



## Obligations of travel agents and tour operators according to Regulation No 2111/2005 on the Community black list & identity of the operating carrier

Ref.: CR06-24/941330



When obligations are due	Travel agents' obligations	Tour operators' obligations
As of mid-March 2006*		
Publication of Community black list and any subsequent updates in Official Journal of the EU and internet*	Bring Community black list to the attention of the passenger (website & premises where relevant)	Bring Community black list to the attention of the passenger (website & premises where relevant)
As of 16 July 2006		
As of 16 July 2006	-	Include in the general terms of sale applicable to contract the obligation to inform passengers of the identity of operating carrier(s)
Upon reservation <ul style="list-style-type: none"> <li>- Carrier(s) known</li> <li>- Carrier(s) not known</li> </ul>	Inform passenger of the identity of the operating carrier(s) Where identity of the operating carrier(s) is/are not known at time of reservation, inform passenger of the name(s) of carrier(s) that is/are likely to carry out flight(s)	Inform passenger of the identity of the operating carrier(s) Where identity of the operating carrier(s) is/are not known at time of reservation, inform passenger of the name(s) of carrier(s) that is/are likely to carry out flight(s)
When identity of operating carrier(s) is/are known (in case where identity was not known at time of reservation)	Inform passenger as soon as identity of operating carrier(s) is/are known	Inform passenger as soon as identity of operating carrier(s) is/are known Inform travel agent of identity of operating carrier(s), if the reservation has been made through a travel agent
When operating carrier(s) is/are changed after reservation	Take immediately all appropriate steps to ensure passenger is informed of the change as soon as possible	Take immediately all appropriate steps to ensure passenger is informed of the change as soon as possible Inform travel agent of identity of replacement carrier(s), if the reservation has been made through a travel agent
When operating carrier or the replacement carrier has been entered onto the Community black list (which are subject to operating ban)	Refer passenger to contracting party (airline or tour operator)	Offer passenger the right to reimbursement or rerouting (provided that, where flight has not been cancelled, the passenger has chosen not to take that flight) Tour operator has a right of redress against airline in accordance with Article 13 of the DBC Regulation

\* To be communicated