



Guidance Note for Representatives

Rejected applications for adjudication

The application for adjudication submitted by the representative of the passenger(s) has been rejected because one or more of the conditions below has not been addressed. The representative is welcome to re-apply on behalf of the passenger(s) provided all the conditions detailed below are met.

In order to submit a valid application as a representative of a passenger, all representatives must do all of the following:

1. The application must be made in the name of the passenger;
2. The representative must give their own email address rather than the passenger's in order to access the online case file;
3. The representative must upload a CEDR declaration form signed by the passenger confirming that they give consent for the representative to act on their behalf. The template declaration has been uploaded to the case file area of this application;
4. CEDR will not accept any declaration prepared by a representative that does not precisely replicate the text of the CEDR template, nor will CEDR accept declarations that include any additional undertakings.
5. Please note that CEDR adjudication is intended to provide a simple and speedy opportunity for passengers to appeal a deadlocked complaint without recourse to the courts. Any financial redress agreed by the parties by way of settlement, or directed to be paid by an adjudicator, is in relation to an obligation owed to the passenger by the airline. We have no powers to order an airline to make any payments to third party representatives and will not consider refusal by an airline to do so as compliance failure.

A copy of the Scheme Rules is available on our website at www.cedr.com/consumer/aviation