THINGS SHOULD BE SIMPLE.

Understanding your rights as a passenger should be as easy as boiling an egg.

Unfortunately today, that isn’t the case. On many international journeys, it is difficult to know what rules apply because over 60 countries have their own passenger protection regulations (and they aren’t coordinated with each other). Governments can address this problem by working with each other on a more coordinated and organized approach to passenger protection – so passengers know what to expect when things go wrong.

For more information, visit www.iata.org/consumer