

Voluntary repatriation assistance to passengers stranded as a result of financial failure by another airline

October 2014

Whereas based on historical data the percentage of European Union passengers that are confronted with insolvency of an airline, while stranded away from home, is extremely low;

Whereas when member states properly assess the prolongation of AOCs for carriers, taking into account their financial position, the risk of carriers becoming insolvent during operation will be further minimized;

IATA member airlines flying to and from the European Union will make their best efforts to offer repatriation to passengers stranded away from home as a result of a financial failure of another airline. These passengers will be returned, subject to available capacity, to their point of origin, or to the nearest airport served by an IATA member airline, at a discounted rate (also known as a “rescue fare”). Such assistance, restricted to air transport and subject to the above conditions, may be made available up to a maximum of two weeks after the date of failure of the original airline.

To ensure maximum awareness, the State responsible for the licencing of the insolvent airline should communicate to stranded passengers the possibility of this rescue service, *e.g.* via national Government websites. This rescue service should only be available for passengers who do not have insurance covering such repatriation.