

Euroconsumers calls on the EU to take responsibility for protecting passengers from unfair hand luggage fees

Brussels, 8 October 2025 – Euroconsumers takes note of the [European Commission’s decision](#) to open proceedings against Spain’s Ministry of Consumer Affairs over the fines imposed on low-cost airlines for, among other issues, charging passengers extra for hand luggage. While the Commission argues that this issue should be addressed at the European rather than national level, it has not yet taken a position on the merits of the case.

For Euroconsumers and its Spanish member organisation **OCU**, this development underlines a long-standing demand from consumers across Europe: **the need for clear, fair and harmonised EU-level rules on hand luggage.**

Euroconsumers has long called for an end to **unfair hand luggage charges**, which confuse passengers, hinder price comparison, and distort genuine consumer choice. Our July 2025 survey across Belgium, Italy, Spain and Portugal revealed overwhelming frustration among travellers:

- **90% of passengers believe hand luggage should be included in the ticket price**
- Most find baggage policies **unclear, unfair, and misleading** when comparing fares

The message from consumers could not be clearer: if the European Commission believes this issue must be resolved at the EU level, **then it is now the EU’s responsibility to act - decisively and soon – in the interest of passengers.**

“Consumers are tired of paying extra for what should be a basic right,” said Els Bruggeman, Head Policy and Enforcement at Euroconsumers. “If national authorities cannot intervene, then the European Commission must do with EU-wide enforcement and ensure a fair and harmonised framework that puts passengers first.”

Euroconsumers calls on the European Commission to deliver for consumers by ensuring:

- **Free hand luggage is included in the ticket price**
- **Harmonised baggage rules across all EU airlines**

- **Stronger EU-level enforcement of passenger rights**

Euroconsumers will continue to advocate for **a transparent, fair and consistent air travel market** – one that works for passengers, not against them.

Read the full survey analysis here: [Hand luggage survey – Euroconsumers](#)

For more information on OCU's actions, click [here](#).

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Euroconsumers

Gathering five national consumer organisations and giving voice to a total of more than 6 million people in Italy, Belgium, Spain, Portugal and Brazil, Euroconsumers is the world's leading consumer group in innovative information, personalised services and the defence of consumer rights. Our European member organisations are part of the umbrella network of BEUC, the European Consumer Organisation. Together we advocate for EU policies that benefit consumers in their daily lives.