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## **Passenger rights under threat: Member States must urgently fix EU proposals**

As negotiations on the reform of passenger rights move full steam ahead, BEUC warns that this legislative train is dangerously off track. The Hungarian EU Presidency plans to reach a General Agreement within a few weeks, but the current proposals fall short of adequately protecting consumers. We urge Member States to make decisive changes to ensure consumers can confidently exercise their rights.

**Agustín Reyna, Director General of The European Consumer Organisation (BEUC), said:**

“While the European Commission has recognised that lack of enforcement has long hindered consumer protection, the proposals on the table of the Council fall short of meaningful action. As it stands, the proposal will fail to protect consumers or hold transport companies or online platforms accountable.”

“We need harmonised enforcement, tough sanctions for non-compliance and improved cooperation between authorities to prevent abuses effectively. But we’re going in the completely opposite direction, turning the text into an empty shell.”

“Consumers still face endless hurdles to claim their rights. Getting a refund should not become a bureaucratic nightmare for consumers. If online platforms fail to pay up within the legal deadline, transport companies must step in. Consumers have more important things to do than spending time with chatbots of submitting multiple forms.”

Read more on [our position](#).

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