

Airlines have a legal obligation to inform you about your rights if you are denied boarding or if your flight is cancelled or delayed.

## What should you do if you believe your passenger rights have been infringed?

If you consider that your entitlements under air passenger rights legislation have been breached:

→ You should first contact the airline or - for issues related to persons with reduced mobility - the airport.

→ If you are not satisfied with their response, you can lodge a complaint with one of the National Enforcement Bodies (NEB). Full details of all the National Enforcement Bodies can be found on the European Commission's website: [ec.europa.eu/transport/passengers/air/air\\_en.htm](http://ec.europa.eu/transport/passengers/air/air_en.htm)

NOTE: Complaints should in principle be filed in the country where the incident took place.

More information at  
[ec.europa.eu/passenger-rights](http://ec.europa.eu/passenger-rights)  
or via Europe Direct  
**00 800 6 7 8 9 10 11\***

\* Certain mobile telephone operators do not allow access to 00 800 numbers, or these calls may be billed



List of National Enforcement Bodies (NEB) to contact regarding your air passenger rights (denied boarding, cancellation, delay) or as a disabled person or a person with reduced mobility (PRM)

### BELGIUM

Direction générale  
"Transport aérien"  
Directoraat-generaal  
"Luchtvaart"  
+ 32 2 277 44 00  
[www.mobilif.fgov.be](http://www.mobilif.fgov.be)

### BULGARIA

General Directorate  
Civil Aviation Administration  
Ministry of Transport  
of the Republic of Bulgaria  
+ 359 2 937 10 47  
[www.caa.bg](http://www.caa.bg)

### CZECH REPUBLIC

Úřad pro civilní letectví  
Civil Aviation Authority  
+ 420 225 422 726  
[www.ucl.cz/](http://www.ucl.cz/) / [www.caa.cz](http://www.caa.cz)

### DENMARK

Statens Luftfartsvesen  
Civil Aviation Authority  
+ 45 3618 6000  
[www.slv.dk](http://www.slv.dk)

### GERMANY

Luftfahrt-Bundesamt (LBA)  
Civil Aviation Authority  
+ 49 531 2355 115  
[www.lba.de](http://www.lba.de)

### ESTONIA

Tarbijakaitseamet  
Consumer Protection Board  
+ 372 6201 708 / 736  
[www.consumer.ee](http://www.consumer.ee)

### IRELAND

Commission  
for Aviation Regulation  
+ 353 (0) 1 661700  
[www.aviationreg.ie](http://www.aviationreg.ie)

### GREECE

Hellenic Civil Aviation Authority  
+ 30 210 891 6150  
[www.ypa.gr/](http://www.ypa.gr/) / [www.hcaa.gr](http://www.hcaa.gr)

### > PRM issues

[related to airports]:  
Hellenic Civil Aviation Authority  
Airport Division  
+ 30 210 8916424-413

### SPAIN

Agencia Estatal  
de Seguridad Aérea  
Air Safety Agency  
+ 34 91 597 8321 / 7231 / 5075  
[www.seguridadaerea.es](http://www.seguridadaerea.es)

### FRANCE

Direction générale  
de l'aviation civile (DGAC)  
Civil Aviation Authority  
Fax + 33 1 58 09 38 45  
[www.developpement-durable.gouv.fr](http://www.developpement-durable.gouv.fr)

### ITALY

Ente nazionale  
per l'aviazione civile  
Civil Aviation Authority  
+ 39 06 44596-1  
[www.enac.gov.it](http://www.enac.gov.it)

### CYPRUS

Department of Civil Aviation  
+ 357 22 404150  
[www.mcv.gov.cy](http://www.mcv.gov.cy)

### LATVIA

Patērētāju tiesību  
aizsardzības centrs  
Consumer Rights  
Protection Centre  
+ 371 67388624  
[www.ptac.gov.lv](http://www.ptac.gov.lv)

> For issues related to persons  
with reduced mobility:  
Civīlās aviācijas aģentūra

Civil aviation agency  
+ 371 67830968  
[www.caa.lv](http://www.caa.lv)

### LITHUANIA

Civilinės Aviacijos Administracija  
Civil Aviation Administration  
+ 370 5 2739116  
[www.caa.lt](http://www.caa.lt)

### LUXEMBOURG

Direction du Marché Intérieur  
et de la Consommation  
Ministry of Economy  
and Foreign Trade  
+ 352 2478 4112  
[www.eco.public.lu](http://www.eco.public.lu)

### HUNGARY

Nemzeti Fogyasztóvédelmi  
Hatóság  
Hungarian Authority  
for Consumer Protection  
+ 36 1 459 4800  
[www.nfh.hu](http://www.nfh.hu)

