

PUBLIC NOTICE ISSUED BY THE DIRECTOR GENERAL (CONSUMER AFFAIRS) WITHIN THE MALTA COMPETITION AND CONSUMER AFFAIRS AUTHORITY

March 2026

The Director General (Consumer Affairs), in terms of Article 8 of the Consumer Affairs Act (Cap. 378), is issuing this Public Notice by which she is identifying and informing the public that the following trader:

Universal Air Charter and Management Limited (C70071)

the airline operator Universal Air failed to comply with a decision delivered by the Consumer Claims Tribunal, notwithstanding the several attempts that were made to secure compliance therewith. By virtue of that decision, the company was ordered to pay the consumer the sum of seven hundred and fifty euro (€750) after the time of the return flight from Palermo to Malta was changed without the consumer having been duly notified.

The consumer became aware of this change in the flight time only one day prior to the return flight to Malta, when she herself verified the information with the airline.

The company was also ordered to pay the costs of the proceedings.

This Public Notice is being issued in the interest of consumer protection and without prejudice to any other action which may be taken in accordance with the law. This notice does not constitute a decision on any matter other than that established in the Tribunal decision.

Grace Stivala
Director General (Office for Consumer Affairs)