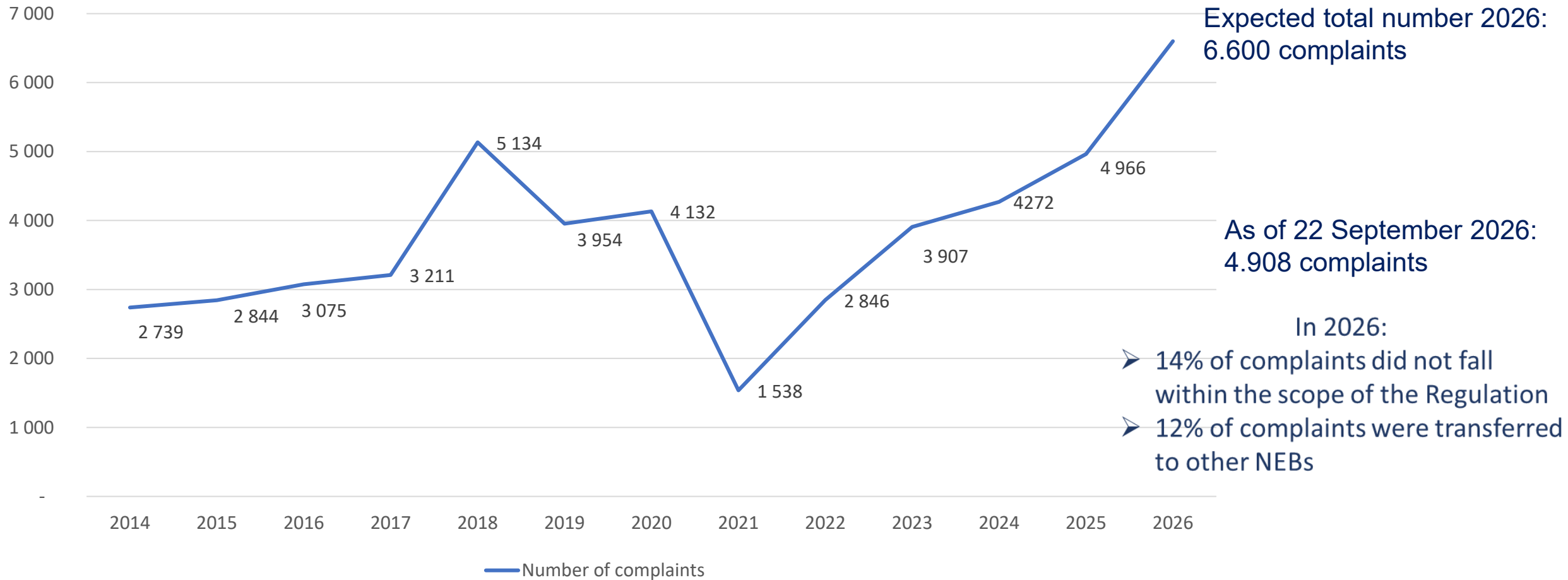


8th tri-national (D/A/CH) informative meeting on Regulations (EC) No 261/2004 and 1107/2006 on October 8th 2026

