

## **Resolution on Passenger Rights**

*While recognizing* the need to minimize the confusion created by the proliferation of passenger rights' regimes which in some cases causes discrimination between passengers, harms connectivity and results in increasing ticket prices; and

*While supporting* the development of consumer protection principles by ICAO's ATRP which aim at harmonizing passenger rights regimes around the world; and

*While highlighting* the complexities, ambiguities, and burdens resulting from highly descriptive passenger rights regulations such as the ones in the EU and the US, and

*While maintaining* that the best approach for passenger rights regimes is to discuss those with the airlines in question within the principles adopted by ICAO and IATA, and

*While praising* the work done by AACO's AWG Consumer Protection Subgroup that has developed a document that gathers best practices adopted by airlines in providing passengers their rights under a "Safety Nets & Caveats" document,

AACO 48<sup>th</sup> AGM:

1. Calls upon ICAO to further work on the principles developed by the ATRP and adopted by the ICAO Council to include material on avoiding extraterritoriality and ensuring compatibility between passenger rights regimes;
2. Calls upon Arab states to look into the Safety Nets and Caveats document attached to this resolution when developing passenger rights regimes.