

## Undertakings provided to CAA under Part 8 of the Enterprise Act 2002

| Name of business   | Date Provided    | Legislation  | Commitments  |
|--------------------|------------------|--|--|
| Emirates           | 29 March 2018    | Regulation 261/2004                                      | To compensate passengers who arrive at their final destination at least 3 hours late due to a missed connection  |
| HDC Travel Ltd     | 14 February 2018 | Consumer Protection from Unfair Trading Regulations 2008 | <p>To display information on the departure and arrival times of the outbound and return flights and whether the flight is direct or indirect</p> <p>To provide a link on the website for consumers to report holidays which are not available at the advertised price</p> <p>To put in place a process to monitor the accuracy of the prices of the advertised holidays</p> <p>To appoint a compliance manager</p> |
| Singapore Airlines | 14 December 2017 | Regulation 261/2004                                      | To compensate passengers who arrive at their final destination at least 3 hours late due to a missed connection  |
| American Airlines  | 1 December 2017  | Regulation 261/2004                                      | To compensate passengers who arrive at their final destination at least 3 hours late due to a missed connection  |
| Etihad Airways     | 19 November 2017 | Regulation 261/2004                                      | To compensate passengers who arrive at their final destination at least 3 hours late due to a missed connection  |
| Ryanair DAC        | 17 October 2017  | Regulation 261/2004                                      | <p>To re-contact all passengers affected by the flight cancellations announced on 11, 17 and 27 September 2017 and set out clearly their rights to choose a refund or a re-route</p> <p>To clarify to those consumers that a re-route can be on another airline when Ryanair flights are unavailable on the same or next day</p>   |

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|                                   |                |  | To re-imburse reasonable out-of-pocket expenses to consumers which were incurred as a result of the cancelled flights  |
| Icelolly Marketing Limited        | 21 August 2017 | Consumer Protection from Unfair Trading Regulations 2008 | <p>To display at all times the final price, including all unavoidable taxes, fees and surcharges</p> <p>To provide clear and prominent information and credit card charges</p> <p>To display information on the departure and arrival times of the outbound and return flights, the name of the airline providing the flight and whether the flight is direct or indirect</p> <p>To provide information on the charges for hold baggage and transfers</p> <p>To provide information on whether the holiday is ATOL protected</p> <p>To provide a link on the website for consumers to report holidays which are not available at the advertised price</p> <p>To put in place a process to monitor the accuracy of the prices of the advertised holidays</p> <p>To appoint a compliance manager</p> |
| LHR Airports Limited <sup>1</sup> | 13 July 2017   | Regulation 1107/2007 <sup>2</sup>                        | To develop a performance improvement plan to provide a high quality and consistent assistance service to disabled persons and persons with reduced mobility  |

<sup>1</sup> The undertaking provided by LHR Airports Limited is made under The Civil Aviation (Access to Air Travel for Disabled Persons and Persons with Reduced Mobility) Regulations 2014 and not Part 8 of the Enterprise Act 2002

<sup>2</sup> Regulation 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air

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|                  |               | The Civil Aviation (Access to Air Travel for Disabled Persons and Persons with Reduced Mobility) Regulations 2014 | <p>To consult the CAA and organisations and groups representing disabled people in developing the performance improvement plan</p> <p>To publish the performance improvement plan on its website prior to implementation</p> <p>To implement a continuous assistance service and reduce waiting times for users of the service</p>  |
| Teletext Limited | 27 June 2017  | Consumer Protection from Unfair Trading Regulations 2008  | <p>To display at all times the final price, including all unavoidable taxes, fees and surcharges</p> <p>To provide clear and prominent information and credit card charges</p> <p>To display information on the departure and arrival times of the outbound and return flights, the name of the airline providing the flight and whether the flight is direct or indirect</p> <p>To provide information on the charges for hold baggage</p> <p>To provide a link on the website for consumers to report holidays which are not available at the advertised price</p> <p>To put in place a process to monitor the accuracy of the prices of the advertised holidays</p> <p>To appoint a compliance manager</p> |
| Turkish Airlines | 19 April 2017 | Regulation 261/2004   | To compensate passengers who arrive at their final destination at least 3 hours late due to a missed connection   |

| <b>Name of business</b> | <b>Date Provided</b> | <b>Legislation</b>  | <b>Commitments</b>   |
|-------------------------|----------------------|---|--|
| Vueling Airlines SA     | 10 March 2017        | Regulation 261/2004   | <p>To provide information about their rights to passengers delayed by more than 2 hours</p> <p>To provide care and assistance to passengers delayed by more than 2 hours</p> <p>To appoint a compliance manager</p>  |
| British Airways plc     | 29 July 2016         | Regulation 261/2004 <sup>3</sup>  | To provide information about their rights to passengers delayed by more than 2 hours   |
| Opodo Ltd               | 29 June 2016         | <p>Regulation 1008/2008<sup>4</sup></p> <p>Consumer Protection from Unfair Trading Regulations 2008</p> <p>The Consumer Rights (Payments Surcharges) Regulations 2012</p> <p>The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013</p> <p>The Consumer Rights Act 2015</p> | <p>The price display on the first page of the website booking process will show a single price that is achievable for consumers paying by a debit card.</p> <p>Google AdWords results will make it clear that the consumer is dealing with Opodo.</p> <p>Website landing pages will make it clear that the consumer is dealing with Opodo.</p> |
| Vacaciones eDreams SL   | 29 June 2016         | <p>Regulation 1008/2008<sup>5</sup></p> <p>Consumer Protection from Unfair Trading Regulations 2008</p>   | The price display on the first page of the website booking process will show a single price that is achievable for consumers paying by a debit card.   |

