

The National Consumer Protection Act already establishes various rights, including the right to disclosure and information (Chapter 2, Part D) in accessible language in order to provide for informed choices by consumers, and clear sales records including the full price and specifying the cost of applicable taxes. Provisions also include disclosure by intermediaries. It also deals with fair and responsible marketing.

(b) Issue

It is vital for passengers to have adequate or comparative information at the time of booking so that they can make informed choices. Sources of information are currently fragmented and in cases, difficult to find. This is becoming increasingly important with the increased complexity due to practices around code-sharing, franchising, taxes and service related charges and the rise of low cost carrier practices of itemised costs such as check-in luggage, airport check-in, seat reservations, etc.

(c) Policy Statement on the provision of flight information to travel agents and passengers:

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In accordance with the requirements of the Consumer Protection Act, information, not of a confidential nature to an airline, which passengers and travel agents may request to enable them to make informed decisions about their travel choices on a specific airline, including but not limited to conditions of carriage, code-sharing operations and denied-boarding/flight cancellation compensation, must be made available to agents and to passengers on request.

vi. Air carrier emergency management plans

(a) Background

The management plans and the associated operational manuals which air carriers develop also invariably deal with emergency procedures and the management of emergencies. In the overall context of disaster management, these plans or procedures have a major role to play in complementing, *inter alia*, the Airport Emergency Management Plans addressed in Section 6.8 of this White Paper.

(b) Issue

Air carrier emergencies may occur at, or in close proximity to, the airport or in some remote and inaccessible area. In their emergency management plans, air carriers need to provide for both situations by ensuring that their plans could be co-ordinated and integrated with airport emergency management plans and/or the similar plans of organs of State.