wear a mask.



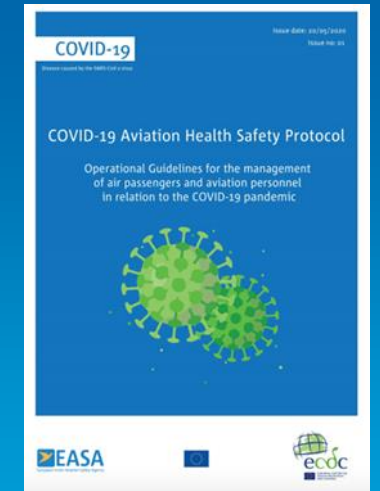
„Passengers who refuse to adhere to the preventive measures in place should be refused access to the airport’s terminal building, to the aircraft cabin, or disembarked, if the event takes place before the aircraft doors are shut, and removed from the airport premises by the competent authorities according to national/local legislation. Furthermore, subject to national requirements, they may be subject to additional actions as determined by the local authorities at the departure airport.

If the event takes place in flight, the procedures relating to handling cases of unruly or disruptive passengers should be followed. If endangering the flight safety and the health of the other passengers and aircrew members, further action may be taken by the local authorities at the destination airport in line with national requirements.”



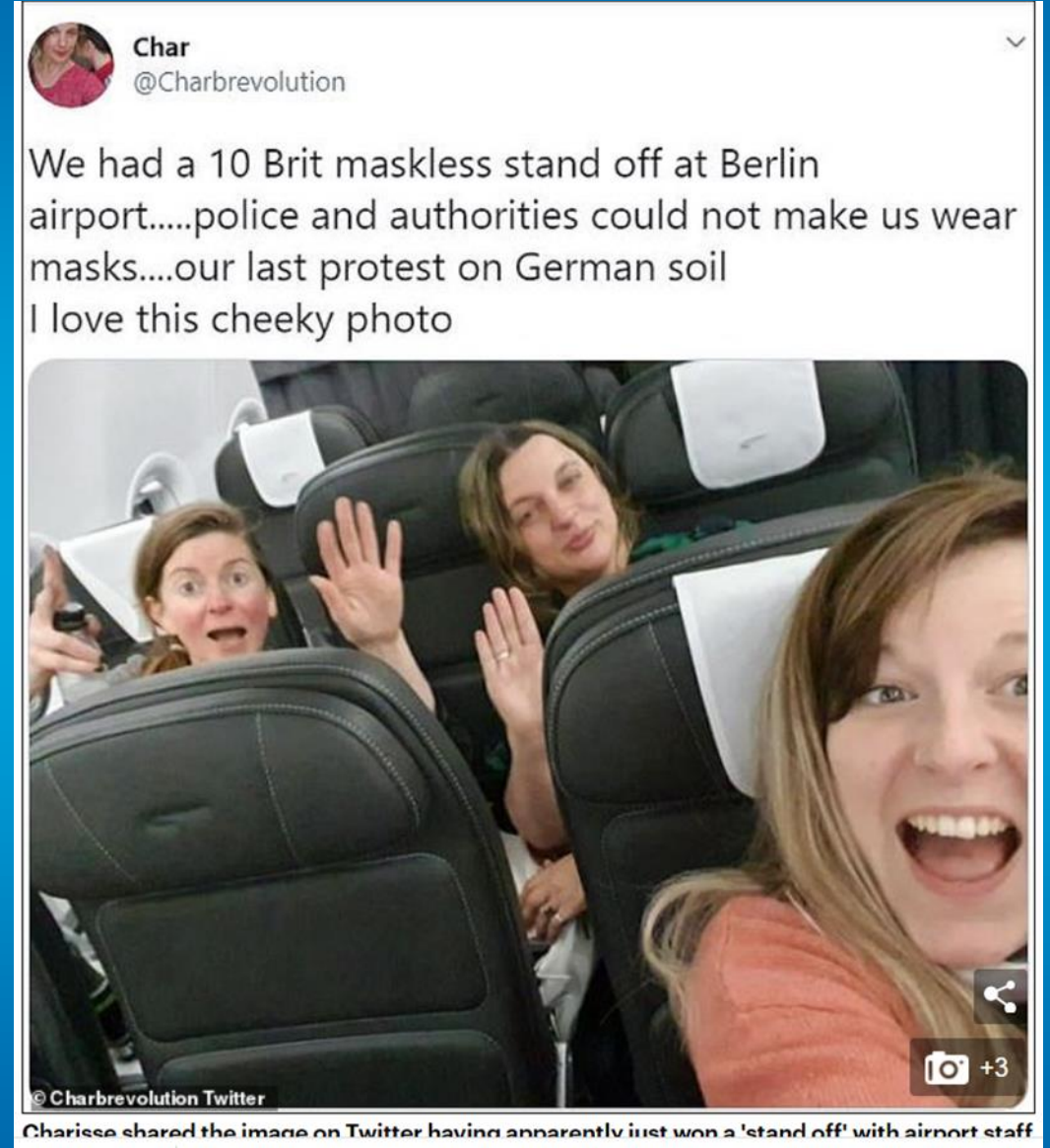
Matrix of measures per aviation stakeholder

