

**Passenger rights or wrongs ? : new European legislation designed to protect passenger rights has been opposed by carriers who claim that the rules are unworkable in practice**

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Ensemble : AEROSPACE INTERNATIONAL n° 2 Vol. 33 03050831 01/02/2006

Auteur(s) : FRANKLIN Mark

Adresse bibliographique : 2006

Description matérielle : 30-31 p. : couleur

Sujet(s) : EUROPE  
AVIATION COMMERCIALE  
RÉGLEMENTATION  
DROIT AÉRIEN