



Airline Passenger Rights in New York State



State of New York
Eliot Spitzer
Governor

Mindy A. Bockstein
Chairperson and Executive Director
Consumer Protection Board

Attention:

Whenever airline passengers in New York State are delayed for more than three (3) hours on the aircraft prior to takeoff, the carrier must ensure that passengers are provided, as needed, with:



Electric generation service and temporary power for **fresh air** and **lights**;



Waste removal service in order to service the holding tanks for **on-board restrooms**; and,



Adequate **food, drinking water** and other refreshments.

(See General Business Law, Article 14-A, effective January 1, 2008)

To file a complaint, contact the
New York State Consumer Protection Board
Office of the Airline Consumer Advocate
5 Empire State Plaza, Suite 2101 ♦ Albany, NY 12223
Phone Toll Free: 1-800-697-1220 ♦ www.nysconsumer.gov
- or -
Aviation Consumer Protection Division, C-75
U.S. Department of Transportation
1200 New Jersey Ave, SE ♦ Washington, DC 20590
1-202-366-2220 ♦ <http://airconsumer.ost.dot.gov>