
































National Enforcement Bodies ([EC]261/2004)



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>	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 - <i>BRUSSEL</i>	Tel. (NL + EN): +32 2 277.44.04 / +32 2 277.44.05 Tel. (FR + EN): +32 2 277.43.99 / +32 2 277.44.00 Fax : +32 2 277.42.58 passenger.rights@mobilite.fgov.be
 <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 16 Griva Dhigeni Avenue CY - 1429 NICOSIA	Tel. : +357 22 404102 Fax : +357 22 766552
 <u>Czech Republic</u>	Civil Aviation Authority Airport Ruzyně CZ - 160 08 PRAHA 6	Tel.: +420 225 422 267 Fax: +420 225 421 990 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>	Consumer Ombudsman & Agency Haapaniemenkatu 4 A, Box 5 FI - 00531 HELSINKI Consumer Disputes Board P.O. Box 306 FI - 00531 HELSINKI Finnish Civil Aviation Authority Ilmailutie 9A, Vantaa P.O.Box 186 FI - 01531 VANTAA	Tel. : +358 9 77261 Fax : +358 9 7726 7557 posti@kuluttajavirasto.fi www.kuluttajavirasto.fi Tel. : +358 10 36 65200 kril@om.fi www.kuluttajavalituslautakunta.fi Tel.: +358 9 4250 11 Fax : +358 9 4250 2898 www.ilmailuhallinto.fi www.civilaviationauthority.fi
 <u>France</u>	DGAC Direction de la régulation économique Bureau de la facilitation et des clients du transport aérien (DRE/C2) 50, rue Henry Farman FR - 75720 PARIS CEDEX 15	Tel. : +33 1 58.09.39.79 Fax : +33 1 58.09.38.45 http://www.dgac.fr/html/oservice/ regl_message.htm
 <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

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 Greece	Hellenic Civil Aviation Authority P.O.B. 73751 EL - 16604 HELINIKO	Tel. : +30 210 891.6000 Fax : +30 210 894 4279
 Hungary	[Enforcement] Polgári Légiközlekedési Hatóság (PLH) Budapest, Ferihegy I HU - 1675 BUDAPEST, PF 41 Tel. : +36 1 296-9502 Fax : +36 1 296-8808 ugyfelszolgalat@caa.hu	[Passenger Complaints] Fogyasztóvédelmi Főfelügyelőség Jozsef körút, 6 HU - 1088 BUDAPEST Tel. : +36 1 459-4800 Fax : +36 1 210-4677 fvf@fvf.hu www.fvf.hu
 Ireland	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
 Italy	L'Ente Nazionale per l'Aviazione Civile Viale del Castro Pretorio, 118 IT - 00185 ROME	Tel. : +39 06 44596-1 cartadiritti@enac.rupa.it
 Latvia	Consumer Rights Protection Centre 41/43 Elizabetes str., LV - 1010 RIGA	Tel. : +371 7287730 Fax : +371 7338024 tpkc@apollo.lv
 Lithuania	Civil Aviation Administration Rodūnės kelias 2 LT - 02188 VILNIUS	Tel. : +370 5 2739038 Fax : +370 5 2739237
 Luxembourg	Direction de la Consommation du Ministère de l'Economie et du Commerce extérieur 6, Boulevard Royal LU - 2449 LUXEMBOURG	Tel. : +352 478 41 35 Fax : +352 460.448 passagersaeriens@eco.etat.lu http://www.eco.public.lu
 Malta	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
 Poland	Civil Aviation Office ul. Zelazna 59 PL - 00-848 WARSAW	Tel. : +48 (22) 520 72 00 Fax : +48 (22) 520 73 00 http://www.ulc.gov.pl/ kancelaria@ulc.gov.pl
 Portugal	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
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 Slovakia	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
 Slovenia	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 http://www.mzp.gov.si

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 <u>Spain</u>	Dirección General de Aviación Civil Sección de Atención al Usuario Paseo de la Castellana, 67 Despacho A-259 ES - 28071 MADRID	Tel. : +34 91 597.83.21 Fax : +34 91 597.86.43 pasajeros.aereo@mfom.es http://www.mfom.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 54 - 19 41 50 Fax : +46 54 - 19 41 95 konsumentverket@konsumentverket.se www.konsumentverket.se
 <u>The Netherlands</u>	Inspectie Verkeer en Waterstaat Postbus 575 NL - 2130 AN HOOFFDORP	loket@ivw.nl
 <u>United Kingdom</u>	Air Transport Users Council Room K705 -- CAA House 45-59 Kingsway UK - LONDON WC2B 6TE Civil Aviation Authority CAA House 45-59 Kingsway UK - LONDON WC2B 6TE	Tel. : +44 20 7240 6061 Fax : +44 20 7240 7071 Tel. : +44 20 7379 7311 Fax : +44 20 7944 2190

Other Countries	Organisation	Contact details
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 <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 info@bazl.admin.ch

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