

The Civil Aviation Authority launches the awareness campaign “Know Your Rights, Claim Them!”



Between 10 - 31 July 2025, the Civil Aviation Authority of the Republic of Moldova (CAA) is conducting a national information campaign on air passenger rights.

The campaign aims to raise public awareness about passengers' rights in case of flight delays, cancellations, or denied boarding, as well as the mechanisms through which passengers can claim compensation or request assistance from airlines.

Passengers will learn:

- What compensation or assistance they can request
- When and how these rights apply
- What obligations airlines have in such cases
- Where to file a complaint

The campaign includes informational materials distributed at the airport, posts on social media, video/audio spots, leaflets, and guidance toward the platform www.caa.md, where a dedicated “Passenger Rights” section is available.

Through this initiative, the CAA reaffirms its commitment to promoting consumer rights and ensuring airline accountability towards passengers, aiming to ensure that every air traveler is properly informed and empowered to exercise their rights effectively.