

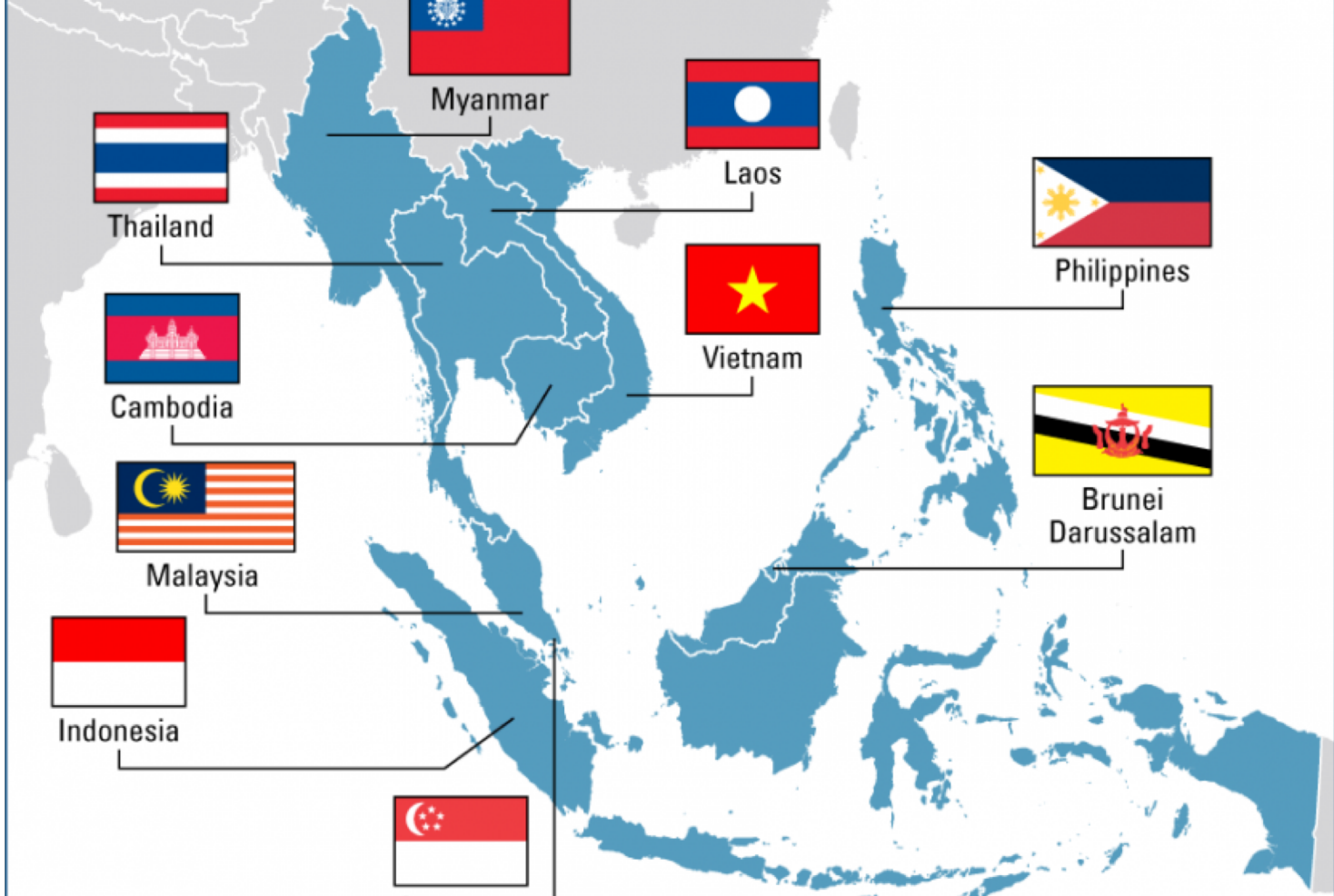
# ASEAN Experience on Air Passenger Protection

## Selected Issues and Comparative Analysis

**Ridha Aditya Nugraha**

**ASEAN Support Expert on Passenger Protection**

**Your safety is our mission.**



# Towards Better Passenger Rights in ASEAN

The Warsaw Regime	The Montreal Regime
Brunei Darussalam	Indonesia
Cambodia	Malaysia
Lao PDR	Singapore
Myanmar	The Philippines
	Thailand
	Vietnam

