

Media Release

11 May 2011

CASE launches educational brochure on airlines

The Consumers Association of Singapore (CASE) is launching an educational brochure on air travel consumer tips today. Given the variety of airlines in the market today, this brochure highlights the need for consumers to compare the offerings available to select a travel experience that best suits their needs. The brochure gives tips on what to look out for before purchasing air tickets and matters that travellers should note before and after the flight.

Mr Yeo Guat Kwang, CASE President, feels that consumers should benefit from the information in the brochure. "We do receive many cases of airline-related disputes, and sometimes consumers do not know where and how to seek redress. With this brochure, the consumers will be better equipped when they are travelling by flight. We hope that when consumers are better informed, the number of disputes can be reduced."

In addition, the brochure includes a section on dispute resolution methods. This will give consumers some direction to seek recourse when required.

From today onwards, this education brochure will be available on CASE's website and office for consumers to view. CASE is also looking at distributing the brochures via its list of CaseTrust accredited travel agencies.

Yeo Guat Kwang
CASE President