

DELIVERABLE D2.7

Report on intersectionality

Beneficiary	AGE Platform Europe
Specific Agreement	101051468
Proposal Acronym	AGE WP 2022
Call **Type of Action**	CERV-2021-OG-SGA CERV-FPA-OG
Work Package	WP 2
Type of deliverable	Report
Dissemination level	Public
Actual date of delivery – after review	24 February 2023

1. Description of the deliverable

As highlighted in our internal AGE Strategy 2022-2025, our vision is an inclusive society, where each person's rights throughout the life course are respected, protected and fulfilled. Older people are very diverse and can face different structural barriers. As such, we use an intersectional approach in our daily work that allows us to tackle the multiple and intersecting forms of discrimination that older people can face.

This deliverable, which is part of WP 2, presents the different European and international partners that we collaborated with, including proofs of working meetings, mutual trainings, and joint articles. We mainly worked on three intersecting forms of discrimination:

- Intersection between ageism and sexism
- Intersection between ageism and ableism
- Intersection between ageism and forms of discrimination regarding sexual orientations and gender identities

2. Key outcomes

a) Intersection between ageism and sexism

In 2022, we attended two meetings with the European Women's Lobby (EWL) Coalition to end violence against women and girls on:

- 05 May 2022 (see Annex 1)
- 15 November 2022 (see Annex 2)

The first EWL Coalition meeting was the first in-person meeting that was organised since the COVID-19 pandemic. It was the opportunity to discuss recent political developments with the EU institutions, notable the European Commission and the European Parliament and upcoming Presidencies. In June 2022, we published an article on why the Istanbul Convention was important for older women as older women face multiple and intersecting forms of discrimination. The structural discrimination and inequality that older women face is a consequence of disadvantages that were accumulated during the life course.

During the second EWL Coalition meeting, we:

- Shared information and intelligence on developments on the EU Accession to the Istanbul Convention, ratifications/implementation of Istanbul Convention and other developments on violence against women and girls.
- Defined advocacy opportunities and actions of the Coalition in view of the current policy developments and organisational updates.

We notably discussed the EU accession to the Istanbul Convention, following-up on what we discussed during the first EWL Coalition meeting.

To celebrate the International Day of Older Persons on 01 October 2022, whose theme was the resilience of older persons in a changing world, and more specifically on the resilience and contributions of older women in the United Nations in New York, we published a press release as well as an article. We highlighted the contributions of older women in long-term and during the COVID-19 pandemic.

Furthermore, in our work on long-term care (cf. D2.4), we included a gender dimension in our advocacy, particularly on informal care, but also highlighting the importance of available, affordable and quality long-term care for older women in need for care, given the strong gender aspect. We closely collaborated with the European Women's Lobby in the informal CSO Coalition on long-term care.

In the work on the impact of inflation on older persons (cf. D2.4), we included a gender perspective by highlighting the disproportionate impact of higher living costs on older women, tend to be more affected by higher costs for energy (especially when living alone) and care, among others.

b) Intersection between ageism and ableism

On 22 March 2022, we organised a bilateral meeting with the UN Special Rapporteur on the Rights of Persons with Disabilities. At the end March 2022, the UN Special Rapporteur on disability conducted a visit to the European Union to assess how disability rights are being addressed in the European Union and what are the measures taken to implement accessibility legislation, both at EU and national levels. We had the opportunity to exchange with him during a bilateral online meeting to raise our concerns regarding older persons with disabilities in line with the policy report we issued end of 2021.

On 07 November 2022, we organised a joint webinar with the European Disability Forum (EDF) to consult with our members regarding the revision of the EU regulatory framework on passengers' rights. This was a closed event with sign language interpretation (EN) and real-time captioning in English (see Annex 3). From this joint webinar, it was made obvious that older persons and persons with disabilities share common issues in relation to the enforcement of their rights as passengers, as well as in terms of accessibility. This online discussion informed our contribution to the European Commission that we submitted on 06 December 2022 (see Annex 4). Beyond the webinar, we also provided a toolkit to AGE and EDF members to encourage and support them submitting their own contribution (see Annex 5).

We also worked on the EU Initiative on the cross-border protection of vulnerable adults and submitted two contributions (see deliverable D2.1 for detailed information). In our 2 consultations, we showed how the Hague Convention rather leads to human rights violations and goes against the UN Convention on the Rights of Persons with Disabilities.

c) Intersectionality and older LGBTI people

On 11 February 2022, we organised a mutual training with ILGA-Europe (for more information, see deliverable D2.2). Following this mutual training, we drafted a joint policy paper with ILGA-Europe, analysing the data from the Fundamental Rights Agency LGBTI Survey II. The aim of this survey is to raise awareness on the diversity of LGBTI people among older people and how structural and cumulated disadvantages over the life-course creates further inequalities, notably for trans and intersex people and LGBTI people from an ethnic minority background. The paper has not been published yet but is meant to be published at the beginning of 2023.

Furthermore, on the International Day Against Homophobia, Transphobia, Biphobia on 17 May we published an article to shed light on the multiple and intersecting forms of discriminations older lesbian, gay, bisexual, transgender and intersex people face. We mainly

focused our article on the barriers that older LGBTI people face when accessing healthcare services.

Finally, we partnered with one of other international partners, the Euro Central Asian Lesbian* Community (EL*C). We answered an online questionnaire (see Annex 6) and conducted an interview on 03 November with one member of staff of EL*C (see Annex 7). EL*C is currently conducted research on the needs and lived experiences of older LBTQI women and non-binary persons in the EU Member States. The aim of the research is to assess the situations of ageing LBTQI women concerning issues such as their socio-economic situation, integral health, discrimination, access and experiences of housing, care and other services, as well as to identify individual and collective strategies and good practices favouring older lesbians* wellbeing and rights.

d) Other intersecting grounds

The European Roma Grassroots Organisations Network (ERGO Network) invited AGE to participate in its policy conference, where it presented the findings from its study on access to health and long-term care by Roma people. We presented our vision of rights-based long-term care in the context of the EU Care Strategy in a panel with other stakeholders, directly taking on board the issues that older Roma might face in particular. The exchange provided for fruit for through to mainstreaming the intersectionality of ageism and antigypsyism into our work and resulted in an article for CoverAGE.

3. Prints of relevant proofs

1. European Women's Lobby Coalition to end violence against women and girls 1st meeting – see Annex 1
2. European Women's Lobby Coalition to end violence against women and girls 2nd meeting – see Annex 2
3. Article: The EU ratification of the Istanbul Convention would help protect the rights of older women
4. Press release: Older women make our societies resilient. We should support them!
5. Article: International Older People's Day shed light on older women's resilience and contribution
6. Article: Ageing & disability: AGE raised challenges with UN Special Rapporteur
7. Joint AGE Platform Europe and EDF Webinar on Better protection for EU passengers and their rights – see Annex 3
8. Consultation: Public consultation: Better protection for passengers and their rights – see Annex 4
9. Toolkit for AGE and EDF members to respond to the EU consultation – see Annex 5
10. Article: 'Our bodies, our lives, our rights,' also applies to older LGBTI people!
11. EL*C Questionnaire – see Annex 6
12. EL*C Interview – see Annex 7
13. CoverAGE article: Roma people's access to health and long-term care in the spotlight

*AGE work is co-funded by the **Citizens, Equality, Rights and Values Programme** of the European Union. The contents of this document are the sole responsibility of AGE Platform Europe and cannot be taken to reflect the views of the European Commission. Transparency Register ID: 16549972091-86*

Meeting of European Coalition to end violence against women and girls:

Ratification and implementation of the Istanbul Convention

Thursday, 05.05.2022, 14:00 – 16:00

In-person meeting at Mundo Madou, Avenue des Arts 7-8, Meeting Room “Oxalis” on the ground floor.

Agenda

1. Updates on IC related actions
2. Priorities for 2022
3. Language used in work within the Coalition
4. AOB

Background to meeting & Roundtable

Representatives of the listed European networks and NGO’s convened in May 2022 to discuss recent political developments with the EU institutions and key permanent representations in the decision making process towards the EU’s accession to the Istanbul Convention. The participants discussed the latest information regarding the different initiatives of the EU institutions, actions around the IC ratification and implementation and the recently released COM proposal on violence against women and girls.

