

Regulation (EC) No 2111/2005 of the European Parliament and of the Council of 14 December 2005 on the establishment of a Community list of air carriers subject to an operating ban within the Community and on informing air transport passengers of the identity of the operating air carrier, and repealing Article 9 of Directive 2004/36/EC (Text with EEA relevance)

CHAPTER III

INFORMATION TO PASSENGERS

Article 11

Information on the identity of the operating air carrier

1 Upon reservation, the air carriage contractor shall inform the passenger of the identity of the operating air carrier or carriers, whatever the means used to make the reservation.

2 Where the identity of the operating air carrier or carriers is not yet known at the time of reservation, the air carriage contractor shall ensure that the passenger is informed of the name or names of the air carrier or carriers that is or are likely to act as operating air carrier or carriers on the flight or flights concerned. In such case, the air carriage contractor shall ensure that the passenger is informed of the identity of the operating air carrier or carriers as soon as such identity is established.

3 Wherever the operating air carrier or carriers is or are changed after reservation, the air carriage contractor shall, irrespective of the reason for the change, take immediately all appropriate steps to ensure that the passenger is informed of the change as soon as possible. In all cases, passengers shall be informed at check-in, or on boarding where no check-in is required for a connecting flight.

4 The air carrier or the tour operator, as the case may be, shall ensure that the relevant air carriage contractor is informed of the identity of the operating air carrier or carriers as soon as this is known, in particular in the event of a change of such identity.

5 If a ticket seller has not been informed of the identity of the operating air carrier, it shall not be responsible for not complying with the obligations provided for in this Article.

6 The obligation of the air carriage contractor to inform passengers of the identity of the operating air carrier or carriers shall be specified in the general terms of sale applicable to the contract of carriage.

Changes to legislation:

There are outstanding changes not yet made to Regulation (EC) No 2111/2005 of the European Parliament and of the Council. Any changes that have already been made to the legislation appear in the content and are referenced with annotations.

[View outstanding changes](#)

Changes and effects yet to be applied to :

- Regulation title amended by [S.I. 2019/645 reg. 16\(a\)](#)
- Regulation title amended by [S.I. 2019/645 reg. 16\(b\)](#)

Changes and effects yet to be applied to the whole legislation item and associated provisions

- Ch. 2 heading words substituted by [S.I. 2019/645 reg. 19](#)
- Signature words omitted by [S.I. 2019/645 reg. 32](#)
- Art. 1(1)(a) words substituted by [S.I. 2019/645 reg. 17\(2\)\(a\)](#)
- Art. 1(1)(a) words substituted by [S.I. 2019/645 reg. 17\(2\)\(b\)](#)
- Art. 2(f) words substituted by [S.I. 2019/645 reg. 18\(2\)](#)
- Art. 2(g) words inserted by [S.I. 2019/645 reg. 18\(3\)\(a\)](#)
- Art. 2(g) words substituted by [S.I. 2019/645 reg. 18\(3\)\(b\)](#)
- Art. 2(h) words substituted by [S.I. 2019/645 reg. 18\(4\)](#)
- Art. 2(j) words substituted by [S.I. 2019/645 reg. 18\(5\)](#)
- Art. 2(k)(l) inserted by [S.I. 2019/645 reg. 18\(6\)](#)
- Art. 4(1)(a) substituted by [S.I. 2019/645 reg. 21\(3\)\(b\)](#)
- Art. 4(1)(b) words substituted by [S.I. 2019/645 reg. 21\(3\)\(c\)\(i\)](#)
- Art. 4(1)(b) words substituted by [S.I. 2019/645 reg. 21\(3\)\(c\)\(ii\)](#)
- Art. 4(1)(b) words substituted by [S.I. 2019/645 reg. 21\(3\)\(c\)\(iii\)](#)
- Art. 4(1)(c) substituted by [S.I. 2019/645 reg. 21\(3\)\(d\)](#)
- Art. 10(1)(a) words substituted by [S.I. 2019/645 reg. 27\(2\)\(b\)](#)
- Art. 10(1)(b) words substituted by [S.I. 2019/645 reg. 27\(2\)\(b\)](#)
- Art. 12(2)(a) words substituted by [S.I. 2019/645 reg. 28\(a\)\(i\)](#)
- Art. 12(2)(a) words substituted by [S.I. 2019/645 reg. 28\(a\)\(ii\)](#)
- Art. 12(2)(b) words substituted by [S.I. 2019/645 reg. 28\(b\)\(i\)](#)
- Art. 12(2)(b) words substituted by [S.I. 2019/645 reg. 28\(b\)\(ii\)](#)