

Air Passenger Rights

*Having problems with your journey?
The European Union (EU) has strengthened your rights.
Here are the most important.**

Denied boarding and cancellation

If you are denied boarding or your flight is cancelled, the airline operating your flight must offer you financial compensation and assistance. These rights apply, provided you check in on time, for any flight, including charters:

- from an EU airport, or
- to an EU airport from one outside the EU, when operated by an EU airline.

Denied boarding

When there are too many passengers for the seats available, an airline must first ask for volunteers to give up their seats in return for agreed benefits. These must include the choice of either refund of your ticket (with a free flight back to your initial point of departure, when relevant) or alternative transport to your final destination.

If you are not a volunteer, the airline must pay you compensation of:

- €250 for flights of 1 500 km or less,
- €400 for longer flights within the EU, and for other flights between 1 500 and 3 500 km,
- €600 for flights over 3 500 km outside the EU.

Compensation may be halved if you are not delayed more than 2, 3 or 4 hours, respectively.

The airline must also give you:

- a choice of either a refund of your ticket (with a free flight back to your initial point of departure, when relevant) or alternative transport to your final destination, and
- meals and refreshments, hotel accommodation when necessary (including transfers) and communication facilities.

Cancellation

Whenever your flight is cancelled, the operating airline must give you:

- a choice of either a refund of your ticket (with a free flight back to your initial point of departure, when relevant) or alternative transport to your final destination, and
- meals and refreshments, hotel accommodation when necessary (including transfers) and communication facilities.

The airline may also have to compensate you, at the same level as for denied boarding, unless it gives you sufficient advance notice. You shall be informed about alternative transport.

Refunds may be in cash, by bank transfer or cheque or, with your signed agreement, in travel vouchers, and must be paid within 7 days.

If you do not receive these rights, complain immediately to the airline operating the flight.

Long delays

Immediate assistance

If you check in on time for any flight, including charters:

- from an EU airport, or
- to an EU airport from one outside the EU, when operated by an EU airline,

and if the airline operating the flight expects a delay:

- of 2 hours or more, for flights of 1 500 km or less,
- of 3 hours or more, for longer flights within the EU, and for other flights between 1 500 and 3 500 km,
- of 4 hours or more for flights over 3 500 km outside the EU,

the airline must give you meals and refreshments, hotel accommodation when necessary (including transfers) and communication facilities.

When the delay is 5 hours or more, the airline must also offer to refund your ticket (with a free flight back to your initial point of departure, when relevant).

If you do not receive these rights, complain immediately to the airline operating the flight.

Later claims

When an EU airline is responsible for the delay of a flight anywhere in the world, you may claim up to 4 150 SDR** for any resulting damages. If the airline does not agree with your claim, you may go to court.

You can claim from the airline with which you have a contract or from that actually operating the flight, if they are different.

Baggage

You may claim up to 1 000 SDR** for damages caused by the destruction, damage, loss or delay of your baggage on a flight by an EU airline, anywhere in the world. If the airline does not agree with your claim, you may go to court.

For damage to checked-in baggage, you must claim in writing within 7 days of its return and for delayed baggage within 21 days of its return.

You can claim from the airline with which you have a contract or from that actually operating the flight, if they are different.

Injury and death in accidents

You may claim for damages caused by injury or death resulting from an accident on a flight by an EU airline, anywhere in the world. You have the right to an advance payment for immediate economic needs. If the airline does not agree with your claim, you may go to court.

You can claim from the airline with which you have a contract or from that actually operating the flight, if they are different.

Package holidays

In addition to the rights described above, you may claim damages from your tour operator if it fails to provide the services you have booked within the EU, whatever your destination. These rights apply to failure to provide any flight included in your package. Moreover, if the tour operator does not provide a significant part of the package booked, it is obliged to assist you and make alternative arrangements, including travel, without extra cost to you.

*** For your information, this document summarises the main elements of the relevant EU legislation. Any legal claim or action taken in the event of a dispute should be based solely on the legal texts concerned.**

** 1 SDR = €1.18 at 30.9.2004. For the current exchange rate, contact Europe Direct.

Help and further information

If you are affected by denied boarding, a cancellation or a long delay and the airline does not give you what you are entitled to, complain to the relevant national enforcement body. For its name and address, contact the Europe Direct freephone on **00 800 6 7 8 9 10 11** or send an e-mail to mail@europa-direct.cec.eu.int. Europe Direct can also give you details of organisations that advise or help with other complaints.

You may also inform the European Commission's Energy and Transport DG, B-1049 Brussels, of the follow-up given to your complaint, by fax **(32-2) 29-91015** or by e-mail to tren-aprights@cec.eu.int.

Leaflets with the information on this poster and more details may be found at the information desk and on the Internet (http://europa.eu.int/comm/transport/air/rights/index_en.htm).

YOUR CONTRACT WITH AN AIRLINE SETS OUT OTHER RIGHTS AND OBLIGATIONS.
ASK YOUR AIRLINE OR TRAVEL AGENCY FOR A COPY OF THESE.