Meeting European Coalition to end VAWG

EU Accession of the Istanbul Convention, ratification and Implementation

- **When: 15 NOVEMBER 11-12H30**
- **Where: Hybrid meeting:**
  - Mundo Madou, Hibiscus room Av. des Arts 7/8, 1210 Bruxelles

  - Gotomeeting: https://meet.goto.com/europeanwomenslobby/europeancoalitiontoendvawg

Objectives:

- Share organisational updates and plans ahead of the 16 days of activism.
- Share information and intelligence on developments on the EU Accession to the Istanbul Convention, ratifications/implementation of Istanbul Convention and other developments on VAW.
- **Define advocacy opportunities and actions of the Coalition in view of the current policy developments and organisational updates. Identify and revise common joint actions.**

Agenda:

0h00 **Welcome**

0h05 **Tour de table - Roundtable**

Updates on the EU Accession to the Istanbul Convention and sharing Intelligence (20 min)

Discussion on joint advocacy actions in view of new opportunities of joint action identified above (20 min)

Sharing organisational updates and recent developments on the topic of violence against women - including plans for the 16 days of activism to end VAWG (25 min)

Recap of action points and next steps (5 min)

Close of Meeting

Funded by the Citizens, Equality, Rights and Values Programme of the European Union

Better protection for EU passengers and their rights

Joint AGE-Platform and EDF meeting to gather input for
the European Commission's Public Consultation
7 November 2022

This event provides International sign interpretation and real-time captioning in English



Credit: Annie Spratt on Unsplash

Objectives of today's meeting

1- Clarify the remit of the EU legislation on passengers' rights
2- Gather input and experiences from AGE and EDF members
3- Build an informed input to the consultation and encourage synergies

Agenda

14:00 – 14:15 Introduction

14:15 - 14:25 Ice breaker

14:25 – 15:25 Open discussion

15.25– 15:30 Closing

House keeping rules and key information

- Make clear your name and affiliation
- The language of this online discussion is English. International Sign interpretation and real-time captioning in English are provided.
- Mute your mic when not speaking
- Do not hesitate to ask questions either by raising hand or through the chat box!
- We do not plan to publish the recording of the meeting. A written summary of the meeting will be provided as well as a toolkit to support participation of AGE and EDF members to the public consultation

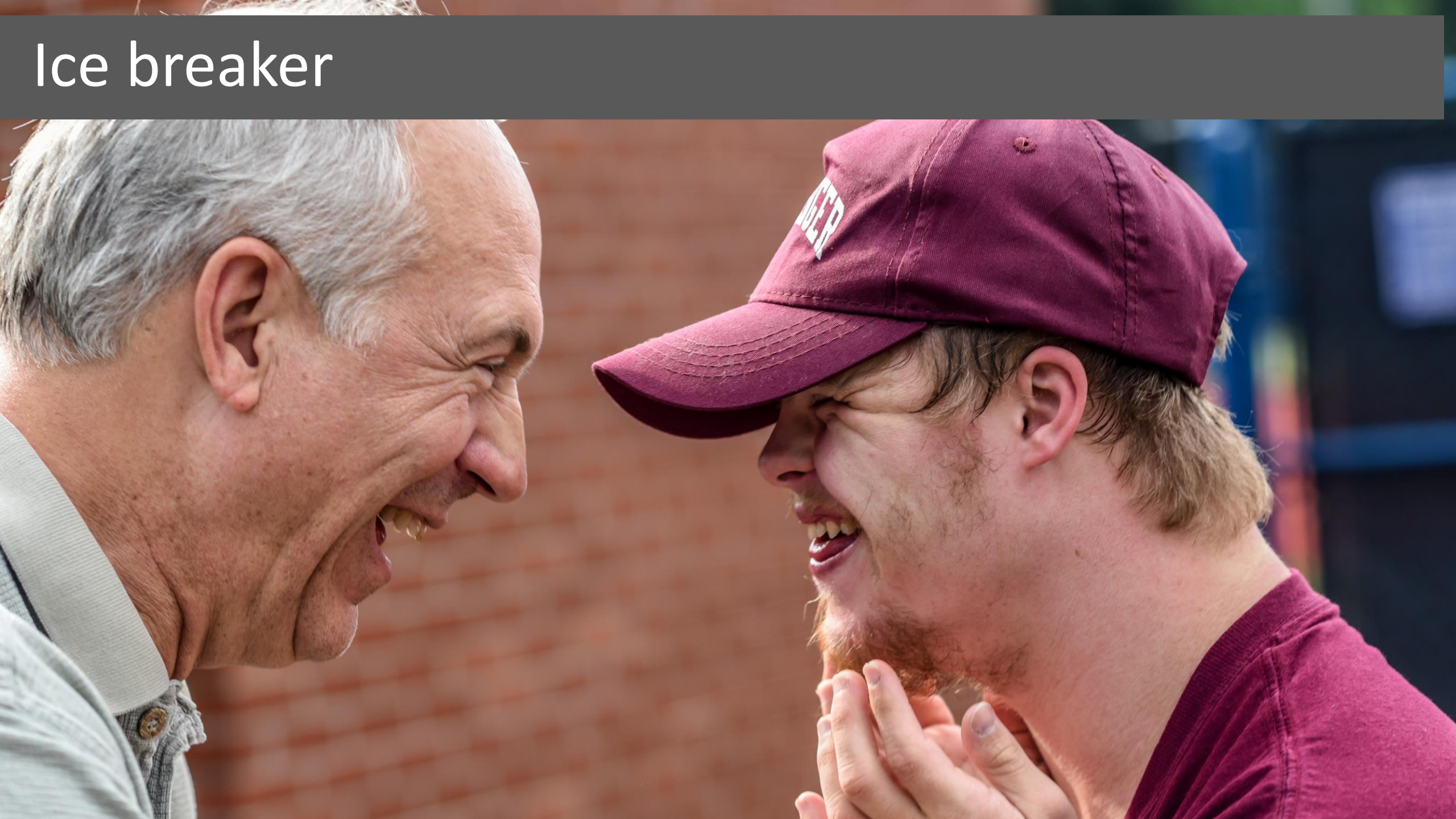


Context

- Why reviewing the EU legislation?
  - To harmonise rules between transport modes
  - To simplify the rules and make them clearer for passengers
  - To strengthen enforcement and ease complaint procedures
  - To address « new » issues, e.g. multimodal travel or exceptional crisis situation (impact of COVID-19 pandemic)
- Transport mode covered: Air, Rail, Bus, Ship
- Remits of the EU legislation → depends on transport mode!

→ Complicated file given the number of regulations at stake and the fact that some of these regulations are already under revision!

Ice breaker



Open discussion: questions to be addressed today

AIR: The Commission is planning to extend the financial protection (reimbursement of ticket and, in some situations, repatriation) in case of (I) insolvency / lack of liquidity of an air carrier; (II) a booking via an intermediary air ticket vendor and (III) cancellation by an air passenger in the event of a major crisis (i.e a pandemic or natural disaster).

- Do you agree that this is an important field to improve within the EU Passenger Rights Framework? Are the three situations equally important for your organisation? Why?
- What has been your experience with the existing reimbursement practices? What should be improved? Did you experience any specific problem related to reimbursement during the pandemic?

ALL MEANS OF TRANSPORT: The Commission is planning to introduce rules on the protection of passengers who undertake multimodal journeys and experience travel disruptions when switching between different modes of transport (e.g. if you combine air and train):

- Do you agree that this is an important field to improve within the EU Passenger Rights Framework? Why?
- Do you encounter specific problems when one part of the multimodal journey is delayed or cancelled? Which specific areas / situations shall be considered?

ALL MEANS OF TRANSPORT: The Commission is planning to improve enforcement mechanisms of passenger rights in all transport means.

- Do you agree that this is an important field to improve within the EU Passenger Rights Framework? Why?
- Do you encounter specific problems to enforce your rights as EU passenger? (Book assistance, ask for reimbursement, information). Was the situation worst/better during the pandemic? What shall be done to improve the situation?

ALL MEANS OF TRANSPORT: Is there any other issue you would like to raise? For example, have you noticed any specific issue linked to the digitalisation of the transport sector (e.g. to book tickets and/or assistance, to request information on your travel)?

Closing

A written summary of the meeting will be provided as well as
a toolkit to support participation of AGE and EDF members to the public consultation

Better protection for passengers and their rights”

Toolkit for AGE and EDF members to
to respond to the EU consultation

Version of November 2022



Structure

#1 Why – a few good reasons why your response to the consultation is important

#2 What – proposal of responses in align with our vision of ageing for Europe

#3 When, where, how – practicalities of your response to a public consultation

Draft ID: 7408c2f6-9e53-4a71-be9c-5a612b47a75e
Date: 05/12/2022 14:33:05

Public consultation: Better protection for passengers and their rights

Fields marked with * are mandatory.

Introduction

Passenger rights are at the heart of the EU's transport and consumer policy. Passengers on all collective modes of transport are protected before, during and after their journey by a comprehensive regulatory framework. In particular, passenger rights provide a solution to passengers when they are faced with journey disruptions throughout the various modes of transport (air, rail, bus and ship). Despite significant progress made in the last 18 years, major challenges still remain to be tackled, as further demonstrated during the COVID-19 pandemic and during the summer of 2022.

