

Overview of the rights granted to passengers under Regulation 261/2004/EC

<p style="text-align: center;">Rights in case of denied boarding</p> <p>Denied boarding = refusal to carry paxs on a flight, although they have presented themselves for boarding at time indicated by carrier/TO/TA or else 45 min. before departure time, except where there are reasonable grounds to deny them boarding (e.g. health, safety or security, or inadequate travel documentation)</p>	<p style="text-align: center;">Rights in case of cancellation</p> <p>Cancellation = non-operation of a flight which was previously planned and on which at least one place was reserved. This Regulation shall not apply in cases where a package tour is cancelled for reasons other than cancellation of the flight</p>	<p style="text-align: center;">Rights in case of delay</p> <p>Delay = a flight which is delayed beyond its scheduled time of departure</p> <p>(a) for two hours or more in the case of flights of 1.500 km or less; or</p> <p>(b) for three hours or more in the case of all intra-Community flights of more than 1.500 km and of all other flights between 1.500 and 3.500 km; or</p> <p>(c) for four hours or more in the case of all flights not falling under (a) or (b).</p>
<p>Call for volunteers – pax right to:</p> <ul style="list-style-type: none"> ▪ Mutually agreed benefits ▪ <u>AND</u> ▪ Choice between (see below): <ul style="list-style-type: none"> - reimbursement and return flight if relevant - re-routing at earliest opportunity - re-routing at a later date <p>If nevertheless denied boarding, pax right to:</p> <ul style="list-style-type: none"> ▪ Compensation: <ol style="list-style-type: none"> i. 250€ for flights < 1500km ii. 400€ for flights between 1500km – 3000km and intra-Community flights of more than 1500km iii. 600€ for all other flights <p>In case of re-routing: compensations can be halved, if arrival time of alternative flight does not exceed the scheduled arrival time of the original flight by 2/3/4 hours for flights falling in the categories i/ii/iii respectively</p> ▪ <u>AND</u> ▪ Choice between: <ul style="list-style-type: none"> - reimbursement and return flight if relevant 	<p>Pax rights to:</p> <ul style="list-style-type: none"> ▪ Choice between: <ul style="list-style-type: none"> - reimbursement and return flight if relevant - re-routing at earliest opportunity - re-routing at a later date ▪ <u>AND</u> ▪ Assistance free of charge: <ul style="list-style-type: none"> - meals + refreshment in a reasonable relation to waiting time - 2 telephone, telex or fax messages or e-mails - In case of re-routing: hotel accommodation where necessary + transfer between airport and hotel ▪ <u>AND</u> ▪ Compensation: <ol style="list-style-type: none"> i. 250€ for flights < 1500km ii. 400€ for flights between 1500km – 3000km and intra-Community flights of more than 1500km iii. 600€ for all other flights <p>In case of re-routing: compensations can be halved, if arrival time of alternative flight does not exceed the scheduled arrival time of the original flight by 2/3/4 hours for flights falling in the categories i/ii/iii</p> 	<p>If expected flight delay is of 2 to 4 hours or more depending flight distance (see above), pax rights to:</p> <ul style="list-style-type: none"> ▪ Assistance free of charge <ul style="list-style-type: none"> - meals + refreshment in a reasonable relation to waiting time - 2 telephone, telex or fax messages or e-mails - hotel accommodation where necessary + transfer between airport and hotel ▪ <u>AND</u> ▪ Compensation if final destination is reached more than three hours after the original scheduled arrival time: <ol style="list-style-type: none"> i. 250€ for flights < 1.500km ii. 400€ for flights between 1.500km – 3.000km and intra-Community flights of more than 1.500km iii. 600€ for all other flights <p>In case of re-routing: compensation can be halved for non-intra-Community flights of more than 3.500km where the delay at arrival is between 3 and 4 hours</p> <p><u>No compensation if</u> delay due to extraordinary circumstances**</p> ▪ <u>AND</u> • Reimbursement and return flight if relevant when

<ul style="list-style-type: none"> - re-routing at earliest opportunity - re-routing at a later date <p><u>AND</u></p> <ul style="list-style-type: none"> ▪ Assistance free of charge - meals + refreshment in a reasonable relation to waiting time - hotel accommodation where necessary + transfer between airport and hotel - 2 telephone, telex or fax messages or e-mails <p><u>AND</u></p> <ul style="list-style-type: none"> • Written notice of rights & coordinates of national enforcement bodies 	<p>respectively.</p> <p><u>No compensation if:</u></p> <ul style="list-style-type: none"> - pax informed of cancellation prior to departure* - cancellation due to extraordinary circumstances** <p><u>AND</u></p> <ul style="list-style-type: none"> ▪ Written notice of rights & coordinates of national enforcement bodies 	<p>flight delay is expected > 5 hours</p> <p><u>AND</u></p> <ul style="list-style-type: none"> • Written notice of rights & coordinates of national enforcement bodies (NEBs)
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- * Passengers have the right to compensation, unless they are informed of the cancellation:
- (i) at least two weeks before the scheduled time of departure; or
 - (ii) between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than two hours before the scheduled time of departure and to reach their final destination less than four hours after the scheduled time of arrival; or
 - (iii) less than seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than one hour before the scheduled time of departure and to reach their final destination less than two hours after the scheduled time of arrival.
- ** Extraordinary circumstances = political instability, meteorological conditions incompatible with the operation of the flight concerned, security risks, unexpected flight safety shortcomings and strikes that affect the operation of an operating air carrier.