> For issues related to persons  
with reduced mobility:  
Egyenlő Bánásmód Hatóság  
Equal Treatment Authority  
+ 36 1 336 78 43  
[www.egyenlobanasmod.hu](http://www.egyenlobanasmod.hu)

### MALTA

Department of Civil Aviation  
+ 356 2122 2936  
[www.dca.gov.mt](http://www.dca.gov.mt)

### THE NETHERLANDS

Inspectie Verkeer en Waterstaat  
Transport and Water  
Management Inspectorate  
+ 31 884 890 000  
[www.iwv.nl](http://www.iwv.nl)

### AUSTRIA

Bundesministerium  
für Verkehr, Innovation  
und Technologie  
Federal Ministry of Transport,  
Innovation and Technology  
+ 43 1-711 6265/9204  
[www.bmvit.gv.at](http://www.bmvit.gv.at)

### POLAND

Urząd Lotnictwa Cywilnego  
Commission on  
Passengers' Rights  
+ 48 (22) 520 74 84  
[www.ulc.gov.pl](http://www.ulc.gov.pl)

### PORTUGAL

Instituto Nacional  
de Aviação Civil (INAC)  
Civil Aviation Authority  
+ 351 (21)842-3500  
[www.inac.pt/vPT/Passageiros/  
Paginas/Passageiros.aspx](http://www.inac.pt/vPT/Passageiros/Paginas/Passageiros.aspx)

### ROMANIA

Autoritatea Națională pentru  
Protecția Consumatorilor  
National Authority  
for Consumer Protection  
+ 40 372 131 951  
[www.anpc.ro](http://www.anpc.ro)

### SLOVENIA

Ministry of Transport  
Directorate of Civil Aviation  
Aviation Inspection Department  
+ 386 1 478 82 01  
[www.mzp.gov.si/en/areas\\_of\\_  
work/civil\\_aviation/](http://www.mzp.gov.si/en/areas_of_work/civil_aviation/)

### SLOVAKIA

Slovenská obchodná inšpekcia –  
Slovak Trade Inspectorate  
Ústredný inšpektorát –  
Central Inspectorate  
+ 421 2 58272 103 / 140  
[www.soi.sk](http://www.soi.sk)

### FINLAND

Kuluttajariitalautakunta  
Consumer Disputes Board  
+ 358 10 36 65200  
[www.kuluttajariita.fi](http://www.kuluttajariita.fi)

> For issues related to persons  
with reduced mobility:  
Liikenteen turvallisuusvirasto Trafi  
Finnish Transport Safety Agency  
+ 358 20 618 500  
[www.trafi.fi](http://www.trafi.fi)

### SWEDEN

Konsumentverket  
Swedish Consumer Agency  
+ 46 771 42 3300  
[www.konsumentverket.se](http://www.konsumentverket.se)

Allmänna reklamations-  
nämnden (ARN)  
National Board  
for Consumer Complaints  
+ 46 8 508 860 00  
[www.arn.se](http://www.arn.se)

> For issues related to persons  
with reduced mobility:  
Swedish Transport Agency  
Civil Aviation Department  
+ 46 771 50 35 03

### UNITED KINGDOM

Air Transport Users Council  
+ 44 20 7240 6061  
[www.auc.org.uk](http://www.auc.org.uk)

Civil Aviation Authority  
+ 44 207 379 7311

> For issues related to persons  
with reduced mobility:  
1. England  
Equality and Human Rights  
+ 44 8456 046 610  
[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

2. Wales  
Equality and Human Rights  
+ 44 8456 048 810  
[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

3. Scotland  
Equality and Human Rights  
+ 44 8456 045 510  
[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

4. Northern Ireland  
Consumer Council  
for Northern Ireland  
0800 121 60 22  
[www.consumerCouncil.org.uk](http://www.consumerCouncil.org.uk)

### ICELAND

Flugmálastjórn Íslands  
Civil Aviation Administration  
+ 354 569 41 00  
[www.caa.is](http://www.caa.is)

### NORWAY

Flyklagenemnda  
Dispute Resolution Board  
+ 47 2313 6990 / 2254 6000  
[www.flyklagenemnda.no](http://www.flyklagenemnda.no)

### SWITZERLAND

Office Fédéral de l'Aviation Civile /  
Bundesamt für Zivilluftfahrt  
Federal Office for Civil Aviation  
+ 41 31 325 95 96  
[www.bazl.admin.ch](http://www.bazl.admin.ch)

# AIR PASSENGER RIGHTS



Your rights as a passenger  
travelling by air



What  
you need  
to know

# Your passenger rights



# at hand



EUROPEAN COMMISSION

In case of issues related to **lost, delayed and/or damaged luggage**, you may wish to contact the **European Consumer Centre (ECC) in your country: [ec.europa.eu/consumers/ecc/index\\_en.htm](http://ec.europa.eu/consumers/ecc/index_en.htm)**

You may also wish to contact the **national consumer organisations: [ec.europa.eu/consumers/empowerment/cons\\_networks\\_en.htm#national](http://ec.europa.eu/consumers/empowerment/cons_networks_en.htm#national)**

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# Denied boarding? Cancellation? Long delay? Lost baggage?

