



# AGENCY ORDERS SKYGREECE TO PROVE IT IS APPLYING ITS TARIFF AND RESPECTING PASSENGERS' RIGHTS

News / Airlines



Following SkyGreece's recent suspension of its operations, many complaints have been filed with the Canadian Transportation Agency. These cases are being handled through established dispute resolution processes.

Given the urgency of the situation, however, the Agency is taking additional steps to ensure that the carrier meets its legal obligations to the travelling public.

In a decision rendered today, the Agency indicated that it had arrived at a preliminary opinion that SkyGreece has failed to properly apply its tariff – its contract with passengers – and gave SkyGreece until 5 pm, September 3, 2015 to demonstrate why the Agency should not finalize a ruling to this effect.

In addition, SkyGreece must demonstrate if there is any reason it should not be required to:

take immediate corrective measures to properly apply the rules of its international tariff for all passengers affected by schedule irregularities, including

Informing passengers of their options and providing them with a copy of the tariff;

Immediately implementing the option chosen by passengers;

Establishing a 1-800 help line where passengers can be directed to a person who can accept and address their claim; and

Updating its website to fully explain the measures put in place to address the situation.

report to the Agency, within 5 business days, on the evolution of the situation and the measures taken by SkyGreece to comply with this order and with its international tariff applicable to this situation.

If SkyGreece fails to respond by the deadline, the Agency will order SkyGreece to apply its tariff and implement the corrective measures above.

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