



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

INTERNATIONAL WEBINAR

**Breaking Barriers and Beyond:  
Can We Do More to Protect  
Consumers in Air Travel?**

**MOHIDEEN ABDUL KADER**

President

Consumers Association of Penang (CAP)

# Can more be done for consumer protection in air travel?

Based on complaints we received and our study and understanding of the MACPC the answer is:

**YES**

How can we do more? In what areas?



# REFUNDS

## Form of refund

- MACPC only states that consumers have a choice to get reimbursement if an airline cancels their flight or in the case of route cessation, etc
- Consumers **must** have the right to choose between getting a **CASH REFUND** or **CREDIT SHELL**
- Credit Shell should have **A LONG EXPIRY DATE**. We believe that a **5-year** validity is reasonable.



# DELAYS

- MACPC states that consumers are to be given FOC hotel accommodation where **a stay of one or more nights becomes necessary** due to a delay – Pertains to delays of 5 hours or more
- Unfair because a long delay could mean that the flight is no longer necessary. E.g., consumer has already missed their event because of the delay
- Air transport authorities need to establish how long of a delay is reasonable. After that consumer should have a choice for a refund



# COMMUNICATION OF CHANGE IN FLIGHT STATUS

- The MACPC wording on this is too general in terms of the manner in which the change is conveyed to consumers.
- Where airlines are allowed to give consumers such a short notice about a change in flight status airlines should not be allowed to inform their customers via email. **They must be required to either inform the consumer by phone call or through phone messaging such as SMS or messaging app**

\*Referring to planned flight rescheduling of 3 or more hours before or after the departure time, airlines must give notice between 12 to 48 hours before the departure time (paragraph 8 – MACPC (Amendment 2019))



# FLIGHT CANCELLATION BY A CONSUMER AND GO-SHOW

## Flight Cancellation by a Consumer

- Each airline has their own terms and conditions about passenger cancellation
- However, the authorities should at least determine the basic **reasonable timeframe from the time of booking that a consumer can get a full refund**

## Go-show

- Airlines should make it easier for this to happen as long as it is within the same day and the same seat type



# AIRLINE SEATS

- Airline seats are not only uncomfortable but there is also a health and safety risk
- A narrow seat width makes the seat uncomfortable because there is no arm space
- A short seat pitch could cause blood clots for passengers on long haul flights. There is also a higher risk of head injury and it will be difficult for passengers to evacuate in case of an accident.
- The authorities need to set minimum standards for airlines seats to mitigate these health and safety risk.



# THE END

A hand is shown pulling a cord attached to a glowing lightbulb. The lightbulb is lit, casting a warm yellow glow. The background is dark, making the lightbulb and the hand stand out. The text 'THE END' is written in large, white, sans-serif capital letters across the top of the image.

What problems do you think consumers are facing in air travel that should be looked into?



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