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Serbia: Protection of air passengers increased

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Regulatory

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As of 4 August 2015 the newly amended Law on Obligations and Legal-Ownership Relations in Air Traffic („*Official Gazette of Serbia*“, no. 87/2011 and 66/2015) is in force. These amendments of the Law, up to a certain extent, improve the protection and rights of passengers in air traffic.

The aim of the Law is to harmonize Serbian air traffic regulations with EU directives, in order to put the rights of passengers above everything else, reducing the risk of abuse of rights of uninformed passengers by airlines and trip organizers.

A significant novelty is that before the enactment of the amendments of the Law, a passenger had to file a request in order to be allowed to exercise his or her rights to accommodation (meals, accommodation, and transportation to and from the hotel), reimbursement of expenses or redirection of the flight path due to a boarding withholding, flight cancellation or delay of flight, whilst the new version of the Law stipulates that these options must be presented to the passengers so that they can exercise their rights regardless of their formal request.