European Union Aviation Safety Agency

FAQ n.117058

FAQs:

What I need to care about: “At all times”, Passenger Health Safety - COVID-19, Passengers

Question:

What happens if the airline I fly with is not following the recommendations such as medical face masks for example?

Answer:

Passenger rights in this and any other circumstance are outside of EASA’s responsibilities. We advise you to consult the dedicated European Commission site 'Travel during the coronavirus pandemic', where you will find useful information regarding the current COVID-19 situation, including whom to contact if you are not satisfied with the answer/support you receive from your airline.

Airlines are recommended to encourage passengers and crews to wear masks. However, they will not impose particular policy unless required so by the local / national authority.

Preventive measures onboard such as orientation and design of the seats, HEPA filters and using own masks decreases the risk of contamination during flight even if airline policies do not require such measures.

Last updated:

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Link:

https://www.easa.europa.eu/en/faq/117058