<sup>3</sup> Regulation 261/2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights

<sup>4</sup> Regulation 1008/2008 on common rules for the operation of air services in the Community

<sup>5</sup> Regulation 1008/2008 on common rules for the operation of air services in the Community

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|                    |                 | <p>The Consumer Rights (Payments Surcharges) Regulations 2012</p> <p>The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013</p> <p>The Consumer Rights Act 2015</p> | <p>Google AdWords results will make it clear that the consumer is dealing with eDreams.</p> <p>Website landing pages will make it clear that the consumer is dealing with eDreams.</p>   |
| Ryanair Limited    | 29 October 2015 | Regulation 261/2004   | <p>To compensate passengers for long delays and cancellations caused by technical faults on an aircraft.</p> <p>To apply a 6 year claims limitation period.</p>  |
| Jet2.com Limited   | 7 July 2015     | Regulation 261/2004   | <p>To compensate passengers for long delays and cancellations caused by technical faults on an aircraft.</p> <p>To apply a 6 year claims limitation period.</p> <p>To provide information about their rights to passengers delayed by more than 2 hours.</p> |
| Aer Lingus Limited | 26 June 2015    | Regulation 261/2004   | <p>To provide information about their rights to passengers delayed by more than 2 hours.</p>   |
| Opodo Ltd          | 2 October 2014  | <p>Regulation 1008/2008</p> <p>Consumer Protection from Unfair Trading Regulations 2008</p> <p>The Consumer Rights (Payments Surcharges) Regulations 2012</p>   | <p>To display at all times the final price, including all unavoidable taxes, fees and surcharges.</p> <p>To provide optional items on an opt-in basis.</p> <p>To provide clear and prominent information and credit card charges.</p>                        |
| Vacaciones eDreams | 2 October 2014  | Regulation 1008/2008  | <p>To display at all times the final price, including all unavoidable taxes, fees and surcharges.</p>  |

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|                        |                 | Consumer Protection from Unfair Trading Regulations 2008<br><br>The Consumer Rights (Payments Surcharges) Regulations 2012  | To provide optional items on an opt-in basis.<br><br>To provide clear and prominent information and credit card charges.   |
| Jet2 Holidays Ltd      | 8 July 2014     | Consumer Protection from Unfair Trading Regulations 2008  | To provide clear and prominent information and credit card charges.  |
| On The Beach Ltd       | 17 June 2014    | Consumer Protection from Unfair Trading Regulations 2008  | To display at all times the final price, including all unavoidable taxes, fees and surcharges.   |
| Travel Republic Ltd    | 17 June 2014    | Consumer Protection from Unfair Trading Regulations 2008<br><br>The Consumer Rights (Payments Surcharges) Regulations 2012<br><br>Regulation 2111/2005 <sup>6</sup> | To provide optional items on an opt-in basis.<br><br>To provide clear and prominent information and credit card charges<br><br>To inform passengers of the identity of the air carrier.  |
| Thomas Cook Retail Ltd | 27 May 2014     | Consumer Protection from Unfair Trading Regulations 2008  | To provide optional items on an opt-in basis.  |
| Expedia Inc            | 27 March 2014   | Regulation 1008/2008<br><br>Consumer Protection from Unfair Trading Regulations 2008  | To display at all times the final price, including all unavoidable taxes, fees and surcharges.<br><br>To provide optional items on an opt-in basis.<br><br>To provide clear and prominent information and credit card charges. |
| Cosmos Holidays Ltd    | 17 January 2014 | Regulation 1008/2008  | To provide optional items on an opt-in basis   |

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<sup>6</sup> Regulation 2111/2005 on the establishment of a Community list of air carriers subject to an operating ban within the Community and on informing air transport passengers of the identity of the operating air carrier

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|  |                  | Consumer Protection from Unfair Trading Regulations 2008                             |  |
| Travelworld Vacations Ltd t/a Olympic Holidays     | 29 August 2013   | Regulation 1008/2008<br><br>Consumer Protection from Unfair Trading Regulations 2008 | To display at all times the final price, including all unavoidable taxes, fees and surcharges.<br><br>To provide optional items on an opt-in basis.<br><br>To provide clear and prominent information and credit card charges. |
| TUI UK Ltd   | 26 March 2013    | Consumer Protection from Unfair Trading Regulations 2008                             | To provide optional items on an opt-in basis.  |
| Air India Limited                                  | 5 February 2013  | Regulation 261/2004  | To provide information, care and assistance, re-routing and, where relevant, compensation to passengers affected by cancellation or long delay.  |
| Open Joint Stock Company Aeroflot Russian Airlines | 24 April 2012    | Regulation 261/2004  | To comply with the Regulation for flights departing from the UK.   |
| Eastern Airways                                    | 1 December 2011  | Regulation 1008/2008   | To display at all times the final price, including all unavoidable taxes, fees and surcharges  |
| Jet2.com Limited                                   | 22 February 2011 | Regulation 1008/2008   | To display at all times the final price, including all unavoidable taxes, fees and surcharges.<br><br>To provide a breakdown of taxes, fees and charges.<br><br>To provide optional items on an opt-in basis.                  |
| Ryanair Limited                                    | 9 February 2011  | Regulation 1008/2008   | To display at all times the final price, including all unavoidable taxes, fees and surcharges.   |