



AGM Resolution 6/2016 on Passenger Rights

Recalling AACO 46th AGM resolution 6/2013 that called upon governments to review the current regulations on consumer rights and work in ICAO with a view to harmonize them;

Recalling AACO 48th AGM resolution 7/2015 that called upon ICAO to further work on the consumer protection principles to include material on avoiding extraterritoriality and ensuring compatibility between passenger rights regimes, and called upon Arab states to look into the AACO Safety Nets and Caveats Template;

Reaffirming its support to ICAO core principles on consumer protection and recognizing that these principles are a live document and that there's still room for the development of those principles;

Reaffirming its support to IATA core principles on consumer protection adopted by IATA 69th AGM as guidance when developing or revising passenger rights regimes;

Recognizing that enacting laws and regulations is the right of governments around the world;

Recognizing that laws and regulations in as far as aviation is concerned need to take into account possible extraterritorial impact and the necessity that these laws and regulations would serve consumers and would not create confusion and ambiguity;

Reaffirming the importance and benefits of the AACO Safety Nets and Caveats Template adopted last year by AACO 48th AGM,

AACO 49th AGM **urges** Arab governments and governments around the world to:

1. **Dedicate** adequate time for consultations with relevant stakeholders before the adoption of passenger rights regulations



2. **Give ample time** for stakeholders between the date of adoption and the effective date of the regulations to prepare for the implementation of the regulations
3. **Recognize** that the responsibility for disruptions caused to passengers be shared with other stakeholders where that applies including manufacturers, ANSPs, ground handlers, airport operators, and others...

AACO 49th AGM as well **urges** the concerned under ICAO to look into adding the following principles to the core principles on consumer protection during 2017:

1. National and regional passenger rights regimes to avoid extraterritoriality in their scope i.e. not to include flights of foreign carriers departing from countries that have consumer protection regulations
2. Regimes adopted by different states to be compatible as much as possible
3. Such regimes to allow the share of the liability of the inconvenience caused to the customer with all stakeholders responsible for the occurrence of that inconvenience.