

THE WORST EUROPEAN AIRLINES REVEALED



The Flightright Index 2024, presented by the passenger rights portal Flightright, rates the 20 largest European airlines based on reliability, payment behavior, and customer opinion. The evaluation revealed that two major European airlines, British Airways and Lufthansa, performed poorly in the overall rating.

The index highlights significant differences in airline service quality and reliability. This transparency is essential for customers to make informed decisions and for airlines to identify areas for improvement. **Major airlines, such as Lufthansa, British Airways, and KLM, must significantly improve in many areas.**

Lufthansa and British Airways Have the Worst Overall Rating

In the 2024 Index, British Airways (2.09 stars) and Lufthansa (2.10 stars) received the lowest overall ratings among the European airlines. Both airlines performed poorly in several categories, resulting in the worst overall results. On the other hand, Transavia (3.49 stars) and Austrian Airlines (3.25 stars) emerged as the winners. Transavia was particularly praised for its good performance in terms of reliability and payment behavior. Austrian Airlines excelled in customer satisfaction, taking first place in this category.

Major European Airlines That Are Particularly Unreliable

Each airline's delay and cancellation records were assessed in the reliability category to determine which airlines are notably reliable or unreliable. Four airlines received only two stars and performed poorly. Along with Air Dolomiti, major European airlines such as Lufthansa, British Airways, and KLM fall into this category. Transavia France, Iberia, and Turkish Airlines received 4.5 stars and were considered reliable.

Many Airlines Are Slow to Pay Compensation

Payment behavior rating is based on how quickly airlines compensate for flight delays and cancellations. Airlines that make more direct and faster payments receive higher ratings. Turkish Airlines received the lowest rating of 1 star, followed by Lufthansa and British Airways with two stars, along with several other airlines. The top performers with four stars are Transavia France, Austrian Airlines, Air France, and the German airline Discover Airlines.

Customer Satisfaction with Airlines Is Consistently Low

A survey was conducted to analyze the satisfaction levels of thousands of our customers with the service provided by various airlines and the promptness and reliability with which passengers' concerns were addressed. The survey comprised seven questions about the accessibility of the airlines' customer service, their information policies, and the support they offered to passengers during flight disruptions. Notably, none of the 20 airlines rated 3 stars or higher. **Austrian Airlines had the highest rating at 2.74 stars, followed by Condor with 2.63 stars. The lowest ratings were received by Wizz Air (1.79 stars) and Vueling (1.82 stars).**

Travelers should consider more than just price when choosing an airline. Factors such as punctuality, quality of service, and willingness to compensate quickly play an essential role in ensuring a pleasant travel experience. For instance, a delay in compensation can significantly impact a traveler's experience, making it crucial to consider an airline's payment behavior, according to experts.

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