



CIVIL AVIATION AUTHORITY OF REPUBLIC OF MOLDOVA

CIRCULAR **nr. 01 –30/07/2026**

on informing passengers of their rights

This Circular is issued pursuant to Article 7(3)(1)(d) of the Air Code of the Republic of Moldova No. 301/2017.

1. This Circular is issued for the purpose of ensuring that passengers are informed of their rights, as provided for in paragraphs 38 and 39 of the Regulation on Compensation and Assistance to Passengers in the Event of Denied Boarding and Flight Cancellation or Long Delay, approved by Government Decision of the Republic of Moldova No. 836/2012.
2. Air operators shall ensure that passengers are informed in writing of their rights in the event of denied boarding, flight cancellation or a flight delay of at least two hours, as well as of the contact details of the air carrier to which a complaint may be submitted or sent and, respectively, the contact details of the Civil Aviation Authority, acting as the authority entrusted with consumer protection functions in air transport.
3. In the case of blind passengers and passengers with reduced vision, the provisions of paragraph 2 of this Circular shall be applied by using appropriate alternative means.
4. The heads of air operators shall take the necessary measures to ensure compliance with this Circular within three months from the date of its publication.
5. This Circular shall be published on the official website of the Civil Aviation Authority, www.caa.md, under the sections "Consumer Protection" and "Regulatory Framework/Circulars".
6. This Circular shall enter into force on the date of its signing.

Director

Evgheni KOSTEȚKI