Air Passenger Rights Germany

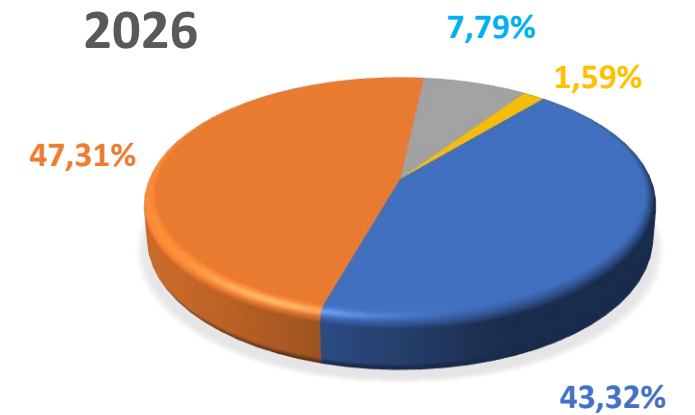
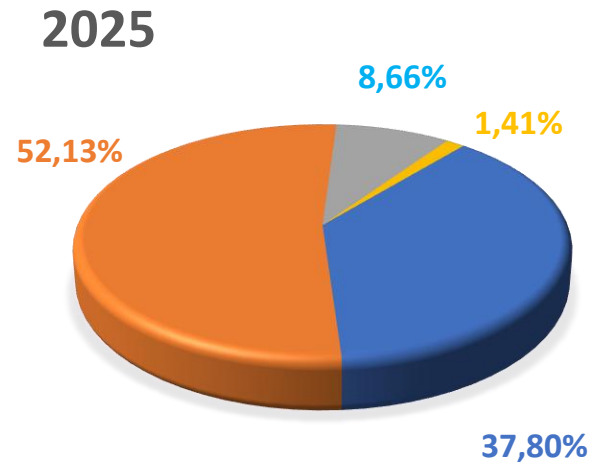
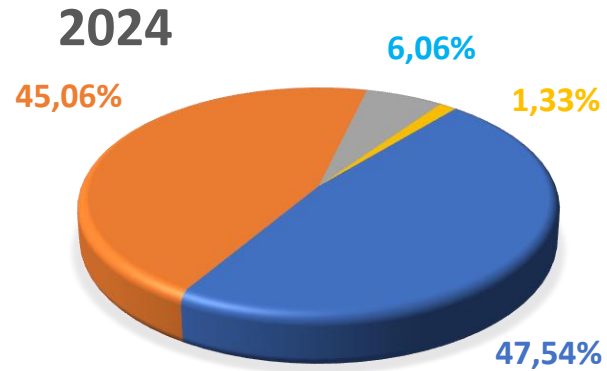
Sandra Kohl, Luftfahrt-Bundesamt, Department Z 5 „National Enforcement Body Air Passenger Rights“

Regulation (EC) No 261/2004 (Total) Number of complaints



Regulation (EC) No 261/2004

Reasons for complaints (Incidents)

