



National Enforcement Bodies Regulation [EC] 261/2004



<http://apr.europa.eu>

Member States	Organisation	Contact details
 <u>Austria</u>	Bundesministerium für Verkehr, Innovation und Technologie Postfach 3000 Radetzkystraße 2 AT - 1030 WIEN	Tel. : +43 1-71162/9204 (Monday-Thursday: 9 - 12 am) Fax: +43 1-71162/9699 fluggastrechte@bmvit.gv.at
 <u>Belgium</u>	[Enforcement] Direction générale 'Transport aérien' <i>Directoraat-generaal 'Luchtvaart'</i> CCN - 2ème étage - 2de verdieping Rue du progrès 80 Bte 5 <i>Vooruitgangstraat 80 Bus 5</i> BE - 1030 BRUXELLES - BRUSSEL passenger.rights@mobilite.fgov.be	[Passenger Complaints] SPF Mobilité et Transports Denied Boarding Authority Cellule de Communication Externe City Atrium - Rue du Progrès 56 BE - 1210 BRUXELLES Fax : + 32 2 277 40 73 passenger.rights@mobilite.fgov.be www.mobilite.fgov.be/fr/air/passag.htm
 <u>Bulgaria</u>	General Directorate Civil Aviation Administration Ministry of Transport of the Republic of Bulgaria 9, Diakon Ignatii Str. BG - SOFIA 1000	Tel. : +359 2 937 10 47 Fax : +359 2 980 53 37 caa@caa.bg
 <u>Cyprus</u>	Department of Civil Aviation 27 Pindarou Street ALPHA Business Centre CY - 1429 NICOSIA	Tel. : +357 22 404150 Fax : +357 22 766552 director@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>	Statens Luftfartsvæsen (CAA-Denmark) Box 744 DK - 2450 KOBENHAVN SV	Tel. : +45 3618 6000 Fax : +45 3618 6001 dcaa@slv.dk
 <u>Estonia</u>	Tarbijakaitseamet (Consumer Protection Board) Kiriku 4 EE - 15071 TALLINN	Tel. : +372 6201700 Fax : +372 6201701 info@consumer.ee
 <u>Finland</u>	<u>Complaints from private consumers:</u> Consumer Disputes Board P.O. Box 306 FI - 00531 HELSINKI <u>Complaints from business travellers:</u> Finnish Transport Safety Agency P.O.Box 320 FI - 00101 Helsinki <u>Supervision of the interests of consumers on a collective level (no handling of individual cases):</u> Consumer Ombudsman & Agency Haapaniemenkatu 4 A, Box 5 FI - 00531 HELSINKI	Tel. : +358 10 36 65200 krii@oikeus.fi www.kuluttajariita.fi Tel.: +358 20 618 500 Fax : +358 20618 5095 Email: kirjaamo@trafi.fi www.trafi.fi Tel. : +358 9 77261 Fax : +358 9 7726 7557 posti@kuluttajavirasto.fi www.kuluttajavirasto.fi

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 <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 http://www.aviation-civile.gouv.fr/
 <u>Germany</u>	Luftfahrt-Bundesamt (LBA) Hermann-Blenk-Str. 26 DE - 38108 BRAUNSCHWEIG	Tel. : +49 531-2355-100 Fax : +49 531-2355-707 fluggastrechte@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>	[Enforcement] Nemzeti Közlekedési Hatóság Légiközlekedési Igazgatóság /CAA Budapest Ferihegy I. HU -1675 BUDAPEST, PF 41 Tel.: +36 1 296 9502 Fax.: +36 1 296 8808 ugyfelszolgalat.li@nkh.gov.hu	[Passenger Complaints] Nemzeti Fogyasztóvédelmi Hatóság Hungarian Authority for Consumer Protection József krt.6. HU - 1088 BUDAPEST Tel.: +36 1 459 4800 Fax: +36 1 210 4677 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) info@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
 <u>Latvia</u>	Consumer Rights Protection Centre (CRPC) 157 K. Valdemara street LV - 1013 RIGA	Tel. : +371 67388624 Fax : +371 67388634 ptac@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>	Department of Civil Aviation Luqa Airport MT - LUQA, CMR 02	Tel. : +356 21 249 170 Fax : +356 21 239 278 civil.aviation@gov.mt www.dca.gov.mt
 <u>The Netherlands</u>	Inspectie Verkeer en Waterstaat Postbus 575 NL - 2130 AN HOOFFDORP www.ivw.nl	[Passenger Complaints] P.O.BOX 90653 NL - 2509LR DEN HAAG Tel. : +31 884 890 000 Fax : +31 704 562 424 www.ivw.nl

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 <u>Poland</u>	Civil Aviation Office ul. Marcina Flisa 2 PL - 02-247 WARSZAWA Tel.: +48 (22) 520 72 00 Fax : +48 (22) 520 73 00 http://www.ulc.gov.pl/kancelaria@ulc.gov.pl	Commission on Passengers' Rights ul. Marcina Flisa 2 PL - 02-247 WARSZAWA Tel.: +48 (22) 520 74 84 Fax: +48 (22) 520 73 47 http://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
 <u>Romania</u>	National Authority for Consumer Protection 72, Blvd Aviatorilor RO - 011865, Sector 1, BUCHAREST	Tel. : +4021 312 1275 Fax : +4021 314 3462
 <u>Slovakia</u>	Slovenská obchodná inšpekcia (Slovak Trade Inspectorate) ústredný inšpektorát (Central Inspectorate) Prievozská 32 SK - 827 99 BRATISLAVA 27	Tel. : +421 2 58272 203, +421 2 58272 240 Fax : +421 2 53414 996 helena.molekova@soi.sk
 <u>Slovenia</u>	Ministry of Transport Directorate of Civil Aviation Inspection Department Langusova 4 SI - 1535 LJUBLJANA	Tel. : +386 (4) 206 15 85; +386 (1) 47 34 600 Fax : +386 (1) 43 16 035 dunja.lujic-ferjancic@gov.si stanislav.krivec@gov.si www.mzp.gov.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 91 597 83 21 + 34 91 597 72 31 + 34 91 597 50 75 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 Tel. : +46 77 14 23 300 Fax : +46 54 - 19 41 95 konsumentverket@konsumentverket.se www.konsumentverket.se	[Passenger Complaints] National Board for Consumer Complaints (ARN) Box 174 10123 STOCKHOLM Tel.: +46 8 508 860 00 Fax: +46 8 555 017 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 7240 6061 Fax: +44 20 7240 7071 e-mail: passengercomplaints@caa.co.uk

Other Countries	Organisation	Contact details
 <u>Iceland</u>	Icelandic Civil Aviation Administration Flugmalastjorn Islands Skogarhlid 12 IS -105 REYKJAVIK	Tel: +354 569 41 00 Fax: +354 562 3619 fms@caa.is
 <u>Norway</u>	Luftfartstilsynet CAA Norway P.O Box 243 NO-8001 BODØ Flyklagenemnda (Dispute Resolution Board) Flyklagenemnda Postboks 2924 Solli NO - 0230 OSLO	Tel : +47 75 58 50 00 Fax : +47 75 85 50 05 postmottak@caa.no Tel.: + 47 22 54 60 00 Fax: + 47 22 54 60 01 post@flyklagenemnda.no www.flyklagenemnda.no
 <u>Switzerland</u>	Office Fédéral de l'Aviation Civile CH - 3003 BERNE	Tel. : +41 31 325 80 39/40 Fax : +41 31 325 80 32 passengerrights@bazl.admin.ch

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