

TLB and CAD meet with Greater Bay Airlines management to request swift handling of flight arrangement issues

The management of the Transport and Logistics Bureau (TLB) and the Civil Aviation Department (CAD) met with the management of the Greater Bay Airlines (GBA) today (January 22) on the latest situation regarding its flight arrangement issues. The TLB and the CAD have requested the GBA, by putting passengers' rights and interests in the first place, handle the incident promptly and flight arrangements properly to ensure the provision of stable and reliable services to passengers, especially in light of the travel demand during the coming Chinese New Year peak season. The TLB and the CAD also requested the GBA to submit a report as soon as possible on the incident to elucidate the cause of the incident, the approach for handling flight arrangements, etc, in order to prevent the reoccurrence of similar incidents.

Regarding the current flight arrangement situation, the TLB and the CAD have again urged the GBA to inform the public of its follow-up actions as soon as possible and to clearly explain to affected passengers the flight arrangements, including refunds or other appropriate options based on air ticket conditions, to minimise the inconvenience caused to passengers.

The TLB and the CAD would like to reiterate that airlines are responsible for providing reliable services to passengers. It is extremely undesirable for the GBA to cancel a number of flights in February and March. This also falls short of the reasonable expectations of both the Government and the public. The TLB and the CAD will, while continuing to closely monitor the relevant arrangements to be adopted by the GBA, keep on communicating with the GBA and follow up on the incident appropriately.