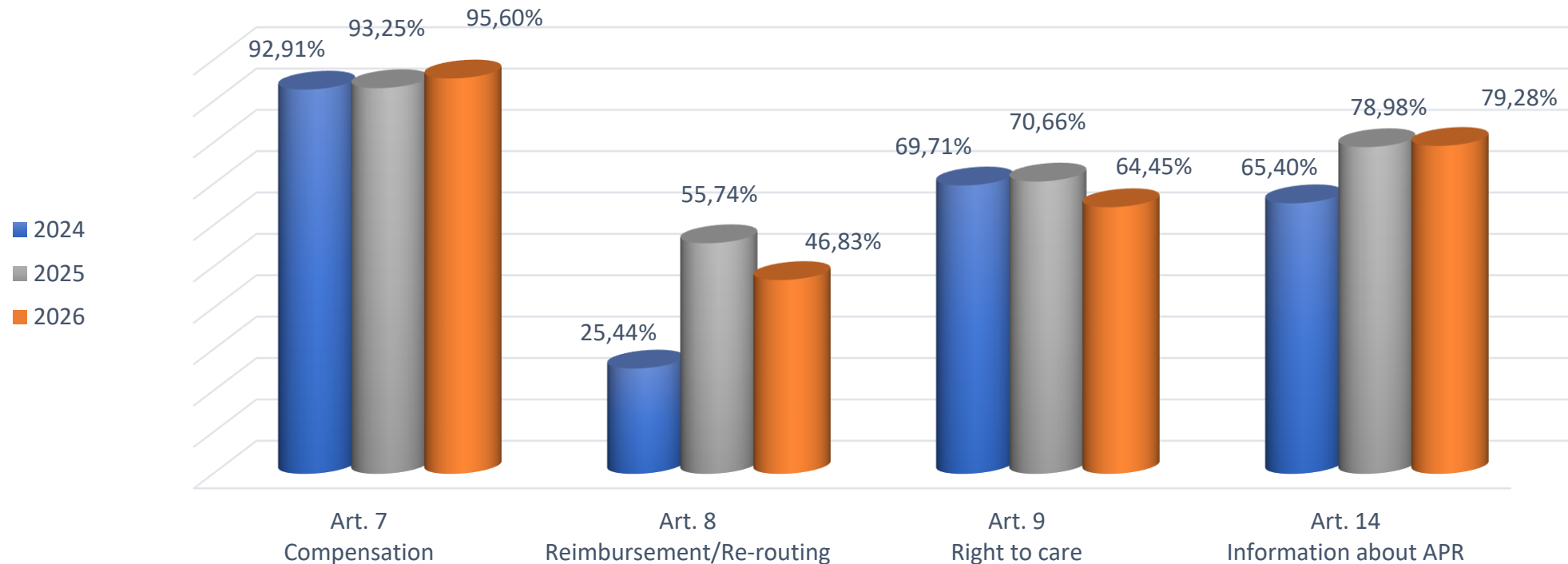


- Cancellation
- Delay
- Denied Boarding
- Up- and downgrading

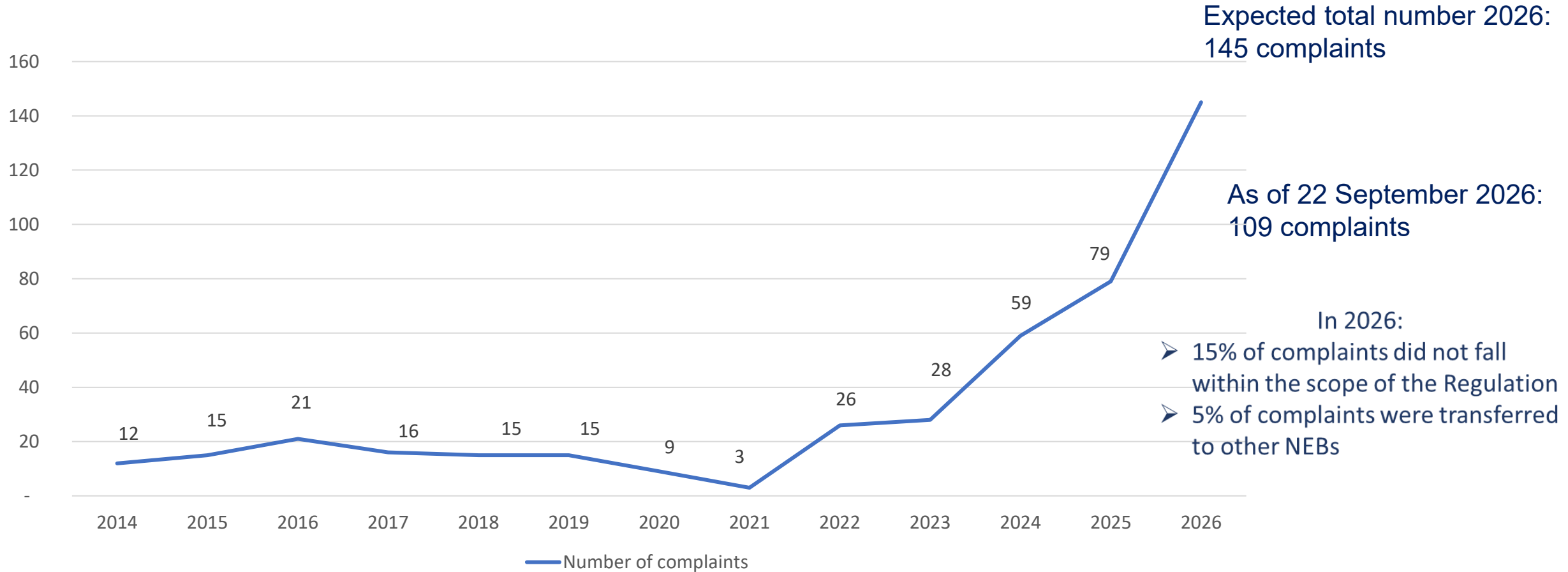
Regulation (EC) No 261/2004

Infringements reported by passengers

(multiple answers possible)



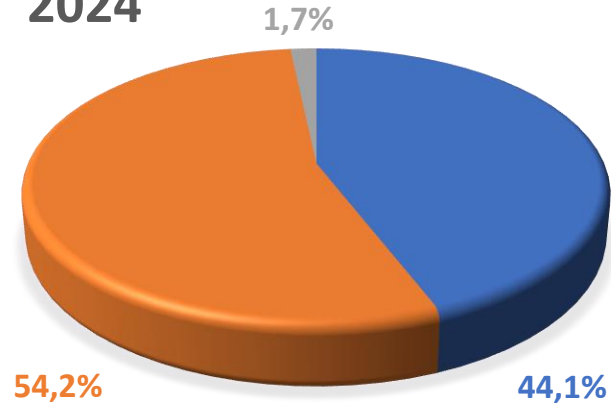
Regulation (EC) No 1107/2006 (Total) Number of complaints



