

**Question for written answer E-000112/2025  
to the Commission**  
Rule 144  
**Lara Wolters (S&D)**

**Subject:** Excessive charges for changing names on air tickets and related practices

European airlines make excessive charges for changing names on air tickets. Consumers are regularly faced with disproportionately high charges when they discover a minor misspelling in their name at the check-in counter. While some airlines charge a flat administrative fee, others – such as Vueling – use a model which, on top of that fee, also charges the difference in fare between the original ticket and a new ticket. In practice, that results in very high costs.

These practices seem excessive, given that there is no change in the services provided and the cost is disproportionate to the actual effort involved. Consumers are furthermore in a vulnerable position as they do not have real alternatives at the time. European rules do not currently provide adequate protection against these practices.

1. Is the Commission aware of the excessive amounts that airlines charge consumers for changes to names on air tickets?
2. Is the Commission aware of similar situations in other sectors, such as the car hire sector, where consumers may also face disproportionate charges?
3. Does the Commission intend to investigate these practices and propose specific measures to safeguard consumers against them?

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