AAPA
ASSOCIATION OF ASIA PACIFIC AIRLINES

ASSOCIATION OF ASIA PACIFIC AIRLINES
RESOLUTION NO. 5
Series of 2026

A RESOLUTION ON PASSENGER RIGHTS REGULATION

The AAPA ASSEMBLY OF PRESIDENTS, in its 70th meeting duly assembled,

RECOGNISING THAT:

I. Air transport connects people, businesses and communities, and is a key driver for social and economic development worldwide;

II. The Asia Pacific region is the largest regional aviation market, where demand for air travel remains strong;

III. The smooth functioning of the air transport system depends on close cooperation between regulatory agencies, airlines, airports, ground handlers, and other service providers;

IV. The aviation sector supported nearly 42 million jobs and contributed $890 billion to the Gross Domestic Product (GDP) of the Asia Pacific region in 2023, and is forecast[1] to support 62 million jobs and contribute $2.3 trillion to GDP by 2043, underscoring the importance of the aviation industry to the region's economies;

NOTING THAT:

V. The air transportation system can occasionally be seriously disrupted by factors beyond the control of airlines. These include severe weather, natural disasters, public health emergencies, airspace closures and infrastructure failures;

VI. A number of governments in the Asia Pacific region and elsewhere have introduced, or are considering, passenger rights regulations, including requirements for care and compensation during disruptions, including delays and cancellations;

[1] Oxford Economics

VII. These regulations can be inconsistent in implementation when applied to international air travel; and often place most of the burden for passenger care or compensation on airlines, regardless of the cause of a disruption;

BELIEVING THAT:

VIII. Well-designed passenger protection regulations or frameworks can strengthen passenger trust and support the growth of air travel;

IX. Such frameworks should be designed from the outset to be practical, cost-effective, efficient and sustainable, and should not compromise safety and security, in line with ICAO guidelines;

X. Passenger interests are best served when responsibility is shared fairly among all aviation stakeholders, according to their roles;

RESOLVES:

XI. To call on governments to include the attached core principles in developing or reviewing passenger rights regulation;

XII. To call on governments to consult airlines and other stakeholders early and meaningfully when developing or reviewing passenger rights regulations; and

XIII. To call on governments to align requirements across jurisdictions wherever feasible, thereby reducing confusion for passengers and creating more seamless processes for the travelling public.

Approved this 13th day of November 2026.

Certified correct:

WONG HONG
Director General

Attested by:

NASARUDDIN A. BAKAR
AAPA Chairman 2026

AAPA
ASSOCIATION OF ASIA PACIFIC AIRLINES

AAPA Core Principles on Passenger Rights Frameworks

Passenger rights regulations should seek to strike an appropriate balance between passenger protection and industry competitiveness, without compromising safety and security.

1. Before travel, passengers should have access to clear information on their rights and on their travel, including airfares, taxes, surcharges, fees and general conditions of carriage.
2. Consumer education efforts should be undertaken by various stakeholders including governments, airlines, airports, travel agencies, so that passengers can make informed choices on different service and fare offerings.
3. During travel, passengers should be kept regularly informed on any special circumstances affecting their flight, including disruptions.
4. During disruptions, passenger care can take different forms and include re-routings, refunds, care/compensation where provided by relevant regulations.
5. Recognition should be given to critical roles played by all stakeholders including airlines, airports, service providers and government authorities.
6. Liability for disruptions should be apportioned according to the different roles and responsibilities of the different stakeholders, such that airlines do not bear a disproportionate burden of passenger care or compensation.
7. Advance planning for disruptions should involve all stakeholders and be conducted and updated regularly.
8. All stakeholders should work closely together to provide access to air transport in non-discriminatory manner with appropriate assistance, with advance notification encouraged to allow for preparation.
9. After travel, appropriate and efficient complaints handling procedures should be provided for passengers.