



PRESS RELEASE

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Infringements on the runway: passengers awarded 15 million forints in compensation

In the first eight months of the year, the National Authority for Trade and Consumer Protection (NATCP) and the government agencies under its professional supervision awarded more than 15 million forints in compensation to air passengers and imposed nearly 100 million forints in consumer protection fines on airlines that infringed the law. The consumer protection authority ensures that passengers' rights are respected and not infringed upon through its continuous monitoring.

The NATCP and government agencies are taking strict measures against irregular airline practices, constantly monitoring whether airlines are ensuring that passengers' rights are upheld and that passengers receive the specified compensation and help in the case of flight delays or long delays, for example. By the end of this year alone, the authority had received more than 330 consumer complaints, most of which related to flight delays, significant delays, and lack of information. As a result of the procedures, passengers were awarded 38 750 euros or around 15 million forints, in compensation.

Under the professional direction of the NATCP, government agencies also initiated inspections on their own initiative, rather than only investigating complaints from consumers received by the authority. Among other things, test purchases were made to identify unfair commercial practices, call centers were investigated due to premium rates, and information on airline websites was also checked. The test purchases revealed that the airlines did not provide the option of making a verbal complaint, or that the information on charges was insufficient.

Based on both consumer complaints and administrative procedures, the authority imposed a total of 91 million forints in consumer protection sanctions on airlines.

Compared to last year, there were significantly less flight delays and cancellations this summer, partly due to decisive action by the authorities. However, the NATCP and government agencies are not standing still; they will continue to monitor airlines to ensure that all passengers receive the information, assistance, and compensation they are entitled to

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National Authority for Trade and Consumer Protection