



COMESA Competition Commission  
Eastern

Kang'ombe House, 5th Floor  
P.O. Box 30742 Lilongwe 3, Malawi

Tel: +265(0)1 11772466

+265 (0) 999 970 269

Email- [compcom@comesacompetition.org](mailto:compcom@comesacompetition.org)



Common Market for

and Southern Africa

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### **CALL FOR REPRESENTATIONS FROM PASSENGERS DENIED REFUNDS OR COMPENSATION FOR UNUSED TICKETS DURING COVID-19.**

The COMESA Competition Commission ("the Commission") has become aware that several passengers who were affected by the COVID-19 related flight cancellations were denied refunds or compensation for unused tickets by some of the airlines operating in the COMESA Region.

Further, the Commission has also become aware that the airlines may have relied on unfair terms and conditions ("terms") to deny passengers of their right to refunds and/or compensation. The Commission is concerned that the concerned airlines may have engaged in a misleading conduct, a possible violation of article 27 of the COMESA Competition Regulations ("Regulations") especially where the terms were not disclosed to the consumers at the time of the booking or where the provisions therein entail a misleading effect. Furthermore, the airlines concerned may have engaged in unconscionable conduct, a possible violation of articles 28 and 29 of the Regulations if the airlines engaged in unfair tactics, coercive or deceptive conducts; or if the provisions of the terms used provided undue advantage to the airline to the detriment of the consumers.

To address the above concerns, the Commission is seeking representations from passengers who were denied refunds or compensation for their unused tickets during the COVID-19 pandemic. The submissions will help the Commission to investigate related consumer rights violations and take enforcement action against airlines that failed to comply with their obligations.

The passengers whose tickets were canceled or significantly changed due to COVID-19 but were denied a refund or compensation by the airline may submit to the Commission sharing their experiences and providing the relevant documentation including the following:

- a. Description of the intended flight
- b. Any form of correspondence with the airline,
- c. ticket and payment receipt
- d. Boarding passes in cases where they had been provided.
- e. Information provided by the airline justifying its decision to deny the passengers their refunds or compensation.
- f. Proof of refunds, in cases where the refund was substantially less than the amount paid by the passenger.
- g. Any other evidence that can help to support the complaint.

Affected passengers can fill the complaint form which can be downloaded from the Commissions' Website at <https://www.comesacompetition.org/file-a-consumer-complaint/> and submit it to the Commission by email on [consumers@comesacompetition.org](mailto:consumers@comesacompetition.org).

*All communication must be addressed to the Chief Executive Officer*