

## Press Release

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**FOR IMMEDIATE RELEASE**

### **IAPA fears European CRS Code of Conduct review will lead to higher fares**

The European Parliament is currently considering revisions to the CRS (Computer Reservations System) Code of Conduct proposed by the European Commission.

Although the principles of the revised Code of Conduct remain solid and seem to afford protection to consumers regarding neutrality and transparency of information presented on CRS, there is a potentially fatal flaw which could result in higher fares.

The flaw is that the Code of Conduct could effectively be rendered impotent by a new interpretation of the term “parent carrier”. This term has always been understood to apply to airlines that own a share of a CRS, and the Code has key restrictions on such airlines’ behaviour to prevent them from introducing bias to the CRS display that would favour their own flights.

Now IAPA understands that what constitutes a “parent carrier” could be interpreted (for the first time) as excluding the key airlines Lufthansa, Air France and Iberia which, between them, own 46% of Amadeus, the leading CRS in Europe.

The implications of this are that these airline would no longer be constrained by the restrictions of the Code, and travel agents, consumers and competitive airlines alike would have to rely on those airlines’ good nature and sense of fair play to ensure that CRS flight listings remain neutral and unbiased.

If this proves not to be enough, these airlines could squeeze competitive flights and fares off the crucial first page of results from travel agents’ CRS displays and some key internet travel sites, allowing them to increase their own fares. Meanwhile, the worthy clauses of the Code of Conduct, which have served travel agents and airline passengers well for nearly two decades, would gather dust on the shelves.

IAPA is calling on all MEPs to ensure that the intentions of the Code are honoured in practice and not just on paper, and to ensure that a level of ownership of 46% is actually recognised as leading to the potential for influence.

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## Notes to the Editor:

### About IAPA

IAPA (The International Airline Passenger Association) has been at the forefront of travel issues for 47 years. IAPA was set up to represent the interests of frequent air travelers by protecting and promoting their rights as airline passengers, as well as providing them with special group discounts on items such as hotel accommodation, car rental and insurance.

Since its inception IAPA has been campaigning on behalf of frequent travelers - on safety and security, improving passenger comfort and getting better value for money. We pride ourselves in informing our members about the wider travel community issues that affect them, and represent airline passenger interests to industry and government bodies.

We strive to meet the needs of the frequent flyer and continue to stand up for the rights of the individual passenger at all opportunities.

For further information, please contact: Daniel Rutenberg, Vice President of Marketing at IAPA USA, or Jonathan French, IAPA Brand & PR Director at IAPA UK or go to [www.iapa.com](http://www.iapa.com)

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