

Air passenger rights

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[Your passenger rights \(link to Your Europe\)](#)

In conformity with the requirement specified in the Law on Aviation against the carrier in connection with the loss, shortage, damage or delay of the carriage of registered baggage or cargo present to the passenger, as well as in connection with the refusal of boarding, cancellation of the flight or long delay in the responsible authority or court, may only be brought after the submission of a written claim in accordance with the procedures specified in the Law. arrangements:

In the case of loss, shortage or damage of the property present to the passenger, the claim must be lodged by the carrier immediately after arrival at the destination or other place of disembarkation.

In case of denial of boarding, cancellation of flight or long delay, if the incident occurred in one of Latvia's airports or another country, if the flight has been performed by the Latvian carrier, the claim shall be submitted to the carrier within six months from the day of flight or the day on which the flight is intended.

According to Article 406 of the Commercial Law, claims against the carrier shall last for a period of three years.

The Consumer Rights Protection Centre (PTAC) is the responsible authority for Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 laying down common rules on compensation and assistance for passengers due to refusal of boarding and flight cancellation or long delays and repealing Regulation (EEC) No 295/91 (hereinafter - Regulation) in Latvia. At the same time, the PTAC provides assistance to passengers in disputes with carriers. The competence of the PTAC shall include the handling of complaints concerning flights departing from Latvia as well as flights departing from third countries (in relation to the EU) to Latvia. Complaints about incidents occurring in another EU country are viewed by the national enforcement authority.

We draw attention to the fact that not all authorities supervising the Regulation are examining individual passenger applications. It is also noted that the PTAC does not take a decision to comply with the requirement when dealing with individual passenger complaints.

Attention! Passengers should first contact the airline before turning to PTAC.

How do I turn to PTAC?

You can submit an application/complaint both electronically by sending to pasts@ptac.gov.lv (the document must be signed with a secure electronic signature if the applicant is a resident of Latvia) or by submitting an application to the portal www.latvija.lv, as well as by post to Liberty Street 55, Riga, LV - 1010.

When submitting the application/complaint to the PTAC, a copy of the submission addressed to the carrier, the answers provided by the carrier, if any, a copy, a copy of the ticket and the boarding card, and other documents justifying the existence of the dispute, must be attached.

If passengers in a dispute with the carrier are represented by their representative, a self - signed mandate of the passenger shall be attached in addition, as well as a copy of the birth certificate of the children shall be attached if the legal representative represents the children.

If you have failed to resolve the dispute with the carrier, you have the right to continue the dispute with an out-of-court dispute, in accordance with Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on Alternative Resolution for Consumer Disputes, and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC or the Court.

Dealing with out-of-court disputes is a quick, inexpensive, and efficient way to deal with consumer disputes.

Information on out-of-court disputes in the European Union in air passenger rights is available at: <https://ec.europa.eu/consumers/odr/main/?event=main.adr.show2>

It should be noted that each out-of-court dispute Solver may have its own conditions for dealing with the dispute, which is why we are invited to meet the requirements of the out-of-court dispute Solver.

If there is a dispute between you and a carrier registered in Latvia regarding a flight from a third country to Latvia or a flight from Latvia, you may refer to the Consumer Dispute Resolution Commission (hereinafter - Commission), which is an out-of-court dispute Solver in Latvia in the field of avio passenger rights.

We draw attention to the fact that in the Commission you may apply for unpaid compensation, non-provision of care in the event of flight cancellation, delay or denial of boarding, non-reimbursement of flight tickets or other cases resulting from the Regulation.

Important!

The Commission will review your dispute if you have previously addressed the PTAC or the European Consumer Information Centre, but the dispute between you and the carrier will not be resolved.

The Commission will not consider your dispute if:

- You will not be looking at the carrier to resolve the dispute by negotiation;
- more than a year has elapsed since the date on which the complaint or application was lodged with the carrier;
- the declared insolvency of the carrier;
- the dispute relates to losses, payment documents or recovery of debt;
- an out-of-court dispute settlement or an out-of-court dispute settlement, as well as where the settlement of the dispute falls within the competence of an out-of-court dispute Solver;
- resolving the dispute would seriously disrupt the effective functioning of the Commission;
- the dispute is insignificant or petty;
- the dispute is the case for a good or service with a price not exceeding EUR 20 or for a good or service with a price exceeding EUR 14 000.

How do I turn to the Commission?

If the dispute between you and the carrier has not been resolved and you want to continue the dispute, you must submit an application addressed to the Commission to the PTAC or the European Consumer Information Centre.

The settlement of the dispute within the Commission is free of charge.

The Commission shall review the dispute not later than 90 days from the date of receipt of all documents and information necessary for the settlement of the dispute.

The decision adopted by the Commission shall have the nature of the recommendation, shall not be contested or subject to appeal. However, it must be completed voluntarily within 30 days or within another time limit specified in the decision from the date of its entry into force. If the decision is not complied with, the information on the failure to comply is placed on the "Black List" website of the Consumer Rights Protection Centre.

You can submit an application electronically by sending an application to pasts@ptac.gov.lv, info@ecclatvia.lv or by submitting an application to the portal www.latvija.lv, as well as by post to the address of Freedom Street 55, Riga, LV - 1010.

We draw attention to the fact that an electronic application does not require an electronic signature!

The application shall be accompanied by information and documents which may be relevant for the examination of the application.

If all the information in your possession has already been submitted to the Consumer Rights Protection Centre or the European Consumer Information Centre, it is not necessary to re-submit the same information.

<https://www.ptac.gov.lv/en/air-passenger-rights>