

The European Consumer Centers Network

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- What is ECC-net?
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ECC-Net

- Since 2005
- 30 ECCs → EU members
- Iceland
- Norway

Activities of ECC-Net

- Legal advice
- Case handling
- Consumer education
- Publications

Consumer contacts

- 72 067 contacts in 2012
- 32 197 cross-border complaints
- 26 399 information requests
- Amicable settlement in 44,6 % of complaints

Air Passenger Rights

- 21,6 % of all complaints in 2012 were based on APR
- cca. 19 % of all complaints in 2010 were based on APR and just 31 % of them were amicably settled

Air Passenger Rights

- What are the reasons of the APR complaints?
- Regulation 261/2004
- Case law

Conclusion

- Increasing number of APR complaints
- Proposal for a regulation amending Reg. 261/2004

**Thank you
for your attention!**

