



National Enforcement Bodies under


Regulation [EC] 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, and repealing Regulation (EEC) No 295/91

<http://ec.europa.eu/transport/themes/passengers/air>









Disclaimer

The table below is based on the information received from the EU Member States. Each Member State is responsible for the accuracy of the information it gives about its national enforcement bodies. The Commission cannot be held responsible for any missing or outdated information.

Updated: 3 January 2017

| Member State | Organisation | Contact details |
|---|--|--|
|  Austria | Agentur für Passagier- und Fahrgastrechte (apf) Linke Wienzeile 4/1/6 AT - 1060 Wien | Tel: +43 1 5050 707 700 Fax: +43 1 5050707 180 www.passagier.at |
|  Belgium | SPF Mobilité & Transport Direction générale Transport aérien Cellule Stratégique - Droits des passagers City Atrium (6 ^{ème} étage - locker PAX) Rue du Progrès 56 BE - 1210 Bruxelles FOD Mobiliteit & Vervoer Directoraat-generaal Luchtvaart Strategische Cel - Passagiersrechten City Atrium (6 ^{de} verdieping - locker: PAX) Vooruitgangstraat 56 BE - 1210 Brussel | Tel: + 32 2 277 44 00 Fax: + 32 2 277 40 73 passenger.rights@mobilit.fgov.be www.mobilit.belgium.be |
|  Bulgaria | Ministry of Transport, Information Technologies and Communications, Directorate General, Civil Aviation Administration 9, Dyakon Ignatii Str. BG – 1000 SOFIA | Tel. : +359 2 937 10 47 Fax : +359 2 980 53 37 caa@caa.bg |
|  Croatia | Croatian Civil Aviation Agency Ulica grada Vukovara 284 HR - 10000 ZAGREB | Tel. : +385 1 2369 300 Fax: + 385 1 2369 301 passenger.rights@ccaa.hr www.ccaa.hr |
|  Cyprus | Department of Civil Aviation 27 Pindarou Street ALPHA Business Centre CY - 1060 NICOSIA | Tel. : +357 22 404 119 Fax : +357 22 766552 passengerrights@dca.mcw.gov.cy |



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|  <u>Czech Republic</u> | Civil Aviation Authority Airport Ruzyně CZ - 160 08 PRAHA 6 | Tel.: +420 225 422 726 Fax: +420 220 561 823 caa@caa.cz |
|  <u>Denmark</u> | The Danish Transport and Construction Agency Edvard Thomsens Vej 14 DK-2300 Copenhagen S | Tel.: +45 7221 8800 Fax: +45 7262 6790 info@tbst.dk www.tbst.dk |
|  <u>Estonia</u> | Tarbijakaitseamet (Consumer Protection Board) Rahukohtu 2 EE - 10130 TALLINN | Tel.: +372 6201700 Fax: +372 6201701 info@tka.riik.ee www.tka.riik.ee |
|  <u>Finland</u> | <p>Complaints from private consumers: Consumer Disputes Board P.O. Box 306 FI - 00531 HELSINKI</p> <p>Complaints from business travellers: Finnish Transport Safety Agency P.O. Box 320 FI - 00101 HELSINKI</p> <p>Supervision of the interests of consumers on a collective level (no handling of individual cases): Competition and Consumer Authority Haapaniemenkatu 4 A, Box 5 FI - 00531 HELSINKI</p> | Tel.: +358 29 56 65200 Fax: +358 29 56 65249 kril@oikeus.fi www.kuluttajariita.fi Tel.: +358 29 534 5000 Fax: +358 29 534 5095 kirjaamo@trafi.fi www.trafi.fi Tel.: +358 29 505 3000 Fax: +358 29 876 4398 kirjaamo@kkv.fi www.kkv.fi |
|  <u>France</u> | Direction générale de l'aviation civile (DGAC) Direction du transport aérien Mission du Droit des passagers Bureau des passagers aériens 50 rue Henry Farman FR- 75720 PARIS cedex 15 | Tel.: +33 1 58 09 38 45 www.developpement-durable.gouv.fr |
|  <u>Germany</u> | Luftfahrt-Bundesamt (LBA) DE - 38144 Braunschweig | Tel.: +49 531 2355 115 Fax: +49 531 2355 9099 fluggastrechte@lba.de http://www.lba.de |
|  <u>Greece</u> | Hellenic Civil Aviation Authority Air Transport and International Affairs Div Air Transport Economics Section D1/D P.O.B. 73751 EL - 16604 HELLINIKO | Tel.: +30 210 891.6150 Fax: +30 210 891.6193 +30 210 894 7132 d1d@hcaa.gr http://www.ypa.gr/en/passenger-rights/ |
|  <u>Hungary</u> | <p>Passenger complaints Nemzeti Fogyasztóvédelmi Hatóság Hungarian Authority for Consumer Protection József krt.6. HU - 1088 BUDAPEST</p> <p>Enforcement Nemzeti Közlekedési Hatóság</p> | Tel.: +36 1 459 4800 Fax: +36 1 210 4677 www.nfh.hu nfh@nfh.hu Tel.: +36 1 296 9502 |




