



The Dublin Airport Experience

30 June 2023

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- Unparalleled passenger disruption due to unexpected return to pre-pandemic passenger levels
- Problem crystallised on 29 May 2022 when Security staff were unable to process passengers in a timely fashion resulting in many missed flights
- Key aspect in determining our response : we are a semi-state owned entity answerable to the Minister for Transport
- Our CEO was mandated to appear before parliament's Transport Committee to explain how the incident occurred. CEO admitted that we were unprepared and undertook to put mitigations in place including compensating affected passengers
- Ireland is a Common Law jurisdiction. There is no legislation covering such events. There is no contract between the airport and the passenger therefore breach of contract did not arise.
- Potential claims under the law of Tort: negligence: duty, breach and damage. No exemplary damages in Ireland

- Importance of acting quickly
- We set up a working group consisting of Marketing/Customer Experience team and Legal
- Containment of claims: we put a compensation Scheme in place.
- In addition we drafted a suite of documents including:
 - Expense Claim Form
 - Template letters to affected customers
 - Refunds Process

Key Aspects included :

- ❖ Scheme confined to events on 29 May 2022
- ❖ Scheme strictly on a without admission of liability basis
- ❖ Covered relevant, reasonably and necessarily incurred direct out of pocket expenses.
No compensation for stress
- ❖ Provision of bank details deemed evidence of acceptance of Scheme terms and conditions and in full and final settlement of all claims
- ❖ To avoid multiple claims and in order to validate claims passengers agreed to allow Dublin airport to contact third parties including relevant airlines
- ❖ Dublin airport reserved the right to check CCTV to verify when passenger arrived in the airport prior to departure time
- ❖ Claims to be assessed on a case by case basis

QUESTIONS?

THANK YOU