Travelling by plane has taken off significantly since the early 1990s. However, this rapid growth has also led to some inconveniences, which have often affected passengers.

Faced with these developments, the European Union has been working since 1991 to guarantee basic rights for all passengers by developing EU legislation to apply in all European Union countries.

In February 2005, EC Regulation 261/2004 came into effect. This Regulation establishes common rules on compensation and assistance to air passengers in certain situations. This legislation applies to passengers departing from airports situated within the territory of a Member State and all those arriving into such airports from a third country where the flight is operated by an EU carrier.

## Your rights when travelling by air include:

- the right to information;
- the right to reimbursement or re-routing if your flight gets cancelled or you are denied boarding; the right to reimbursement if your flight is delayed by five hours or more;
- the right to assistance and, under certain circumstances, the right to compensation in the event of long delay, cancellation or denied boarding;
- the right to complain and have access to means of redress;
- the right to travel in the same conditions as other citizens if you have a disability or a reduced mobility.

European legislation also stipulates who is responsible in the case of a long delay, death, injury or mishandled baggage to ensure you will always get what you are entitled to.

## SUMMARY OF AIR PASSENGER RIGHTS



### People with disabilities and people with reduced mobility

Under EU legislation people with disabilities and/or reduced mobility are protected from being discriminated against during reservation and boarding. They are also entitled to receive assistance at airports (on departure, on arrival and in transit) and on board airplanes. In order to facilitate the provision of assistance, it is recommended to pre-notify your needs.



### Denied boarding

When passengers are denied boarding on a flight, airlines are obliged to first seek volunteers to give up their reservation in exchange for certain benefits. In addition, the air carrier must also offer volunteers the choice between a full refund and re-routing.

You may be entitled to compensation of between €125 and €600 depending on the distance of the flight and the delays experienced before being re-routed. Where volunteers choose re-routing, the airline must also provide assistance if necessary, for example - food, access to a telephone, a one or more night stay if necessary and transportation between the airport and the place of accommodation.



### Cancellation

You are also entitled to identical compensation to that offered when you are denied boarding, unless you were informed of the cancellation at least 14 days before the flight, or you were rerouted close to your original times, or if the airline can prove that the cancellation was caused by extraordinary circumstances. In addition the airline must offer you the choice between

- reimbursement of your ticket within seven days;
- re-routing to your final destination under similar conditions;

and if necessary, care (phone call, refreshments, food, accommodation, transportation to the accommodation).



### Long delays

You are entitled to care by the airline (phone call, refreshments, meal, accommodation, transportation to the place of accommodation) if the delay is

- two hours or more for flights of 1500 km or less;
- three hours or more for longer flights within the European Union or for other flights of between 1 500 and 3 500 km;
- four hours or more for flights of over 3 500 km outside the European Union.

If the delay is more than five hours, and you decide not to continue your journey, you are also entitled to have your ticket reimbursed and be flown back to where you originally started your journey.



If you get to your final destination with a delay of three hours or more, you may be entitled to identical compensation to that offered when your flight gets cancelled, unless the airline can prove that the delay was caused by extraordinary circumstances. Additionally, airlines can be held liable for damages resulting from delays.



### Baggage

If your baggage is lost, damaged or delayed, you may be entitled to compensation limited to about €1 220. 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.

For damaged baggage, you must lodge a claim to the airline within seven days of receiving your baggage. For delayed receipt of baggage, this period is a maximum of 21 days.



### Identity of the airline

You must be informed, in advance, about which airline is operating your flight. Airlines found to be unsafe are banned or restricted within the European Union. They are listed at: [ec.europa.eu/transport/air-ban/](http://ec.europa.eu/transport/air-ban/)



### Package holidays

The organisers and retailers of package holidays are obliged to provide precise, complete information about booked package holidays. They are obliged to honour contractual terms and to protect passengers in the event of insolvency. Package tour operators must give accurate information on the holiday booked, comply with contractual obligations and protect passengers in the case of the organiser's insolvency.



### Price transparency

According to EU legislation, when you purchase a ticket for flights departing from EU airports, the applicable conditions should be made clear to you. The final price to be paid should be indicated at all times and it should include the applicable air fare, as well as applicable taxes, and charges, surcharges and fees which are unavoidable and foreseeable at the time of publication. It should also show you the breakdown between the fare, the taxes, the airport charges and finally the other charges, surcharges and fees. Optional price supplements should be communicated in a clear, transparent and unambiguous way at the start of the booking process and your acceptance of them should be on an "opt-in" basis.