



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>

Updated: 31 March 2016

Member States	Organisation	Contact details
 <u>Austria</u>	Agentur für Passagier- und Fahrgastrechte (apf) Linke Wienzeile 4/1/6 AT - 1060 Wien	Tel: +43 1 5050707 Fax: +43 1 5050707 180 http://www.apf.gv.at/en/passenger-complaints-plane.html
 <u>Belgium</u>	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@mobilifgov.be www.mobilif.belgium.be
 <u>Bulgaria</u>	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
 <u>Croatia</u>	Croatian Civil Aviation Agency Ulica grada Vukovara 284 10000 ZAGREB	Tel. : +385 1 2369 300 Fax: + 385 1 2369 301 passenger.rights@ccaa.hr www.ccaa.hr
 <u>Cyprus</u>	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
 <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><u>Complaints from private consumers:</u> Consumer Disputes Board P.O. Box 306 FI - 00531 HELSINKI</p> <p><u>Complaints from business travellers:</u> Finnish Transport Safety Agency P.O. Box 320 FI – 00101 HELSINKI</p> <p><u>Supervision of the interests of consumers on a collective level (no handling of individual cases):</u> 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 9 876 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	Fax : +33 1 58.09.38.45 www.developpement-durable.gouv.fr
 <u>Germany</u>	Luftfahrt-Bundesamt (LBA) DE - 38144 Braunschweig	Tel.: +49 531 – 23 55 115 Fax: +49 531 2355 1197 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
 <u>Hungary</u>	<p>Enforcement Nemzeti Közlekedési Hatóság Légiközlekedési Igazgatóság /CAA Budapest Ferihegy I. HU -1675 BUDAPEST, PF 41</p> <p>Passenger complaints Nemzeti Fogyasztóvédelmi Hatóság Hungarian Authority for Consumer</p>	Tel.: +36 1 296 9502 Fax.: +36 1 296 8808 ugyfelszolgalat.li@nkh.gov.hu Tel.: +36 1 459 4800 Fax: +36 1 210 4677




	Protection József krt.6. HU - 1088 BUDAPEST	www.nfh.hu nfh@nfh.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 44596493 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 et du Commerce extérieur / Direction du Marché intérieur et de la Consommation 19 - 21, boulevard Royal L - 2449 LUXEMBOURG	Tel. : +352 247 84112 Fax : +352 22 16 07 passagersaeriens@eco.etat.lu www.eco.public.lu
 <u>Malta</u>	Malta Competition and Consumer Affairs Authority Mizzi House, National Road Blata I-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 HOOFFDORP www.ILenT.nl	Tel. : +31 884 890 000 Fax : +31 704 5630 13
 <u>Poland</u>	Enforcement Civil Aviation Office ul. Marcina Flisa 2 PL - 02-247 WARSZAWA Passenger complaints Commission on Passengers' Rights ul. Marcina Flisa 2 PL – 02-247 WARSZAWA	Tel.: +48 (22) 520 72 00 Fax : +48 (22) 520 73 00 www.ulc.gov.pl kancelaria@ulc.gov.pl Tel.: +48 (22) 520 74 84 Fax: +48 (22) 520 73 47 www.ulc.gov.pl kopp@ulc.gov.pl
 <u>Portugal</u>	Instituto Nacional de Aviação Civil (INAC) Rua B, Edifícios 4, 5 e 6 Aeroporto da Portela 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
 <u>Slovakia</u>	Slovenská obchodná inšpekcia (Slovak Trade Inspectorate) ústredný inšpektorát (Central Inspectorate) Prievozská 32 SK - 827 99 BRATISLAVA 27	Tel. : +421 2 58 272 103 +421 2 58 272 140 Fax : +421 2 53414 996 helena.molekova@soi.sk
 <u>Slovenia</u>	Civil Aviation Agency Kotnikova 19A SI - 1000 LJUBLJANA	Tel. : +386 (0) 1 266 66 00 Fax : +386 (0) 1 266 66 99 info@caa.si
 <u>Spain</u>	Agencia Estatal de Seguridad Aérea División de Calidad y Protección al Usuario Avda. General Perón 40, Acceso B, (Recepción planta 1ª) 28020 MADRID	Tel. : + 34 91 396 82 10 http://www.seguridadaerea.es/
 <u>Sweden</u>	Consumer Protection Agency <i>Visiting address:</i> Lagergrens Gata 8 <i>Postal address:</i> Box 48, SE - 651 02 KARLSTAD Passenger complaints: National Board for Consumer Complaints (ARN) Box 174 10123 STOCKHOLM	Tel. : +46 77 14 23 300 Fax : +46 54 - 19 41 95 konsumentverket@konsumentverket.se www.konsumentverket.se Tel.: +46 8 508 860 00 Fax: +46 8 508 860 01 arn@arn.se www.arn.se
 <u>United Kingdom</u>	Passenger Complaints Unit Civil Aviation Authority CAA House 45-59 Kingsway London WC2B 6TE	Tel: +44 20 7453 6888 Fax: +44 20 7240 7071 passengercomplaints@caa.co.uk

Other Countries	Organisation	Contact details
 <u>Iceland</u>	Icelandic Transport Authority Samgöngustofa P.O. Box 470 202 Kópavogur	Tel: + 354 480 6000 consumers@icetra.is www.icetra.is
 <u>Norway</u>	Passenger complaints: Norsk ReiselivsForum Transportklagenemnda (Dispute Resolution Board) Postboks 2924 Solli NO - 0230 OSLO Luftfartstilsynet	Tel.: + 47 22 54 60 00 Fax: + 47 22 54 60 01 fly@reiselivsforum.no www.transportklagenemnda.no Tel : +47 75 58 50 00



	CAA Norway P.O. Box 243 NO - 8001 BODØ	Fax : +47 75 85 50 05 postmottak@caa.no
 <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