



The Consumer Voice in Europe

European Commission
DG JUSTICE
Mr Angelo Grieco
Members of the CPC-Network

B- Brussels

By email

BEUC-X-2025-047

Brussels, 21 May 2025

Subject: CPC external alert on undue fees charged by EasyJet, Norwegian, Ryanair, Transavia, Volotea, Vueling and Wizzair for hand baggage

Dear members of the CPC-Network,
Dear Mr Grieco,

I am writing to inform you that today, BEUC and 16 member organisations from 12 countries¹ are submitting an external alert to the CPC-Network pursuant to Article 27 of EU Regulation 2017/2394 (the CPC Regulation).

This alert focuses on several commercial practices that we consider illegal and carried out by EasyJet, Norwegian, Ryanair, Transavia, Volotea, Vueling and Wizzair unduly charging consumers for hand baggage carried inside aircrafts.

We believe that these practices are a breach of EU Regulation 1008/2008 on common rules for the operation of air services (art. 22 and 23), EU Directive 2005/29/EC prohibiting unfair commercial practices and EU Directive 93/13/EEC prohibiting unfair contract terms. Furthermore, in a judgement issued in 2014², the Court of Justice of the European Union highlighted that the “carriage of hand baggage cannot be made subject to a price supplement, provided that it meets reasonable requirements in terms of its weight and dimensions and complies with applicable security requirements”.

Our Spanish member OCU (*Organización de Consumidores y Usuarios*) filed a complaint with the Spanish Ministry of Social Rights and Consumption in late 2024 for similar practices in Spain, which led to fines amounting to a total of €179 million. Our Belgian member Testachats/Testaankoop lodged a complaint with the Belgian CPC Authority in May 2024,³ and then a court action against Ryanair in May 2025.⁴

¹ Association for Consumer Rights (ACR) Malta (Malta), ASUFIN (Spain), CECU (Spain), CLCV (France), Consumentenbond (the Netherlands), Cyprus Consumer Association (Cyprus), DECO (Portugal), dTest (Czech Republic), EKPIZO (Greece), Federacja Konsumentów (Poland), KEPKA (Greece), Norwegian Consumer Council (NCC) – (Norway), OCU (Spain), UFC Que Choisir (France), Test Achats / Test Aankoop (Belgium), Verbraucherzentrale Bundesverband – vzbv (Germany).

² <https://curia.europa.eu/jcms/upload/docs/application/pdf/2014-09/cp140127en.pdf>

³ www.test-achats.be/famille-prive/voyage/presse/bagages-a-main-payants

⁴ www.test-achats.be/famille-prive/voyage/news/action-justice-contre-ryanair

We believe that this issue has an EU-wide scope and an impact on millions of consumers. We call on the European Commission and the CPC-Network to ensure that these practices stop and to send a strong signal to the entire sector.

Yours sincerely,

Agustín Reyna
Director General

Attachments:

- Report *Fly light, pay heavy* (May 2025)
- Annex