

Irina Ciochiu Launches the Passenger Rights Transparency Pledge

Romanian entrepreneur and FlightHelp Founder Irina Ciochiu is launching a new public pledge to promote greater passenger awareness, transparency, and accountability across Europe's aviation industry.

Balotesti, Ilfov Jul 28, 2026 ([Issuewire.com](https://www.issuewire.com)) - As millions of travellers prepare for another busy year of air travel, Irina Ciochiu, Founder of FlightHelp, has announced the launch of the **Passenger Rights Transparency Pledge**, a personal commitment aimed at helping more travellers understand, document, and exercise their rights when flights are disrupted.

The pledge is rooted in a growing concern that too many passengers abandon valid claims because they lack information, documentation, or confidence in the process.

According to industry estimates, more than **30 million passengers across Europe may be eligible for compensation each year** under EU261 regulations. Yet studies suggest that **fewer than 40% of eligible travellers ever file a claim**. At the same time, European air traffic has returned to near pre-pandemic levels, increasing the likelihood of delays and cancellations during peak travel periods.

For Ciochiu, the issue is not simply regulation. It is accessibility.

"Passenger rights only matter if people are actually able to enforce them," says Ciochiu.

She believes that greater awareness and better documentation can help travellers make more informed decisions when disruptions occur.

"Success is creating systems that solve real-world problems at scale, especially in industries where individuals often lack support," she says.

Research from European consumer organisations also shows that many passengers abandon claims after airlines cite extraordinary circumstances, often without fully understanding what those explanations mean or whether they apply to their situation.

"The real challenge is translating complex rules into practical solutions for everyday travellers," Ciochiu explains.

The Passenger Rights Transparency Pledge is designed to encourage individuals to take simple, practical actions that improve their understanding of flight disruptions and passenger protections.

The Seven Commitments of the Passenger Rights Transparency Pledge

As part of the pledge, Ciochiu is committing to:

- **Educate travellers about EU261 rights using clear, simple language.**
- **Encourage passengers to document every disruption with evidence and records.**
- **Promote transparency around airline explanations and claim denials.**
- **Advocate for informed decision-making before passengers abandon claims.**
- **Provide practical resources that simplify passenger rights processes.**

- **Share educational content focused on awareness rather than confusion.**
- **Continue improving systems that help travellers understand their options.**

“I focus on action over emotion,” says Ciochiu. “Most challenges become manageable once you start moving through them.”

Why This Matters Right Now

Several trends make passenger awareness especially important today:

- More than **30 million European passengers may qualify for compensation annually.**
- Less than **40% of eligible passengers ever submit claims.**
- European air traffic has returned to near pre-pandemic levels, increasing disruption risks during busy travel periods.
- Flight delays and cancellations collectively cost travellers billions of euros annually through lost time, missed connections, accommodation expenses, and rebooking costs.
- Consumer groups continue to report widespread confusion around airline explanations involving extraordinary circumstances.

According to Ciochiu, these numbers show a clear need for better passenger education.

Do It Yourself Toolkit: 10 Actions Any Traveller Can Take Today

You do not need to purchase any service to become better informed about your rights.

The Passenger Rights Transparency Toolkit encourages travellers to:

- Save all boarding passes.
- Keep booking confirmations.
- Photograph airport departure boards when delays occur.
- Record actual arrival times.
- Save airline emails and text messages.
- Keep receipts for disruption-related expenses.
- Review EU261 eligibility guidelines.
- Request written explanations from airlines whenever possible.
- Maintain a dedicated travel folder for documents.
- Seek clarification before accepting a denied claim as final.

30-Day Passenger Awareness Tracker

Participants are encouraged to complete the following over the next 30 days:

Week 1

☐ Learn the basics of EU261 rights

Week 2

☐ Create a travel documentation checklist

Week 3

☐ Organise travel records and receipts

Week 4

☐ Share passenger rights information with friends, family, or colleagues

Day 30

☐ Review what you learned and update your travel preparedness plan

“Growth comes from iteration,” says Ciochiu. “Every result, good or bad, provides feedback that helps improve the system.”

Call to Action

Travellers, consumer advocates, and frequent flyers are invited to take the Passenger Rights Transparency Pledge today.

Commit to documenting flight disruptions, learning the basics of passenger protections, and helping others understand their rights. Share the toolkit with friends, family members, and colleagues who travel regularly so more people are prepared before problems occur, not after.

To read the full interview, visit the website [here](#).

About Irina Ciochiu

Irina Ciochiu is a Romanian entrepreneur and legal professional, and the Founder of FlightHelp. With a background in law from the University of Craiova, she works at the intersection of aviation, regulation, and consumer advocacy. Through her work, she helps passengers navigate complex compensation frameworks and promotes greater transparency, accountability, and awareness throughout the European aviation industry.

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