# Towards Better Passenger Rights in ASEAN

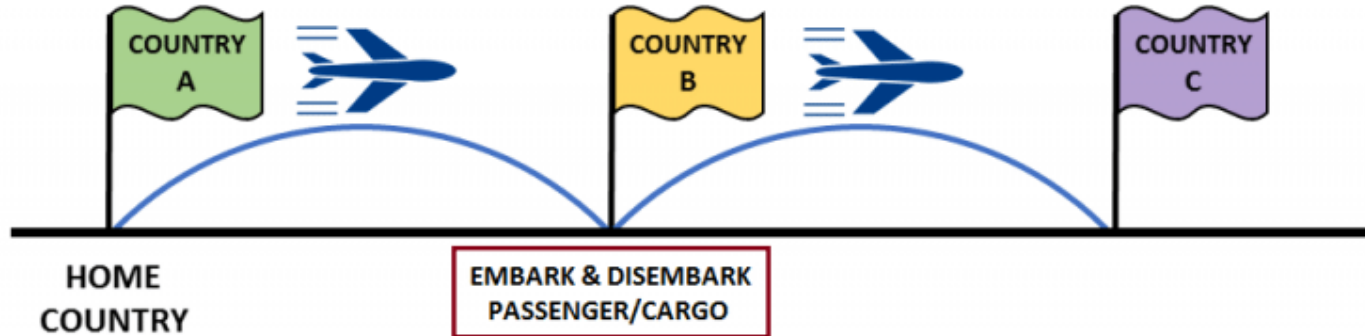
→ **Flight disruptions**

→ **Flight delay**

→ **Flight cancellations**

→ **Denied boarding**

# 5th Freedom



Indonesia  
AirAsia +  
Jetstar

14:10  
CGK



20:30  
SGN

Partly operated by Jetstar Asia

£86



Select →

2 bookings required

Self-transfer



06:15  
CGK



12:55  
SGN

2 deals from

£88

Select →

Lion Air +  
Scoot

08:20  
CGK



14:10  
SGN

1 deal

£89

Select →

Self-transfer

Lion Air +  
Scoot

11:15  
CGK



17:15  
SGN

1 deal

£89

Select →

Self-transfer

# Protocol 4 - ASEAN Co-Terminal Rights

- **example: an ASEAN Low-Fare Airline**
  - **Vientiane → Jakarta → Bali (single ticket)**
  - **Bangkok → Jakarta → Bali (single ticket)**
- **pro-passenger protection?**





# Passenger with Disabilities

- ICAO Doc. 9984 - Manual on Access to Air Transport by Persons with Disabilities
- Facilities
- Personnel Training
  - respect, empathy, and cultural awareness

















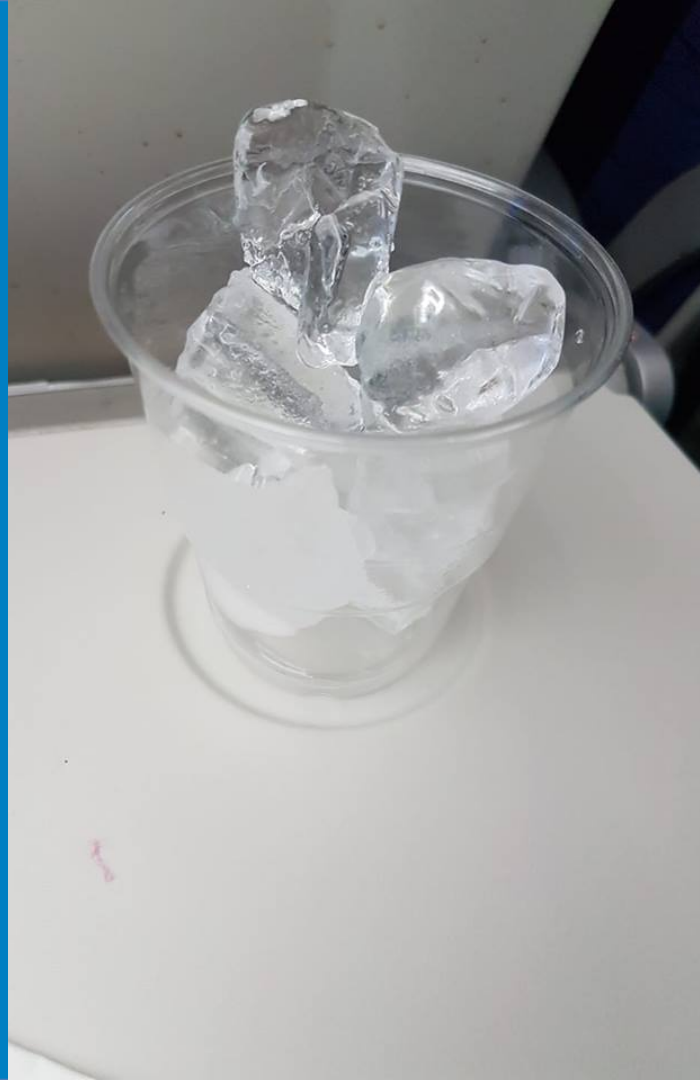
# Towards Better Passenger Rights in ASEAN

- Right to care and right to compensation
- Immediate compensation
  - death, aircraft accident
- Pricing and flying with minors



# Singapore to Osaka Flight (2018)

## passenger protection issue?



# Thank you for your kind attention!

# ຂອບໃຈ!

[easa.europa.eu/connect](https://easa.europa.eu/connect)



**Your safety is our mission.**

An Agency of the European Union 