



# CHARTING A NEW FRONTIER: **AVIATION CONSUMER PROTECTION NEEDS TODAY AND BEYOND**

INTERNATIONAL WEBINAR

**International Standards for  
Consumer Protection in Aviation**

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# Montreal Convention 1999

- Delay
- Baggage
- Other pro-consumer provisions



# Core Principles on Consumer Protection

- Before, during and after travel
- Encourage Member States and industry to apply the principles in regulatory and operational practices
- Living document to enhance regulatory and operational convergence



# COVID-19

- Demonstrates impact of mass disruption
- Council Aviation Recovery Task Force (CART)
  - Key principles for Safe, Secure and Sustainable Recovery
  - Important recommendations
- Adopt ICAO's Good Regulatory Practices