The objective of this public consultation is to allow the general public and stakeholders to express their views on the current state of play and on the need for additional policy action at European level. Under this initiative, the Commission is considering policy measures covering the following aspects:

1. improved financial protection for air passengers against the risk of a liquidity crisis or an insolvency regarding the reimbursement of tickets and if needed their repatriation
2. reimbursement of air passengers in case of a booking via an intermediary ticket vendor
3. reimbursement in case of cancellation by air passengers in the event of major crisis such as a pandemic or a natural disaster
4. passenger rights for multimodal journeys
5. improved enforcement of passenger rights in all transport modes

The first three issues concern air passenger rights only. The fourth topic, 'passenger rights for multimodal journeys', concerns the combinations of bus and coach, rail and waterborne transport, and in some cases also air. The fifth topic, better enforcement, concerns all modes of transport.

Other issues relating to air tickets are dealt with already in the proposal of the European Commission COM (2013)130 final, which is a priority pending file according to an agreement between the Commission, the European Parliament and the Council of 2022 (see the joint declaration here). Other aspects relating to bus and coach and waterborne tickets will be dealt with by additional actions. Concerning other aspects regarding rail passenger rights, the new rail passenger Regulation (EU) 2021/782 will be applicable as of 7 June 2023 (you can see what will change in more detail under this link).

The initiative also takes into account the 2021 special report from the European Court of Auditors on air passenger rights during the COVID-19 pandemic.

About you

* Language of my contribution

- Bulgarian
- Croatian
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- German
- Greek
- Hungarian
- Irish
- Italian
- Latvian
- Lithuanian
- Maltese
- Polish
- Portuguese
- Romanian
- Slovak
- Slovenian
- Spanish
- Swedish

* I am giving my contribution as

- Academic/research institution
- Business association
- Company/business organisation
- Consumer organisation

- ( ) EU citizen
- ( ) Environmental organisation
- ( ) Non-EU citizen
- (•) Non-governmental organisation (NGO)
- ( ) Public authority
- ( ) Trade union
- ( ) Other

* First name

Julia

* Surname

WADOUX

* Email (this won't be published)

julia.wadoux@age-platform.eu

* Organisation name

255 character(s) maximum

AGE Platform Europe

* Organisation size

- ( ) Micro (1 to 9 employees)
- (•) Small (10 to 49 employees)
- ( ) Medium (50 to 249 employees)
- ( ) Large (250 or more)

Transparency register number

255 character(s) maximum

Check if your organisation is on the transparency register. It's a voluntary database for organisations seeking to influence EU decision-making.

16549972091-86

* Country of origin

Please add your country of origin, or that of your organisation.

This list does not represent the official position of the European institutions with regard to the legal status or policy of the entities mentioned. It is a harmonisation of often divergent lists and practices.

- Afghanistan
- Åland Islands
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- Angola
- Anguilla
- Antarctica
- Antigua and Barbuda
- Argentina
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- Aruba
- Australia
- Austria
- Azerbaijan
- Bahamas
- Bahrain
- Bangladesh
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- Djibouti
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- Estonia
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- Ethiopia
- Falkland Islands
- Faroe Islands
- Fiji
- Finland
- France
- French Guiana
- French Polynesia
- French Southern and Antarctic Lands
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- Georgia
- Germany
- Ghana
- Gibraltar
- Greece
- Greenland
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- Maldives
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- Malta
- Marshall Islands
- Martinique
- Mauritania
- Mauritius
- Mayotte
- Mexico
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- Moldova
- Monaco
- Mongolia
- Montenegro
- Montserrat
- Morocco
- Mozambique
- Myanmar/Burma
- Saint Martin
- Saint Pierre and Miquelon
- Saint Vincent and the Grenadines
- Samoa
- San Marino
- São Tomé and Príncipe
- Saudi Arabia
- Senegal
- Serbia
- Seychelles
- Sierra Leone
- Singapore
- Sint Maarten
- Slovakia
- Slovenia
- Solomon Islands
- Somalia
- South Africa
- South Georgia and the South Sandwich Islands
- South Korea
- South Sudan
- Spain
- Sri Lanka
- Sudan
- Suriname

- Svalbard and Jan Mayen
- Bolivia
- Grenada
- Namibia
- Sweden
- Bonaire Saint Eustatius and Saba
- Guadeloupe
- Nauru
- Switzerland
- Bosnia and Herzegovina
- Guam
- Nepal
- Syria
- Botswana
- Guatemala
- Netherlands
- Taiwan
- Bouvet Island
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- Brazil
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- Guinea-Bissau
- Nicaragua
- Thailand
- British Virgin Islands
- Guyana
- Niger
- The Gambia
- Brunei
- Haiti
- Nigeria
- Timor-Leste
- Bulgaria
- Heard Island and McDonald Islands
- Niue
- Togo
- Burkina Faso
- Honduras
- Norfolk Island
- Tokelau
- Burundi
- Hong Kong
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- Tonga
- Cambodia
- Hungary
- North Korea
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- Cameroon
- Iceland
- North Macedonia
- Tunisia
- Canada
- India
- Norway
- Turkey
- Cape Verde
- Indonesia
- Oman
- Turkmenistan
- Cayman Islands
- Iran
- Pakistan
- Turks and Caicos Islands
- Central African Republic
- Iraq
- Palau
- Tuvalu
- Chad
- Ireland
- Palestine
- Uganda
- Chile
- Isle of Man
- Panama
- Ukraine
- China
- Israel
- Papua New Guinea
- United Arab Emirates
- Christmas Island
- Italy
- Paraguay
- United Kingdom

- Clipperton
- Cocos (Keeling) Islands
- Colombia
- Comoros
- Congo
- Cook Islands
- Costa Rica
- Côte d'Ivoire
- Croatia
- Cuba
- Curaçao
- Cyprus
- Czechia
- Democratic Republic of the Congo
- Denmark
- Jamaica
- Japan
- Jersey
- Jordan
- Kazakhstan
- Kenya
- Kiribati
- Kosovo
- Kuwait
- Kyrgyzstan
- Laos
- Latvia
- Lebanon
- Lesotho
- Liberia
- Peru
- Philippines
- Pitcairn Islands
- Poland
- Portugal
- Puerto Rico
- Qatar
- Réunion
- Romania
- Russia
- Rwanda
- Saint Barthélemy
- Saint Helena Ascension and Tristan da Cunha
- Saint Kitts and Nevis
- Saint Lucia
- United States
- United States Minor Outlying Islands
- Uruguay
- US Virgin Islands
- Uzbekistan
- Vanuatu
- Vatican City
- Venezuela
- Vietnam
- Wallis and Futuna
- Western Sahara
- Yemen
- Zambia
- Zimbabwe

The Commission will publish all contributions to this public consultation. You can choose whether you would prefer to have your details published or to remain anonymous when your contribution is published. **Fo r the purpose of transparency, the type of respondent (for example, 'business association, 'consumer association', 'EU citizen') country of origin, organisation name and size, and its transparency register number, are always published. Your e-mail address will never be published.** Opt in to select the privacy option that best suits you. Privacy options default based on the type of respondent selected

* **Contribution publication privacy settings**

The Commission will publish the responses to this public consultation. You can choose whether you would like your details to be made public or to remain anonymous.

- **Anonymous**

  Only organisation details are published: The type of respondent that you responded to this consultation as, the name of the organisation on whose behalf you reply as well as its transparency number, its size, its country of

origin and your contribution will be published as received. Your name will not be published. Please do not include any personal data in the contribution itself if you want to remain anonymous.

- **Public**
  Organisation details and respondent details are published: The type of respondent that you responded to this consultation as, the name of the organisation on whose behalf you reply as well as its transparency number, its size, its country of origin and your contribution will be published. Your name will also be published.

☑ I agree with the personal data protection provisions

Views on the problems

The present initiative aims at addressing five distinct sets of problems, which are described below. The Commission intends to assess the appropriateness of various measures that address the problems identified.

Problem 1:
The air passenger rights Regulation (EC) 261/2004 provides for the reimbursement of the ticket price, among others, in case of cancellation of the flight by the air carrier. However, in situations where a carrier becomes insolvent or faces a liquidity crisis, passengers might not be reimbursed and, in addition, might be stranded abroad and have difficulties to be repatriated.

Problem 2:
The air passenger rights Regulation provides for the reimbursement of the ticket price within 7 days in case of cancellation of the flight by the air carrier.

There are no specific provisions under this Regulation ensuring the reimbursement of passengers where they booked their ticket with a ticket vendor (e.g. travel agent, online booking platform) acting as an intermediary between the passenger and the airline.

Problem 3:
The air passenger rights Regulation does not give passengers a right to receive reimbursement of the ticket price in case passengers choose to cancel the ticket themselves due to a major crisis at the place of departure or destination.

Problem 4:
A multimodal journey is a journey where at least two different transport modes are combined, e.g. a train journey combined with a flight, or a rail with a bus or coach service. There are currently no EU rules on the protection of passengers who undertake multimodal journeys and experience travel disruptions when switching between different transport modes (for example on receiving appropriate information or re-routing in the event of a missed connection).