Type of measure	Airport operators	Aircraft operators	Airport staff	Service providers/suppliers	Aircrew members	Passengers
Physical distancing	Wherever possible	Wherever possible	Wherever possible	Wherever possible	Wherever possible	Wherever possible
Hand hygiene, respiratory etiquette	Yes	Yes	Yes	Yes	Yes	Yes
Face masks	Yes	Yes	Yes	Yes	Yes ³⁵	Yes
Health safety promotion material	Yes, in coordination (see Annex 3)		Yes, should adhere to the recommendations and disseminate the material/information where required under their tasks	Yes, should adhere to the recommendations and disseminate the material/information where required under their tasks	Yes, should adhere to the recommendations and disseminate the material/information where required under their tasks	Yes, should read and adhere to the recommendations
Cleaning and disinfection	Yes, see Section 3.3	Yes ³⁶	n/a	Yes	n/a	n/a
Acknowledgement of COVID-19 policy	Yes, in electronic format Coordinate the format and assessment		n/a	n/a	n/a	Yes, should acknowledge reading and understanding before



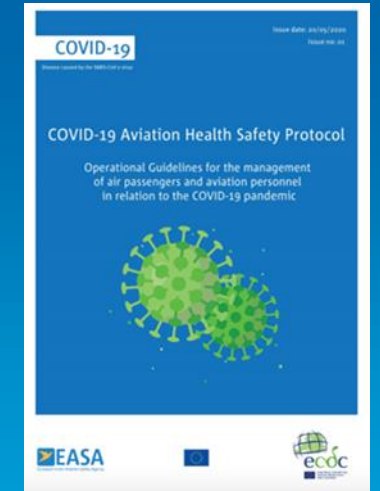
NEKI PUTNICI ODBIJAJU POSTUPATI U SKLADU S EPIDEMIOLOŠKIM MJERAMA

- uskraćeni ukrcaj?
- unruly putnik (u kabini)



IZVJEŠTAJ JUL-SEP20

- predložene mjere djelotvorne: izrazito nizak broj zaraženih, odnosno putnika kojima je uskraćen ukrcaj zbog simptoma ili koji su pokazivali simptome na letu
- 90% dionika primjenjuje mjere (aerodromi nešto više nego prijevoznici)
- raste broj putnika koji odbijaju poštovati mjere (ne drastično)
- prijevoznici ne primjenjuju distanciranje na samom letu (broj simptomatičnih na letu je 0,46 putnika na njih 100 000)
- potrebno je bolje provoditi fizičko distanciranje tijekom određenih faza putovanja (ukrcavanje i čekanje predane prtljage), s obzirom da su na istima i dalje česta čekanja duža od 15 minuta
- identificirana potreba za većim brojem stanica sa dezinfekcijskim gelovima na aerodromu
- najveći problem u ponašanju putnika: ne-nošenje maske, rezultira uskraćenim ukrcajem i posljedičnim sporovima





Uredba 261/04:

„uskraćeni ukrcaj” znači uskraćivanje ukrcaja na let putnicima usprkos njihovom predočanju za ukrcaj, osim u slučajevima kada postoje opravdani razlozi da im se ukrcaj uskrati, bilo iz zdravstvenih razloga, sigurnosti ili zaštite ili neadekvatne putne dokumentacije;

Opći uvjeti prijevoza



ICAO Aneks 9

Tokijska konvencija 1963., Montrealski protokol 2014.
Putnici koji ne poštuju disciplinu i red u kabini te mogu predstavljati prijetnju sigurnosti i zaštiti zrakoplova, posade i putnika.

