

**ASSOCIATION OF ASIA PACIFIC AIRLINES
RESOLUTION NO. 11
Series of 2000**

**A RESOLUTION ON THE EFFORTS BY AVIATION BODIES IN
THE UNITED STATES AND THE EUROPEAN UNION TO REINFORCE
REGULATION ON AIR TRAVEL PASSENGER RIGHTS**

The AAPA ASSEMBLY OF PRESIDENTS, in its 44th meeting duly assembled,

RECOGNISING THAT:

- I. the authorities of the United States and the European Community have been under strong public and political pressure to introduce regulatory measures to strengthen airline passenger rights;
- II. the airlines in the United States have made voluntary commitments with regard to passenger service standards by adopting the Customer First programme, while airlines in Europe are considering a similar move;

BELIEVING THAT:

- III. member airlines of the AAPA have always maintained the highest standards in customer service, and continue to lead the industry in setting new standards;
- IV. such standards are already incorporated in their service manuals and operational procedures;
- V. customer service and passenger rights are directly related to competition, pricing and product differentiation;
- VI. passenger rights should apply to all modes of transportation;

RESOLVES:

- VII. TO CONTINUE to provide the highest level of service and consumer satisfaction;
- VIII. TO CALL on the aviation regulators to recognise that a more effective way of enhancing consumer protection other than increasing regulation is to allow market forces to discipline the airlines that do not treat passengers well;
- IX. TO CALL on all regulators to maintain a level playing field for all modes of transport.

APPROVED this 17th day of November 2000 in Auckland, New Zealand.

Certified correct:

Attested by:

RICHARD T STIRLAND
Director General

SIR SELWYN CUSHING
AAPA Chairman - 2000