Problem 5:
Enforcement across the EU is insufficiently effective and uniform.

1. To what extent do you agree that the following are important problems?

Improved financial protection for air passengers against the risk of a liquidity crisis or an insolvency regarding the reimbursement of tickets and if needed their repatriation:

	Fully agree	Somewhat agree	Neutral	Disagree somewhat	Disagree fully	No opinion
Air passengers are currently not effectively protected when the airline goes bankrupt or faces a liquidity crisis, meaning that they will not receive a refund from the airline with which they booked their flight.	○	○	○	○	○	◉
When passengers are stranded abroad because their airline went bankrupt or faces a liquidity crisis, they have difficulties to be repatriated.	○	○	○	○	○	◉

Reimbursement of air passengers in case of a booking via an intermediary ticket vendor:

	Fully agree	Somewhat agree	Neutral	Disagree somewhat	Disagree fully	No opinion
When passengers book their flight via an intermediary ticket vendor (travel agent, online booking platform, …) and the flight is cancelled, the reimbursement takes longer than seven days.	○	◉	○	○	○	○
Air carriers cannot always respect the obligation to reimburse passengers within seven days following the cancellation when the flight was booked via an intermediary ticket vendor (for example if the carriers	○	◉	○	○	○	○

do not have the payment data to make payments to the passenger directly).						
Intermediary ticket vendors are not obliged to reimburse passengers who booked with them when the flight was cancelled by the air carrier.	◉	○	○	○	○	○
Where intermediary ticket vendors reimburse passengers, but have not yet received the money from the air carrier, they have no effective right to obtain the relevant amount from air carriers.	○	○	○	○	○	◉

Reimbursement in case of cancellation by air passengers in the event of major crisis such as a pandemic or a natural disaster:

	Fully agree	Somewhat agree	Neutral	Disagree somewhat	Disagree fully	No opinion
Air passengers have no right to be reimbursed in case they cancel the ticket themselves in the event of a major crisis.	○	◉	○	○	○	○

Passenger rights for multimodal journeys:

	Fully agree	Somewhat agree	Neutral	Disagree somewhat	Disagree fully	No opinion
Passengers are not protected by the existing passenger rights rules when switching between different transport modes.	◉	○	○	○	○	○
Persons with disabilities and persons with reduced mobility receive no assistance when switching between transport modes.	◉	○	○	○	○	○

Improved enforcement of passenger rights in all transport modes:

	Fully agree	Somewhat agree	Neutral	Disagree somewhat	Disagree fully	No opinion

The enforcement of passenger rights varies greatly across the EU.	◉	○	○	○	○	○
The enforcement of passenger rights is not effective enough.	◉	○	○	○	○	○

2. Please explain your answers to the problem statements (optional):

Free Text Question

Gaps for multimodal journeys
Addressing the gaps in case of multimodal journey is critical to have a comprehensive approach of travel: from door to door as experienced by many PRM, including persons with disabilities. They already face challenges when traveling by a single transport mode so that they will face even more severe issued in a multimodal context. The EU legislation should guarantee, among others, the coverage of passenger rights throughout the journey, including a simple and accessible redress and complaint mechanism, and a single booking point for assistance.
This is why passengers' rights included into the different sectorial legislation (e.g. right to transport, liability for damaged or lost assistive equipment, accessibility of information and right to assistance) should also be guaranteed in case of disruption in a segment of the trip or at the connecting point.
It is also important to keep in mind that multimodality is not only about single ticket long-distance trip, but also about combining different modes of transport, some of which are excluded from the scope of the regulations (i.e. short distance buses or regional trains used to reach an airport): there is a need to better protect passengers whatever transport mode and type they use when travelling.

Enforcement of passengers' rights
Ensuring a proper and comprehensive protection of passengers' right is key but the enforcement of these rights is equally important to make PRM, including persons with disabilities, can effectively travel on an equal basis. This means for instance that the full accessibility of information on passengers' rights shall be mandatory, likewise for complaint and redress procedures. The mandate of NEBs shall be clearly define and be aligned between all EU countries to ensure consistency in the implementation of the legislation.
Heterogeneous application of relevant laws hampers enforcement of the rights.
As highlighted by the 2018 Report of the European Court of Auditors, when travel disruptions occur, most of the benefits are not available automatically and the number of people making the request is usually smaller than the number of passengers affected. Automatic reimbursement and compensation practices could be a solution to this situation.

3. Are there any other problems not mentioned here which you think should be addressed? (optional)

Free Text Question

Views on objectives and possible policy measures

The general objective of this initiative is to ensure a better protection of passengers and their rights, to enhance the crisis resilience of passenger rights and to improve their effective enforcement across all transport modes, in line with the Sustainable and Smart Mobility Strategy.

4. Please indicate your level of agreement with this general objective:

- ○ Fully agree
- ◉ Somewhat agree
- ○ Neither agree nor disagree
- ○ Somewhat disagree
- ○ Fully disagree
- ○ No opinion

The specific objectives of the initiative are intended to respond in more detail to the problems described above, and will guide the choice of policy measures. Five possible specific objectives have been identified.

5. Please rate the relevance of the objectives below, from 1 (low relevance) to 5 (high relevance). More than one objective can be given the same rating. Not all of them need to be rated:

Objectives:	1	2	3	4	5	No opinion
Improved financial protection for air passengers against the risk of a liquidity crisis or an insolvency regarding the reimbursement of tickets and if needed their repatriation.	○	○	○	○	○	◉
Reimbursement of air passengers in case of a booking via an intermediary ticket vendor.	○	○	○	◉	○	○
Reimbursement in case of cancellation by air passengers in the event of major crisis such as a pandemic or a natural disaster.	○	○	○	◉	○	○
Passenger rights for multimodal journeys.	○	○	○	○	◉	○
Improved enforcement of passenger rights in all transport modes.	○	○	○	○	◉	○

6. Please explain your choice (optional)

Free Text Question

7. Should any other specific objectives be considered in response to the problems described above? (optional)

Free Text Question

The following objectives should also be considered:

ACCESSIBILITY
PRM, including persons with disabilities, are still confronted with the problems stemming from inaccessible vehicles, infrastructure, information and complaint mechanisms, among others. While this is partly explained by the fact that mandatory accessibility provisions for vehicles and infrastructure are outside of the scope of the regulations, other shortcomings related to accessibility are caused by the vagueness of the legislation. For instance, Regulation 1177/2010 (sea and inland waterway) lacks clear mandatory provisions to make information on passenger rights accessible and it does not specify the accessibility of complaint procedures. A similar situation exists with Regulation 181/2011 (bus and coach), in which accessible information of passenger rights is only provided where feasible. Regulation 261/2004 (air) obliges to provide alternative means to inform blind and visually impaired people about their rights, while not mentioning other disabilities and their needs (i.e. people with intellectual disabilities prefer easy to read information).

ASSISTANCE
While assistance is one of the key rights that PRM, including persons with disabilities, enjoy when traveling throughout the EU, they still encounter problems related: booking assistance can be burdensome and costly, quality of services (due to the lack of staff, poor working conditions, lack of training).
Compensation for the lack of assistance or too long delay to get assistance shall be considered to strengthen the provision of assistance which is crucial for most of PRM.

ALLOCATION OF RESPONSABILITIES
When traveling by air, some passenger face problems related to the lack of clarity in the allocation of responsibilities between airports, PRM assistance companies, ground handlers. Due to this lack of clarity, in case of broken or lost mobility equipment the different stakeholders involved can blame each other and not assume responsibility, making the process long and tiresome for passengers seeking redress.

8. The table below contains statements on a number of possible policy measures to address the five problem areas. Please rate the measures below in the table from 1 (least relevant) to 5 (most relevant). Not all of them need to be rated. The policy measures described below are without prejudice to the instrument used, and may entail a mix of legislative and soft law measures (including guidelines). Given the complexity and multifaceted nature of the problems, these approaches are not necessarily mutually exclusive.

Improved financial protection for air passengers against the risk of a liquidity crisis or an insolvency regarding the reimbursement of tickets and if needed their repatriation.

