

proceedings of the seventh international conference on

# **CHALLENGES in HIGHER EDUCATION and RESEARCH in the 21st CENTURY**

June 2-5, 2009, Sozopol, Bulgaria

edited by.

**Lubomir Dimitrov, Tasho Tashev, Radoslav Deliyiski**



**Heron Press · Sofia**

**ISBN: 978-954-580-268-3**

## THE AIR TRANSPORT SAFETY AND THE PASSENGERS RIGHTS

A. Madar, A. Neacșu

Transilvania University of Brașov, Faculty of Economic Sciences, Bd. Eroilor, nr.5, Brașov, Romania

**Abstract:** The air transport became, in a relatively short period, one of the world's most important industrial field, and also the key element in travel industry and tourism. Because of the globalization process and international trade, air transports become easier to access, and they determined a growth in the international tourism and a strong development of. The main cause of the expansion of air transport is represented by superior performances of aircrafts compared with other means of transport. The passengers travelling on routes having the point of departure on an airport placed on the territory of a E.U. member and the passengers who travel with European airline companies having the point of departure an airport placed on the territory of a non-member state and the point of landing an airport placed on the territory of a E.U. member have the right to compensations and assistance in cases of unjustified boarding denial, cancelled or delayed flights.

*Keywords:* air transport, consumer rights, legislation

### 1. Introduction

The air transport started , as a commercial activity, in 1919, shortly after the end of the World War, but only after the World War II we can talk about it's expansion, as a distinct and dynamic economic activity, included in the global economic circuit.

The civil aviation is grouped in two sectors: the commercial aviation and the general aviation.

The commercial aviation includes:

- Air-travel
- Air-freight (with cargo planes, planes that transport both passengers and freight or passengers planes with cargo hold)
- Air-mail and messages

The air transport became, in a relatively short period, one of the world's most important industrial field, and also the key element in travel industry and tourism. Because of the globalization process and international trade, air transports become easier to access, and they determined a growth in the international tourism and a strong development of. Transport became a part of our lives. WTTC estimated for the tourism and air transport a turnover of 7,060.3 us billion \$ in 2007. If we take into account that the services in this department represent 11% of the expenditures and uses over 200 mil. employees (meaning the ninth part of the world's labor), we are looking at one of the most massive economic activity. In travel and tourism services, the market's volume is estimated at 1.25 billion consumers, meaning a quarter of the world's population.

The main cause of the expansion of air transport is represented by superior performances of aircrafts compared with other means of transport. Because of the technical features of the capital goods they use, the transport activity is characterized by: rapidity, stability, comfort, safety, accessibility, which confers a certain amount of advantages to the transport activity.

Beside these technical features, which represent one of the main causes of the air transport expansion, we also have to take into account the economical characteristics of the market, market which faced uncertain dynamics, especially starting 1970's up to nowadays. In the last three decades, the air transport market was characterized by the following features:

*Sustained dynamics.* Starting 1970's, the evolution of the entire branch was characterized by a 6% annual rhythm. This growth was geographical centered in developed countries and especially in recently industrialized countries. The Third World countries, especially the less developed countries, have a low presence in the airline network. Of course, the patches marked by the two oil crisis in 1980's and 1990's were an exception from the tide, but the airline companies, the states and international organizations have found the technical, economical and political solutions for the fast come-back of the branch. That is why, in 1991, considering that, on long period of time, the tides in the air transport are relatively stable, the OACI forecasts estimated an annual growth of 6% in the air transport activity, growth which will be maintained until 2011.

*Increasing competition.* The strong competition in the air transport creates difficulties for the airlines management, even when they face an increasing demand. The liberalization policy, initiated by the United States, changed the proportions on the worldwide market, creating competition between the largest companies all over the continents. From this competition gained the consumers, and it brought the reorganization of the airlines and even a change of the products.

*Vulnerability.* As a very important characteristic of the air transport, this industry is very sensitive of every technical, political, economic and social changes that may arise. Marked by the consequences of the Oil Crisis, the 80's were the background of some companies' bankruptcy, in-