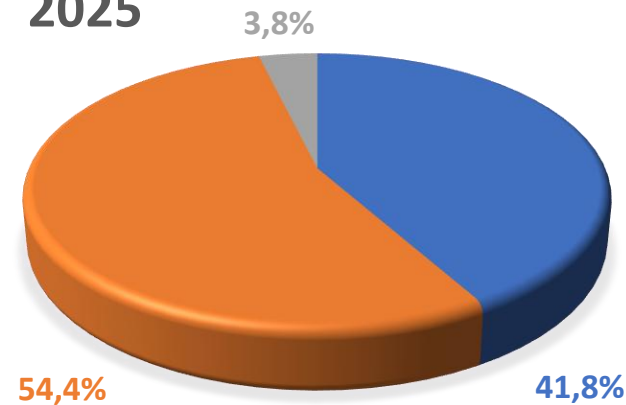
Regulation (EC) No 1107/2006

Reasons for complaints (Incidents)

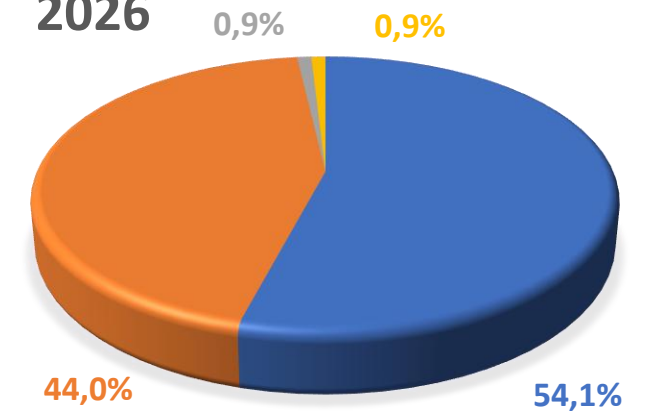
2024



2025



2026



- Lacking assistance at airports
- Lacking assistance by air carriers
- Refusal of carriage
- Refusal of booking

Regulation (EC) No 1107/2006

Main reasons for complaints

- Assistance at airports (mainly assistance reaching connecting flights)
- Pre-notification and transmission of information on assistance to airports, among others
 - Difficulties in contacting airlines and long processing time for pre-notification of need for assistance
 - Lack of accessibility in contact forms
 - Failure to transmit information on need for assistance to airports
 - Charging fees for notifying the airline of the need for assistance
 - Lacking information of passengers about the limits when booking, accepting bookings despite reaching as set limit for PRM on board and failure to submit information to the airport
- Transport of mobility equipment or medical equipment
- Seating of PRM and accompanying persons
- Carriage of recognised assistance dogs

Regulations (EC) No 261/2004 and 1107/2006

Monitoring Activities

2025

- 89 on-the-spot checks at 6 airports
- 1 airport inspection
- 1 combined assessment (ECAC Quality Assessment Programme - QAP) at Lufthansa and Berlin Brandenburg Airport
- Participation of a national expert from the LBA in the QAP assessment at Vilnius Airport

2026

- 13 on-the-spot checks at one airport
- 1 assessment (ECAC QAP) at Nuremberg Airport
- Participation in the trial run for the new Terminal T3 at Frankfurt Airport
- Further monitoring activities are planned for the fourth quarter of 2026.

Further Activities

- Continued cooperation with other departments of the LBA (Aviation Security and Dangerous Goods) in checking the implementation of information requirements by air carriers.
- Continued participation in the ECAC Quality Assessment Programme (QAP)
Two more German airports have been nominated for the programme for 2027/2028.
- Contribution to the further development of materials for conducting ECAC QAP assessments (ECAC Doc 30 Annex 5-L and QAP Methodology)
- Participation in the review of the brochure on accessible air travel (published by the German Aviation Association (BDL) in collaboration with organisations representing persons with disabilities)
- Joint development of training material for travel agencies / tour operators with FOCA and apf
 - Focus on improvement of pre-notifications for persons who do not book directly with airlines
 - Development of modular training material with involvement of airports and airlines
 - Material to be freely downloadable from the websites of participating NEBs

Thank you for your attention!

Stay tuned and feel free to contact me and my team.

**Durchsetzungsstelle@lba.de
jointmeetingAPR@lba.de**

Sandra Kohl
Luftfahrt-Bundesamt
National Enforcement Body Air Passenger Rights
Phone: +49 531 2355-2511
Mail: sandra.kohl@lba.de