	1	2	3	4	5	No opinion
Passengers should be better informed about airline insolvency insurance available to them and other protection against airline insolvency available to them when they pay by credit card (In some Member States purchases made by						

credit card allow consumers to claim a refund from the card provider when they used the credit card to pay for a service that was not delivered because of the service provider's insolvency.)	○	○	○	○	○	◉
Insurance against airline insolvency should be widely available to passengers.	○	○	○	○	○	◉
Passengers should be better protected when they have accepted a travel voucher instead of a refund in money.	○	○	○	○	○	◉
In each Member State, a public authority should be responsible for coordinating repatriation efforts when passengers are stranded abroad as a result of an airline's bankruptcy.	○	○	○	○	○	◉

Reimbursement of air passengers in case of a booking via an intermediary ticket vendor:

	1	2	3	4	5	No opinion
When passengers booked an air ticket via an intermediary ticket vendor, they should only be entitled to turn to such intermediary to obtain a reimbursement in case of a cancellation, and not to the air carrier.	○	○	○	◉	○	○
Intermediary ticket vendors should reimburse passengers in the event of a cancellation, also where the air carrier did not provide the amount to be reimbursed to the intermediary ticket vendor first.	○	○	○	◉	○	○

Reimbursement in case of cancellation by air passengers in the event of major crisis such as a pandemic or a natural disaster:

	1	2	3	4	5	No opinion
Passengers should have the right to reimbursement when cancelling their tickets themselves in the event of a major crisis without having to pay a fee.	○	○	○	◉	○	○
Passengers should have the right to reimbursement when cancelling their tickets themselves in the event of a major crisis (such as pandemic or natural disaster), but the passenger may be asked to pay a termination fee.	○	○	○	○	○	◉

Passenger rights for multimodal journeys:

	1	2	3	4	5	No opinion

When one part of the multimodal journey is delayed or cancelled, passengers should be informed in real-time about the disruption and the possible next connections.	○	○	○	○	◉	○
Passengers should have the possibility to complain to carriers, ticket vendors and terminal managers about shortcomings which occur during their multimodal journey.	○	○	○	○	◉	○
Persons with disabilities or with reduced mobility should receive assistance when switching between different transport modes.	○	○	○	○	◉	○
All passengers who missed a connection to another mode because of the delay or the cancellation of the previous transport service should be offered assistance on how to continue the journey.	○	○	○	○	◉	○

Improved enforcement of passenger rights in all transport modes:

	1	2	3	4	5	No opinion
Transport carriers and terminal operators should regularly publish data on how they have complied with EU passenger rights (e.g. data on delays and cancellations of their services, assistance to persons with disabilities and reduced mobility etc.).	○	○	○	○	◉	○
The Commission should, in cooperation with the national authorities, ensure a more uniform application of EU passenger rights.	○	○	○	○	◉	○
The Commission should be able to request national enforcement bodies to investigate specific cases of infringements of passenger rights.	○	○	○	○	◉	○

9. Are there any other changes to passenger rights that should be considered? Please elaborate.

Free Text Question

Despite their importance, the specific objectives considered by the Commission in this consultation do not address some core issues that affects PRM, including persons with disabilities:
Accessibility of vehicles and infrastructure are not within the scope of the regulations while it is a major obstacles for PRM to enjoy full and equal rights as passengers.
Important transport services such as regional and urban buses and trains (Regulation 181/2011 on bus and coach and Regulation 2021/782 on rail) are not covered by the EU legislation despite their importance on a daily basis and also in case of multimodal journey.
Another key issue that PRM, including persons with disability, raise is linked to the increased digitalisation in transport services: (1) alternative options to the digital solution shall be made available (e.g. to buy tickets, to get information), (2) digital solutions shall be made fully accessible (e.g. touchpads are widely used in airport while they cannot be used by all passengers (e.g. blind or visually impaired people). When not properly considered, digitalisation is increasing inequal access to transport and hampering autonomy and independence of PRM, including persons with disabilities.

10. You may also upload any document(s) to provide evidence to support your responses.

The maximum file size is 1 MB

Only files of the type pdf, txt, doc, docx, odt, rtf are allowed

[upload here]

Please upload your file(s)

Only files of the type pdf,txt,doc,docx,odt,rtf are allowed

Contact

MOVE-B5-PR-REVIEW-IA@ec.europa.eu

Better protection for passengers and their rights

Toolkit for AGE and EDF members to
to respond to the EU consultation

Version of November 2022



Credit: Michał Parzuchowski on Unsplash

Structure

1. **Why** – a few good reasons why your response to the consultation is important

2. **What** – proposal of responses in align with our vision of ageing for Europe

3. **When, where, how** – practicalities of your response to a public consultation

1. Why is your response important?

A bit of context…

The European Commission is preparing the review of the regulatory framework related to passengers' rights for different transport mode: air, rail, bus and ship.

The open consultation is meant to get feedback from a broad range of stakeholders to inform this review and improve the existing EU legislation.

All views count:
Both in quality and in quantity!

The responses to the consultation will help acknowledging the importance of the topic.

You are a piece of the puzzle!

You don't have to respond to all questions of the consultation. But your point of view and expertise, even on a few of topics, will help moving forward.

2. What can you respond?



Credit: Callum Chapman on Unsplash

Our hints to answer the questions

General advice

- **Be specific and concrete:** what can the EU do? What added value can the EU bring? Do not hesitate to illustrate with concrete examples and suggestions.

- **Try to stick to the remits of the consultation:**
  - AIR: reimbursement and repatriation in case of insolvency of the air carrier
  - AIR: reimbursement rules for ticket bought through a vendor acting as an intermediary (e.g. travel agent, online booking platform)
  - AIR: reimbursement in case of a major crisis (e.g. pandemic)
  - ALL TRANSPORT MODES: rules to protect passengers if disruption when switching between different transport modes (at least two different ones), including for persons with reduced mobility in need of assistance.
  - ALL TRANSPORT MODES: enforcement across the EU (including complaint procedures)

→ **Though you have the possibility to explain about additional issues you may have faced**

Beyond the questionnaire

In addition to the answers provided to the questionnaire, you can upload an additional document. Here are some issues you can consider in this additional document:

- On top of the legal instruments, the European Commissions foresees the possibility to adopt recommendations and interpretative guidelines: make clear that comprehensive legal protection is key. Recommendations and interpretative guidelines shall only be complementary to a proper implementation of law.
- Accessibility is a continuum: before, during the journey and even afterwards in case of complaint. It is key to enjoy full and equal rights as passengers.
- Gathering evidence and data on accessibility and discrimination issues faced by persons with reduced mobility at EU level.
- Digitalisation: while digitalisation can help a number of persons with reduced mobility if properly designed, it can also hamper the use of transport by some others. Alternative solutions to digitalisation shall be proposed (e.g. to book assistance, to enter a complaint, to get support in case of disruption).
- Quality of services is key for the safety and experience of passengers: it is important to make sure that adequate working conditions and training are provided to staff, notably staff responsible for assistance.

Additional ressources

- EDF Feedback to Commission Call for Evidence on EU Passengers' Rights Regulations (January 2022)
- EU website dedicated to passengers' rights (available in all EU languages)

3. When, where how can you respond?

WHEN	WHERE	HOW
Consultation opened: *14 September 2022* *Consultation closes:* *7 December 2022*	Link to the Online Public Consultation on Passenger Rights *If you cannot respond to the questionnaire online because it is not accessible for you, please download the accessible Word version available on the website and send it to the following e-mail address: MOVE-B5-PR-REVIEW-IA@ec.europa.eu*	See technical guidance below *(possible to respond in your national language)*

3.1. Accessibility of the Public Consultation

In the link to the European Commission's consultation on Passenger rights you can also find the questionnaire in Word format. This is extremely useful because the questionnaire system that it is explained in the following slides is not always accessible.

