

# AIR PASSENGER RIGHTS

DENIED BOARDING?

CANCELLED?

DELAYED FOR  
A LONG TIME?



Airlines have a legal obligation to inform you about

# YOUR RIGHTS

## AND WHERE TO COMPLAIN



EUROPEAN  
COMMISSION



## Denied boarding

You may be entitled to compensation between € 125 and € 600 depending on flight distance and the delays incurred when rerouted.



## Long delays

You may request a refund of your ticket if the delay exceeds five hours, but only if you decide not to travel.



## Cancellation

Financial compensation is due unless you were informed 14 days before the flight, or you were rerouted close to your original times, or the airline can prove that the cancellation was caused by extraordinary circumstances.



## Assistance by airlines

Depending on the circumstances, if you are denied boarding or your flight is cancelled or delayed, you may be entitled to receive assistance (catering, communications, and an overnight stay if necessary). In the event of denied boarding or cancellation, you may be offered the option of continuing your trip or a refund of your ticket.

More information and a list of the national authorities responsible for enforcing these rights are available at:  
<http://apr.europa.eu>



## Reduced mobility

Disabled persons and passengers with reduced mobility are protected from discrimination and, from 26 July 2008, can rely on appropriate assistance (under certain conditions) to help them through all EU airports.



## Identity of the airline

You must be informed, in advance, of which airline is operating your flight. Airlines found to be unsafe are banned or restricted within the European Union. They are listed at: **<http://air-ban.europa.eu>**



## Liability

Airlines can be held liable for damages resulting from delays (limited to  $\pm$  € 4 800), for damage to and loss of baggage (limited to  $\pm$  € 1 200) and for injury or death in accidents. However, airlines shall not be liable if they have taken all reasonable measures to avoid the damages or it was impossible to take such measures.



## Package holidays

Package tour operators must give accurate information on the holiday booked, comply with contractual obligations and protect passengers in case of the organiser's insolvency.





## More information?

Call the freephone number\*  
from anywhere in the EU during  
working hours (09:00–18:30 CET weekdays).

**00 800 6 7 8 9 10 11**

\* Certain mobile telephone operators do not allow access to 00 800 numbers or may charge for these calls. In certain cases, these calls may be chargeable from telephone boxes or hotels.

From outside the EU call  
(normal charges apply):

**(32-2) 299 96 96**

**<http://apr.europa.eu>**

**<http://air-ban.europa.eu>**

This leaflet is for information purposes only.  
Any legal claim or action taken in the event of a dispute should be based solely on the legal texts concerned. These may be found in the *Official Journal of the European Union*.

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