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| | Légiközlekedési Igazgatóság /CAA Budapest Ferihegy I. HU -1675 BUDAPEST, PF 41 | Fax: +36 1 296 8808 ugyfelszolgalat.li@nkh.gov.hu |
|  <u>Ireland</u> | Commission for Aviation Regulation 3rd Floor Alexandra House Earlsfort Terrace IE - DUBLIN 2 | Tel.: +353-(0) 1-6611700 Fax: +353-(0) 1-6611269 (General) apr@aviationreg.ie www.aviationreg.ie |
|  <u>Italy</u> | L'Ente Nazionale per l'Aviazione Civile Viale del Castro Pretorio, 118 IT - 00185 ROME | Tel.: +39 06 44596 1 Fax: +39 06 44596 493 cartadiritti@enac.gov.it http://www.enac.gov.it |
|  <u>Latvia</u> | Consumer Rights Protection Centre (CRPC) Brivibas street 55 LV-1010, RIGA | Tel.: +371 67388624 Fax: +371 67388634 ptac@ptac.gov.lv www.ptac.gov.lv |
|  <u>Lithuania</u> | Civil Aviation Administration Rodūnės kelias 2 LT - 02188 VILNIUS | Tel.: +370 5 2739038 Fax: +370 5 2739237 |
|  <u>Luxembourg</u> | Ministère de l'Économie Direction du Marché intérieur et de la Consommation 19 - 21, boulevard Royal L - 2449 LUXEMBOURG | Tel.: +352 247 84159 +352 247 84334 Fax: +352 22 16 07 passagersaeriens@eco.etat.lu |
|  <u>Malta</u> | Malta Competition and Consumer Affairs Authority Mizzi House, National Road Blata l-Bajda, Hamrun HMR 9010 | Tel.: +356 2395 2000 Fax: +356 2124 2406 airpassengerrights.ccd@gov.mt www.consumer.gov.mt |
|  <u>The Netherlands</u> | Inspectie Leefomgeving en Transport Human Environment and Transport Inspectorate Postbus 575 NL - 2130 AN HOOFDDORP | Tel.: +31 884 890 000 Fax: +31 704 5630 13 www.lLenT.nl |
|  <u>Poland</u> | Passenger complaints Commission on Passengers' Rights ul. Marcina Flisa 2 PL – 02-247 WARSZAWA Enforcement Civil Aviation Office ul. Marcina Flisa 2 PL - 02-247 WARSZAWA | Tel.: +48 (22) 520 74 84 Fax: +48 (22) 520 73 47 www.ulc.gov.pl kopp@ulc.gov.pl Tel.: +48 (22) 520 72 00 Fax: +48 (22) 520 73 00 www.ulc.gov.pl kancelaria@ulc.gov.pl |
|  <u>Portugal</u> | Autoridade Nacional da Aviação Civil (ANAC) Rua B, Edifícios 4, 5 e 6 Aeroporto Humberto Delgado PT - 1749-034 LISBOA | Tel.: +351 (21) 842-3500 Fax: +351 (21) 847-3585 dre.pdc@anac.pt www.anac.pt |
|  <u>Romania</u> | National Authority for Consumer Protection 72, Blvd Aviatorilor RO - 011865, Sector 1, BUCHAREST | Tel.: +4021 312 1275 Fax: +4021 314 3462 www.anpc.ro |



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|  <u>Slovakia</u> | <p>Slovenská obchodná inšpekcia (Slovak Trade Inspectorate) ústredný inšpektorát (Central Inspectorate) Prievozska 32 SK - 827 99 BRATISLAVA 27</p> | <p>Tel. : +421 2 58 272 103 +421 2 58 272 140 Fax : +421 2 53414 996 helena.molekova@soi.sk</p> |
|  <u>Slovenia</u> | <p>Civil Aviation Agency Kotnikova 19A SI - 1000 LJUBLJANA</p> | <p>Tel.: +386 (0) 1 266 66 00 Fax : +386 (0) 1 266 66 99 info@caa.si</p> |
|  <u>Spain</u> | <p>Agencia Estatal de Seguridad Aérea División de Calidad y Protección al Usuario Avda. General Perón 40, Acceso B, (Recepción planta 1ª) 28020 MADRID</p> | <p>Tel.: + 34 91 396 82 10 http://www.seguridadaerea.es</p> |
|  <u>Sweden</u> | <p>Passenger complaints: National Board for Consumer Disputes (ARN) Box 174 SE - 10123 STOCKHOLM</p> <p>Consumer Protection Agency <i>Visiting address:</i> Lagergrens Gata 8 <i>Postal address:</i> Box 48, SE - 651 02 KARLSTAD</p> | <p>Tel.: +46 8 508 860 00 Fax: +46 8 508 860 01 arn@arn.se www.arn.se</p> <p>Tel. : +46 77 14 23 300 Fax : +46 54 - 19 41 95 konsumentverket@konsumentverket.se www.konsumentverket.se</p> |
|  <u>United Kingdom</u> | <p>Passenger Complaints Unit Civil Aviation Authority CAA House 45-59 Kingsway London WC2B 6TE</p> | <p>Tel: +44 20 7453 6888 Fax: +44 20 7240 7071 passengercomplaints@caa.co.uk</p> |

| Other Countries | Organisation | Contact details |
|---|---|---|
|  <u>Iceland</u> | <p>Icelandic Transport Authority Samgöngustofa P.O. Box 470 202 Kópavogur</p> | <p>Tel: + 354 480 6000 consumers@icetra.is www.icetra.is</p> |
|  <u>Norway</u> | <p>Passenger complaints: Norsk ReiselivsForum Transportklagenemnda (Dispute Resolution Board) Øvre Slottsgate 18-20 NO - 0157 OSLO</p> <p>Enforcement Luftfartstilsynet CAA Norway P.O. Box 243 NO - 8001 BODØ</p> | <p>Tel.: + 47 22 54 60 00 Fax: + 47 22 54 60 01 Sekretariatet@reiselivsforum.no www.transportklagenemnda.no</p> <p>Tel : +47 75 58 50 00 Fax : +47 75 85 50 05 postmottak@caa.no</p> |



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|  <u>Switzerland</u> | Federal Office of Civil Aviation FOCA Passenger rights CH - 3003 Berne | Tel. : +41 58 465 95 96 Fax : +41 58 465 90 60 passengerrights@bazl.admin.ch |
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