



Our Ref.: DCA/LEG/46
Your Ref.:

TEL: 356 2124 9170
FAX: 356 2123 9278

Regulation No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation No 295/91

Attention is drawn to the coming into force on the 17th February 2005 of EC Regulation 261/2004. It is applicable to passengers departing from Malta, as well as to passengers departing from an airport located in a third country to Malta.

This Regulation introduces measures to address the denied boarding, against his will, of a fare-paying airline passenger, even if travelling on a non-scheduled flight.

It also addresses the inconvenience created to passengers when airlines or tour operators cancel flights on their own responsibility, as well as occasions of expected long delays.

The Regulation requires aircraft operators to inform passengers of their rights, including at check-in a clearly legible notice displayed in a manner clearly visible to passengers with the text: *"If you are denied boarding or if your flight is cancelled or delayed for at least two hours, ask at the check-in counter or boarding gate for the text stating your rights, particularly with regard to compensation and assistance."*

The Department of Civil Aviation will be responsible for the enforcement of this Regulation whilst the Consumer Protection Division in the Ministry for Competitiveness and Communications shall be the Organisation that will receive and investigate related complaints.

J. Sultana
Director General
Civil Aviation

12th January 2005