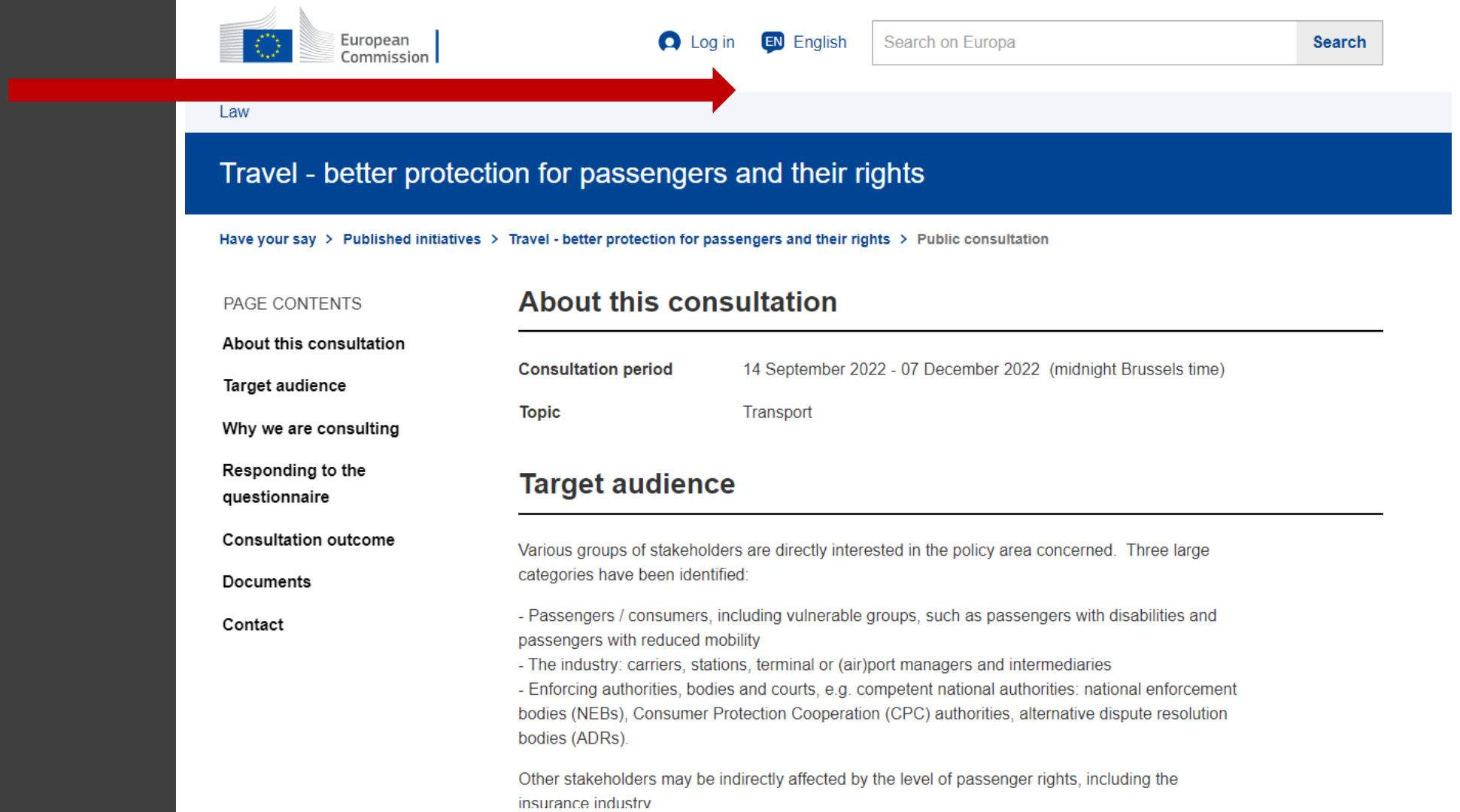
The Word documents are available in all EU languages. Once completed, send it to the following e-mail address: MOVE-B5-PR-REVIEW-IA@ec.europa.eu

If, for accessibility reasons, you send the questionnaire in Word format, you don't have to fill the on-line form explained in the following slides.

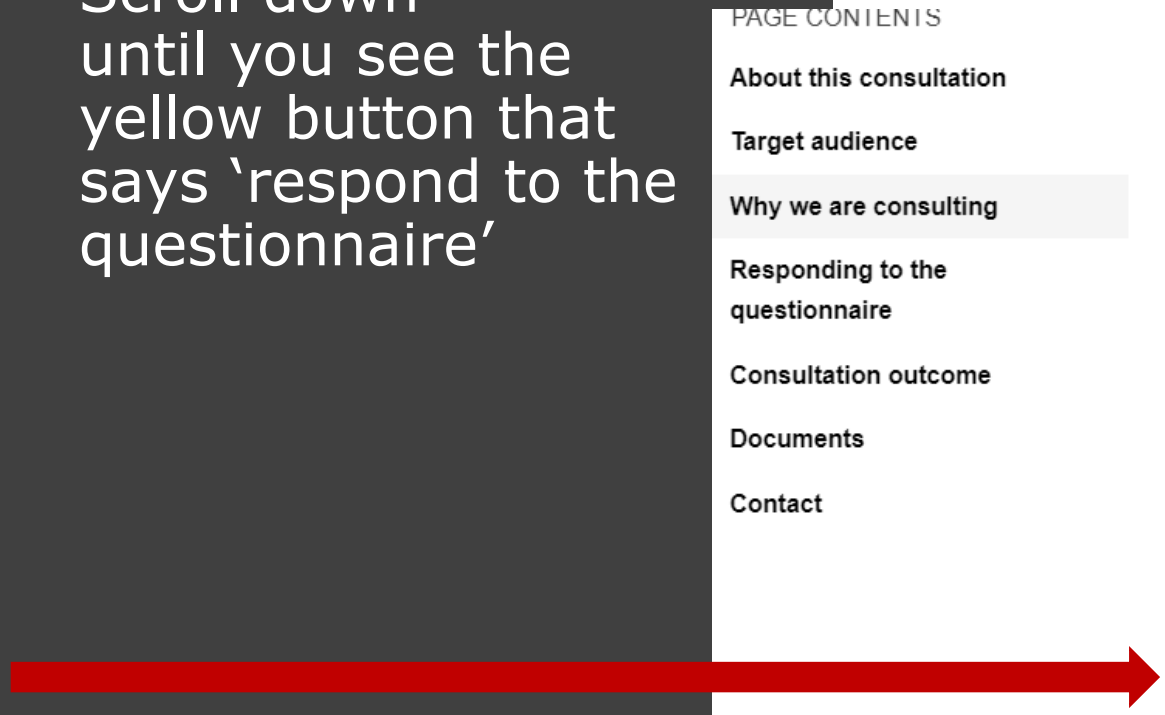
1/
Access the public consultation…

and choose your language

Link to the public consultation on passenger rights



2/
Scroll down until you see the yellow button that says ‘respond to the questionnaire’



PAGE CONTENTS

About this consultation

Target audience

Why we are consulting

Responding to the questionnaire

Consultation outcome

Documents

Contact

Collecting input through the public consultation, as well as through more targeted consultations in subsequent phases, is conducive to supporting a balanced and robust and evidence based analysis throughout the process. It will contribute to the overall quality of the impact assessment.

Responding to the questionnaire

You can contribute to this consultation by filling in the online questionnaire. If you are unable to use the online questionnaire, please contact us using the email address below.

Questionnaires are available in some or all official EU languages. You can submit your responses in any official EU language.

For reasons of transparency, organisations and businesses taking part in public consultations are asked to register in the EU’s Transparency Register.

In order to contribute you'll need to register or login using your existing social media account.

Respond to the questionnaire >

Personal data and privacy statement

The European Union is committed to protecting your personal data and to respecting your privacy. When carrying out public consultations we adhere to the policy on 'protection of individuals with regard to the processing of personal data by the Community institutions', based on Regulation (EU) 2018/1725 on processing of personal data by the EU institutions.

