

**Priority question for written answer  
to the Commission**

Rule 138

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Subject: Ensuring passenger rights of European citizens

In March the Commission adopted guidelines to ensure EU passenger rights are protected and applied in a coherent manner across the EU when Member States introduce travel restrictions and border controls in the context of COVID-19 crisis. These confirmed for European citizens the right to refund in case of cancellation of flights. Recently Ryanair announced that there will be no refunds on flights operated and served, which would include flights cancelled due to new lockdowns in different Member States.

- 1 How will the Commission ensure the proper application and enforcement of EU rules on passenger rights that guarantee to European citizens the right to refund?
- 2 How will the Commission ensure an EU coordinated approach to different national travel restriction measures so that to provide more certainty for European companies and guarantee the freedom of movement for European citizens?