Instrukcije kabinske posade smatraju se instrukcijama zapovjednika zrakoplova.



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Press Release – Federal Aviation Administration Adopts Stricter Unruly Passenger Policy



For Immediate Release

January 13, 2021

Contact: pressoffice@faa.gov

WASHINGTON – FAA Administrator Steve Dickson today signed an [order](#) (PDF) directing a stricter legal enforcement policy against unruly airline passengers in the wake of recent, troubling incidents.



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The FAA has seen a disturbing increase in incidents where airline passengers have disrupted flights with threatening or violent behavior. These incidents have stemmed both from passengers' refusals to wear masks and from recent violence at the U.S. Capitol.

"Flying is the safest mode of transportation and I signed this order to keep it that way," Administrator Dickson said.

Historically, the agency has addressed unruly-passenger incidents using a variety of methods ranging from warnings and counseling to civil penalties. Effective immediately, however, the FAA will not address these cases with warnings or counseling. The agency will pursue legal enforcement action against any passenger who assaults, threatens, intimidates, or interferes with airline crew members. This policy will be in effect through March 30, 2021.

Passengers who interfere with, physically assault, or threaten to physically assault aircraft crew or anyone else on an aircraft face stiff penalties, including fines of up to \$35,000 and imprisonment. This dangerous behavior can distract, disrupt, and threaten crewmembers' safety functions.

The FAA has initiated more than [1,300 enforcement actions](#) against unruly passengers during the past 10 years, including [recent cases](#) for allegedly interfering with and assaulting flight attendants who instructed them to wear masks.

While the FAA does not have regulatory authority over aviation security or no-fly lists, the agency works closely with federal law enforcement and national security partners on any reported security threats that may impact aviation safety.

- HR PRES: revizija Uredbe 261/04 (uzeti u obzir sudsku praksu, nove poslovne modele, probleme u primjeni)
- DE PRES: postići ravnotežu između visoke zaštite potrošača i operativnih interesa zračnih prijevoznika, potreba za reguliranjem situacija vidljivih tijekom COVID-19 krize
 - ✓ masovna otkazivanja letova
 - ✓ izdavanje vouchera
 - ✓ 7 dana za isplatu cijene karte
 - ✓ nepoštivanje epidemioloških mjera

Dopuniti studiju prije formalnog prijedloga izmjena propisa!

1. Pravni okvir ne prepoznaje situacije poput COVID-19, ili ga ne prepoznaje potpuno:

- ✓ operativne licence (ugrožena financijska sposobnost prijevoznika)
- ✓ pružatelji zemaljskih usluga (stečaj, istek ugovora)
- ✓ zabrana letenja (EU: odobrenje Komisije, bilateralni ugovori)
- ✓ unificiran način publiciranja (zdravstvene vlasti vs. propisani načini u zrakoplovstvu)
- ✓ prava putnika (povrat cijene karte)
- ✓ kaznene i prekršajne mjere za nepoštivanje epidemioloških mjera (posebice u kabini)

! Safety propisi prepoznaju navedene situacije → izuzeća (pilotske dozvole, certifikati, udovoljavanje zahtjevima za cargo prijevoz)

Brussels Airport ground handler declares bankruptcy 7 days before flights resume

Monday, 08 June 2020



Credit: wikicommons

The announcement of the bankruptcy of ground handling company Swissport Belgium has left Brussels Airport and Brussels Airlines with a tight deadline to find a solution to ensure flights will be able to resume as planned on 15 June.

Speaking Monday morning, Brussels Airlines announced that it will put in place a contingency plan to ensure flights resume on 15 June after Swissport Belgium – responsible for 60% of handling at Zaventem airport – announced that it had filed

2. Povratak povjerenja u zračni prijevoz podrazumijeva i poštivanje putničkih prava → obavezan povrat cijene karte

- ✓ Garancijski fond
- ✓ Obvezno osiguranje
- ✓ Duži rokovi za povrat novca
- ✓ Automatiziran postupak povrata
- ✓ Zabrana rane kupovine karte
- ✓ Atraktivni voucheri
- ✓ Definicija izvanrednih okolnosti
- ✓ Jasnoća propisa i razrađenije odredbe o informiranju putnika
- ✓ EU propis ili nacionalni propis?







HVALA!

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