Further information on the protection of your personal data

Consultation outcome

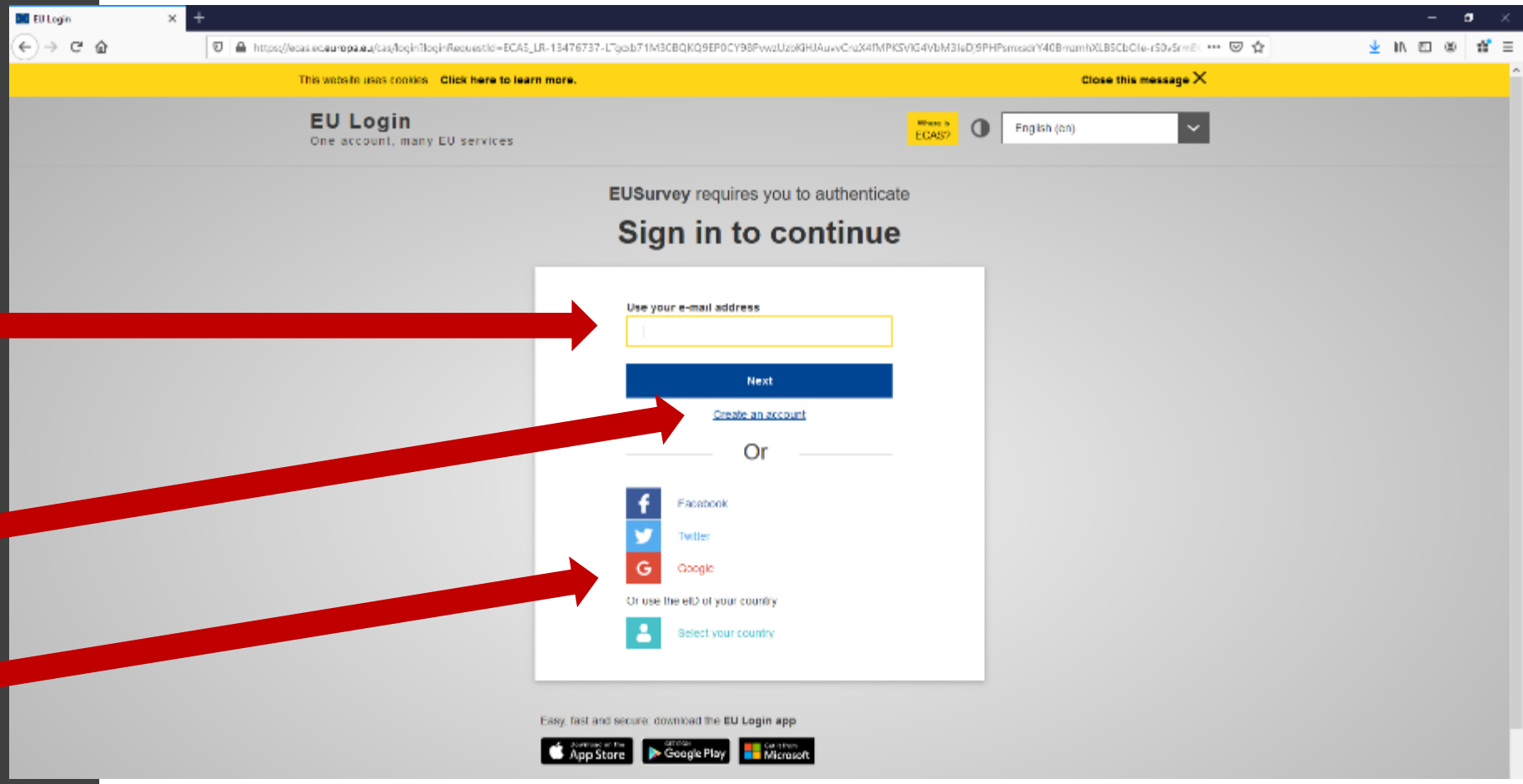
3/
Login with an ECAS account

(it is not possible
to respond without it)

Option 1
You already have
an ECAS account

Option 2
You need to create
an ECAS account

Option 3
You can use a Facebook, a
Twitter or a Google Account if
you have one



You now REALLY have access to the consultation!



English EN

European Commission >

EUSurvey

Save a backup on your local computer (disable if you are using a public/shared computer)

Public consultation: Better protection for passengers and their rights

Fields marked with * are mandatory.

Introduction

Passenger rights are at the heart of the EU's transport and consumer policy. Passengers on all collective modes of transport are protected before, during and after their journey by a comprehensive regulatory framework. In particular, passenger rights provide a solution to passengers when they are faced with journey disruptions throughout the various modes of transport (air, rail, bus and ship). Despite significant progress made in the last 18 years, major challenges still remain to be tackled, as further demonstrated during the COVID-19 pandemic and during the summer of 2022.

The objective of this public consultation is to allow the general public and stakeholders to express their views on the current state of play and on the need for additional policy action at European level. Under this initiative, the Commission is considering policy measures covering the following aspects:

1. improved financial protection for air passengers against the risk of a liquidity crisis or an insolvency regarding the reimbursement of tickets and if needed their repatriation
2. reimbursement of air passengers in case of a booking via an intermediary ticket vendor
3. reimbursement in case of cancellation by air passengers in the event of major crisis such as a pandemic or a natural disaster

Contact

MOVE-B5-PR-REVIEW-IA@ec.europa.eu

Save as Draft

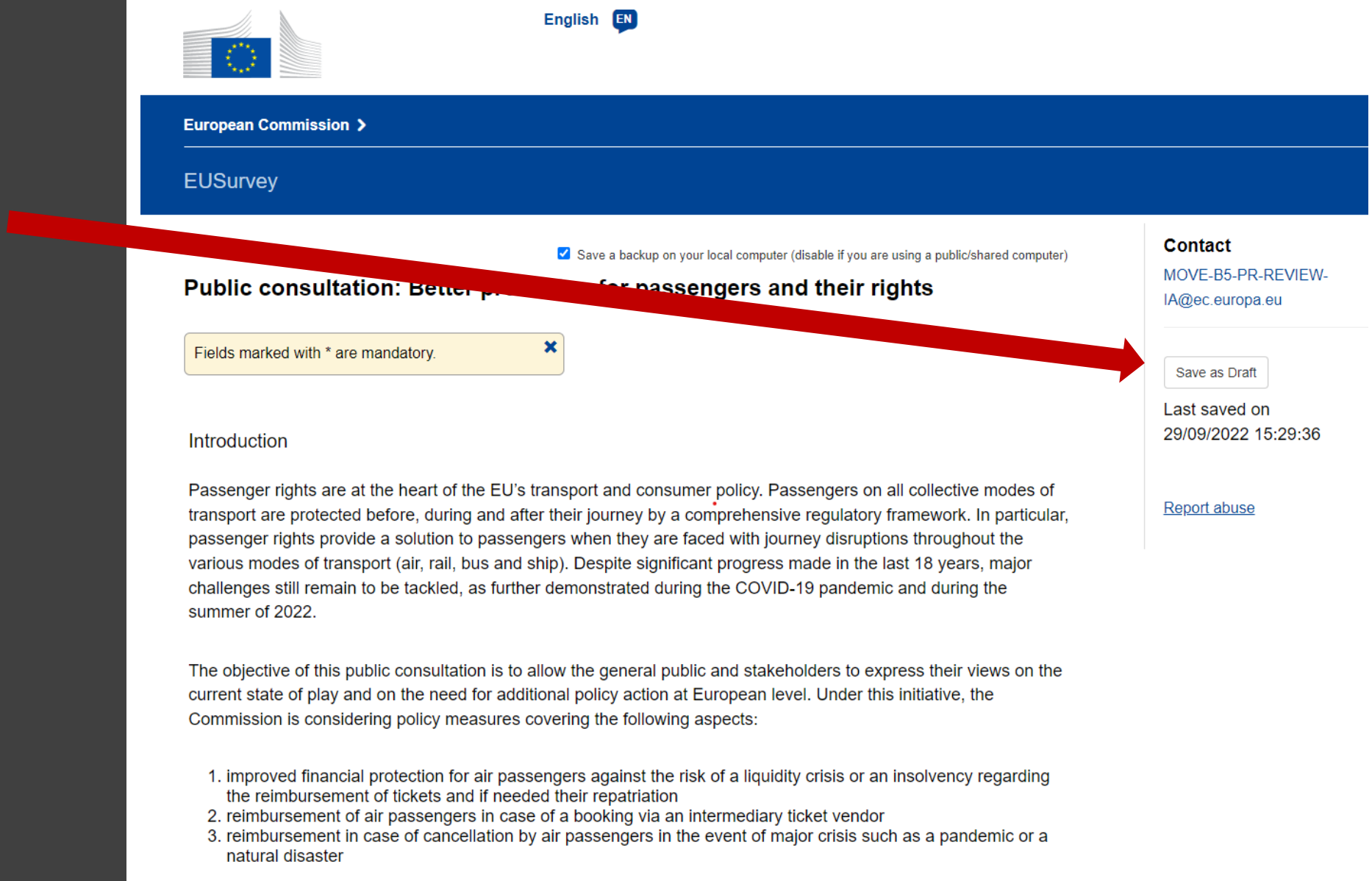
Last saved on 29/09/2022 15:29:36

Report abuse

4/
Save a draft if you want to:

- Download a PDF if you want to have the questionnaire in a single file to share with others for example

- work in several steps without loosing content

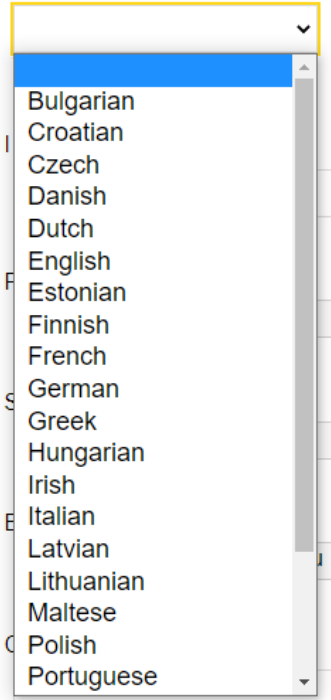


5/
Scroll down to choose the language of your response

The initiative also takes into account the 2021 special report from the European Court of Auditors on air passenger rights during the COVID-19 pandemic.

About you

* Language of my contribution



The Commission will publish all contributions to this public consultation. You can choose whether you would prefer to have your details published or to remain anonymous when your contribution is published. **For the purpose of transparency, the type of respondent (for example, 'business association, 'consumer association', 'EU citizen') country of origin, organisation name and size, and its transparency register number, are always published. Your e-mail address will never be published.** Opt in to select the privacy option that best suits you.

