

**National Enforcement Bodies under
Regulation [EC] 1008/2008 on common rules for the operation of Air Services in the Community (includes provisions on pricing) - Updated: DG MOVE November 2016**

Member State	Enforcement authority					
	Name	Address	Phone	Fax	Email	Website
Austria	Bundesministerium für Wissenschaft, Forschung und Wirtschaft Federal Ministry of Science, Research and Economy Rules enforced by the local authorities (Bezirksverwaltungsbehörden) - under the supervision of the regional governments (Ämter der Landesregierungen)	Stubenring 1, 1010 Vienna	+43 1 71100 805557 (805556)		thomas.wamprechtshamer@bmwfw.gv.at POST.C14@bmwfw.gv.at	
Belgium	SPF Mobilité et Transports and Belgian Civil Aviation Authority (DGTA/DGLV)	City Atrium Rue du Progrès 56 1210 Bruxelles	+32 (0)2 277 31 11 (SPF) +32 (0)2. 277.43.02 (CAA) +32 (0)2.277.43.01 (CAA)		info@mobilit.fgov.be civilair@mobilit.fgov.be	
Bulgaria	Information not yet provided by national authorities					
Croatia	Information not yet provided by national authorities					
Cyprus	Civil Aviation Department - Ministry of Transport Communications and Works Τμήμα Πολιτικής Αεροπορίας - Υπουργείο Συγκοινωνιών και Έργων Δικαιώματα επιβατών / Passengers' rights	27 Pindarou street CY-1060 Nicosia	+357 22 404 119, +357 22 404 152	+357 22 766 552	director@dca.mcw.gov.cy	www.mcw.gov.cy/mcw/dca/dca.nsf/
Czech Republic	Česká obchodní inspekce/Czech Trade Inspection Authority	Štěpánská 15 120 00 Praha 2	+420 296 366 360		podatelna@coi.cz	
Denmark	Forbrugerombudsmanden (The Danish Consumer Ombudsman)	Carl Jacobsens Vej 35 2500 Valby	+45 4171 5151		forbrugerombudsmanden@kfst.dk	
Estonia	Information not yet provided by national authorities					
Finland	Finnish Competition and Consumer Authority	Siltasaarenkatu 12 A PO. Box 5 FI - 00531 Helsinki	+358 29 505 3000		kirjaamo@kkv.fi	
France	Information not yet provided by national authorities					
Germany	Luftfahrt-Bundesamt	Luftfahrt-Bundesamt 38144 Braunschweig	+49 (0)531 2355 115		fluggastrechte@lba.de	www.lba.de
Greece	Hellenic Civil Aviation Authority Air Transport and International Agreements Division Air Transport Economics Section		+30 210 8916150-386	+30 210 8916193-8947132	dld@hcaa.gr	
Hungary	Nemzeti Fogyasztóvédelmi Hatóság, Hatósági és Jogi Főosztály (National Authority for Consumer Protection) and Gazdasági Versenyhivatal (Competition Authority)	József krt. 8 1088 Budapest			nfh@nfh.hu	
Ireland	Information not yet provided by national authorities					
Italy	Both the Italian Competition Authority (AGCM) and the Italian Civil Aviation Authority (ENAC) are the competent Authorities		+390644596565, +390644596232		L.Coraggio@enac.gov.it Si.Ricci@enac.gov.it	
Latvia	Consumer Rights Protection Centre	Brivibas street 55 Riga LV-1010	+371 67388624	+371 67388634	ptac@ptac.gov.lv	www.ptac.gov.lv
Lithuania	Civil Aviation Administration		+370 5 2739116		caa@caa.lt	
Luxembourg	Information not yet provided by national authorities					
Malta	Information not yet provided by national authorities					
The Netherlands	Netherlands Authority for Consumer and Markets	Muzenstraat 41 2511 WB The Hague The Netherlands	+31 70 7222 000	+31 70 7222 355	info@acm.nl	
Poland	Office of Competition and Consumer Protection, Department of Consumer Protection	Plac Powstancow Warszawy 1, 00-950 Warszawa	+48 22 556 0424		ddk@oukik.gov.pl	
Portugal	Information not yet provided by national authorities					
Romania	Information not yet provided by national authorities					
Slovakia	Slovak Trade Inspection	Prievozska 32, 827 15 Bratislava, Slovak Republic	+421 58272 159		martin.biskupic@soi.sk	www.soi.sk
Slovenia	Information not yet provided by national authorities					
Spain	Information not yet provided by national authorities					
Sweden	The Swedish consumer Agency	Tage Erlanderogatan 8 A Box 48, 651 02 Karlstad, Sweden	+46 771 42 33 00		konsumentverket@konsumentverket.se	
UK	Civil Aviation Authority				consumerenforcement@caa.co.uk	