6/
Do not forget to attach an annex if you wish so
(one file only)

cancellations of their services, assistance to persons with disabilities and reduced mobility etc.).						
The Commission should, in cooperation with the national authorities, ensure a more uniform application of EU passenger rights.	○	○	○	○	○	○
The Commission should be able to request national enforcement bodies to investigate specific cases of infringements of passenger rights.	○	○	○	○	○	○

9. Are there any other changes to passenger rights that should be considered? Please elaborate.

Free Text Question

10. You may also upload any document(s) to provide evidence to support your responses.
The maximum file size is 1 MB

Only files of the type pdf, txt, doc, docx, odt, rtf are allowed

[upload here]

Please upload your file(s)
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Select file(s) to upload

Submit

7/ Submit and download a PDF copy of your submission

cancellations of their services, assistance to persons with disabilities and reduced mobility etc.).						
The Commission should, in cooperation with the national authorities, ensure a more uniform application of EU passenger rights.	○	○	○	○	○	○
The Commission should be able to request national enforcement bodies to investigate specific cases of infringements of passenger rights.	○	○	○	○	○	○

9. Are there any other changes to passenger rights that should be considered? Please elaborate.

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[upload here]

Please upload your file(s)

Only files of the type pdf,txt,doc,docx,odt,rtf are allowed

Select file(s) to upload

Submit



Thanks for responding!

Do not forget to share your contribution with AGE and EDF Secretariat

Contact persons:
AGE: Julia.Wadoux@age-platform.eu
EDF: daniel.casas@edf-feph.org

Questions for stakeholders/organisations

- Does your organization target older women, LGBTQI people, ageing lesbian, bisexual, transgender, non-binary women? If yes, how do you engage this target group(s)?

  AGE Platform Europe has worked on the human rights of LGBTQI older people. In 2012, we produced a joint policy paper with ILGA-Europe entitled Equality for older lesbian, gay, bisexual, trans and intersex people in Europe. In 2020, we published an article on the impacts of the Covid-19 on older LGBTQI people, entitled Older LGBTI people: how do they live through the COVID-19? We are currently working with ILGA-Europe on producing a joint paper analysing some data on older LGBTQI people.
  We also wrote an article on IDAHOBIT Day this year.

- Does your organization have specific experience working on the topics of ageing (in general), ageing LGBTQI people, ageing women, ageing lesbian, bisexual, transgender and non-binary women? If yes, is this topic part of your continuous work or did you run a specific project?
  Yes, AGE Platform Europe's main advocacy work is on advancing the human rights of older persons. We are committed in working more on the multiple and intersectional discrimination older LGBTQI people face.

- Which themes did the work focus on? For example: Financial situation, Health (including SRHR, mental health), Experience of discrimination and violence (including LGBTphobia, sexism, ageism), Services and housing for older persons, LGBT training of professionals working towards older persons, Community and loneliness, Intersectional factors influencing experience of ageing, etc.
  Our 2012 policy brief focused on:
  - Social protection and derived rights for same-sex couples
  - Financial situation
  - Healthcare
  - Long-term care and residential care
  - Isolation and social exclusion, including violence

  We are specifically interested in looking at the multiple and intersectional LGBTQI, notably trans and intersex people, face.

- Have you produced any research, statements or other material on this topic? Do you know of other relevant data from your country/region?
  See first question.

Please provide short information and any relevant links or documents.

- Do you know of any partner or member organizations working on this topic?

Please provide short information, links and contacts.

  - Spain - Fundacio 26D - https://fundacion26d.org/
  - Czechia - Zivot90 - https://www.zivot90.cz/cs/komunita/duhovy-zivot-90 // https://www.zivot90.cz/cs/program-pride-life-2021
  - Greece – 50+ Hellas - https://www.facebook.com/proudseniorsgreece/

- Italy - Anziani e non Solo (principal coordinator of the Best4OlderLGBTI project that finished in 2019) - https://www.anzianienonsolo.it/online/ and https://www.best4older-lgbti.org/
- Portugal - CAS050+ (partner of Best4OlderLGBTI) - https://www.facebook.com/cas050mais/
- Ireland – Age & Opportunity https://ageandopportunity.ie/
- Germany – BAGSO has among its members BISS e.V. - http://schwuleundalter.de/ (representing older gay men), and Lesben und Alter - http://lesbenundalter.de/ (representing older lesbian women)

More info about the research:

EL*C has mandated a study on the needs and lived experiences of older LBTQI women and non-binary persons in the EU member states. **The aim of the research is to assess the situations of ageing LBTQI women concerning issues such as their socio-economic situation, integral health, discrimination, access and experiences of housing, care and other services, as well as to identify individual and collective strategies and good practices favouring older lesbians* wellbeing and rights.**

The research team adopts a mixed method and includes a desk research, quantitative data analysis, a mapping of good practices as well as qualitative semi-directed interviews. During this stage of the research we will gather knowledge from key stakeholders working with ageing lesbians, bisexual women, transgender and queer women.

We will focus on people over the age of 55 and highlight issues around : Integral Health (including mental health), Access to services (including issues around housing, in-home services, training of professionals), Experiences of discrimination and violence, Community and family.

We will adopt an intersectional perspective and are seeking to identify the needs of older lesbians* with different experiences, including those who are transgender or non-binary, experience racism, have migrated, have a disability, live in rural areas, face poverty, and differences between age subgroups.

Apolline Parel

From: Bárbara Romero Rodríguez <b.romeroclinica@gmail.com>
Sent: Friday, 28 October 2022 11:03
To: Apolline Parel
Subject: Re: Interview on Ageing lesbians for EL*C

Sure! Here is the info.

Interview with Apolline AGE platform
Jueves, 3 noviembre · 15:00 – 16:00
Información para unirse a la reunión de Google Meet
Vínculo a la videollamada: https://meet.google.com/pzo-qdhg-bos

Talk to you soon,

Bárbara Romero Rodríguez
Human Rights
Gender and Inclusion

El vie, 28 oct 2022 a las 10:54, Apolline Parel (<apolline.parel@age-platform.eu>) escribió:

> Could you send me a link on which I can connect next Thursday from 15:00 to 16:00 (Brussels time)?
>
> I am looking forward to speaking to you.
>
> Best regards,
>
> Apolline

From: Bárbara Romero Rodríguez <b.romeroclinica@gmail.com>
Sent: Friday, 28 October 2022 10:51
To: Apolline Parel <apolline.parel@age-platform.eu>
Subject: Re: Interview on Ageing lesbians for EL*C

ok, let´s talk then.

Until next Thursday!

Bárbara Romero Rodríguez

Human Rights

Gender and Inclusion

El vie, 28 oct 2022 a las 10:30, Apolline Parel (<apolline.parel@age-platform.eu>) escribió:

> Tuesday is a bank holiday here in Belgium so I will be off, and I already have a meeting on Thursday at 14:00 but could you speak from 15:00 to 16:00 instead?

From: Bárbara Romero Rodríguez <b.romeroclinica@gmail.com>
Sent: Friday, 28 October 2022 10:26
To: Apolline Parel <apolline.parel@age-platform.eu>
Subject: Re: Interview on Ageing lesbians for EL*C

Thank you very much, I propose to you the following options:

Tuesday 1st, 9:00, 11:15 am

Thursday 3, 14:00 pm

Looking forward to your confirmation.

Bárbara Romero Rodríguez

Human Rights

Gender and Inclusion

El vie, 28 oct 2022 a las 10:16, Apolline Parel (<apolline.parel@age-platform.eu>) escribió:

> Dear Bárbara,
>
> Not a problem at all for the confusion. Unfortunately, I am no longer available today, but would you be available next week?
>
> Best regards,
>
> Apolline

From: Bárbara Romero Rodríguez <b.romeroclinica@gmail.com>
Sent: Friday, 28 October 2022 10:09
To: Apolline Parel <apolline.parel@age-platform.eu>
Subject: Re: Interview on Ageing lesbians for EL*C

Dear Apolline, I am so sorry, my agenda register our meeting at 11:00 am, I am not sure why. Please do excuse me. Is it possible for you still to have the meeting now?

Please accept my apology for this mistake.

Bárbara Romero Rodríguez

Human Rights

Gender and Inclusion

El lun, 24 oct 2022 a las 16:58, Apolline Parel (<apolline.parel@age-platform.eu>) escribió:

> Dear Bárbara,
>
> Many thanks for your email. I would be available this Friday from 09:00 to 10:00 (Brussels time) hrs.

I am very much looking forward to discussing this issue with you.

Best regards,

Apolline

From: Bárbara Romero Rodríguez <b.romeroclinica@gmail.com>
Sent: Monday, 24 October 2022 15:05
To: Apolline Parel <apolline.parel@age-platform.eu>
Subject: Interview on Ageing lesbians for EL*C

Dear Appoline,

I am writing to you on behalf of the research group working for EL*C, because we are really interested in your work in the AGE platform and also in the Groupe d'Intervention Scolaire (GrIS). Would you be so kind as to participate in an interview with us?

I propose to you the following time slots, hoping that one of them will be feasible for you,

Thursday 27 Oct.: 10:00, 11:00 am

Friday 28 Oct.: 9:00, 10:00 am

Wednesday 9 Nov.: 11:00 am, 14:00 pm

Thursday 10 Nov: 9:00, 10:00 am

Thanks in advance for your kind reply and confirmation.

Looking forward to hearing from you,

Bárbara Romero Rodríguez

Human Rights

Gender and Inclusion