

NOT SATISFIED WITH HOW YOUR RIGHTS HAVE BEEN APPLIED?

1. First contact the airline or, for issues related to persons with reduced mobility, the airport.
2. Briefly summarise your complaint – do not forget to provide dates, booking references, details of anyone you may have spoken to and copies of any relevant documentation.
3. Remember to keep a copy of your documents and to allow a reasonable period for investigation.

If you are not satisfied with their response, you can lodge a complaint with one of the National Enforcement Bodies listed on the last page of this leaflet. Where possible complaints should be filed in the country where the incident took place.



→ Find out more:

Visit the website at ec.europa.eu/passenger-rights, download the passenger rights app or call Europe Direct on 00 800 6 7 8 9 10 11*. European Consumers Centres are also there to help you: ec.europa.eu/consumers/ecc/

* Certain telephone operators may deny or charge for access to 00 800 numbers.

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. Published by: European Commission, Directorate-General for Mobility and Transport, B-1049 Brussels.



Publications Office



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NATIONAL ENFORCEMENT BODIES

Austria
Bundesministerium für Verkehr, Innovation und Technologie
Tel.: +43 17116265/9204
www.bmvit.gv.at

Belgium
Direction générale „Transport aérien“
Directoraat-generaal „Luchtvaart“
Tel.: +32 22774400
www.mobiliteit.belgium.be

Bulgaria
Министерство на транспорта,
информационните технологии и съобщенията
Tel.: +359 29371047
www.caa.bg

Croatia
Hrvatska agencija za civilno zrakoplovstvo
Fax: +385 12369301
www.ccaa.hr

Cyprus
Τηλεφωνικό Κέντρο Πολιτικής Αεροπορίας
Tel.: +357 22404119
www.mcw.gov.cy/dca

Czech Republic
Úřad pro civilní letectví
Tel.: +420 225422726
www.caa.cz

Denmark
Trafikstyrelsen
Tel.: +45 72218800
www.trafikstyrelsen.dk

Estonia
Tarbijajakaitseamet
Tel.: +372 6201700
www.tka.riik.ee

Finland
Kuluttajainvaltakunta
Tel.: +358 295665200
www.kuluttajainrita.fi

France
Direction générale de l'aviation civile (DGAC)
Tel.: +33 158093845
www.developpement-durable.gouv.fr

Germany
Luftfahrt-Bundesamt (LBA)
Tel.: +49 5312355115
www.lba.de

Greece
Υπηρεσία Πολιτικής Αεροπορίας
Tel.: +30 2108916150
www.hcaa.gr

Hungary
Nemzeti Fogyasztóvédelmi Hatóság
Tel.: +36 14594800
www.nfv.hu

Ireland
Commission for Aviation Regulation
Tel.: +353 16611700
www.aviationreg.ie

Italy
L'Ente Nazionale per l'Aviazione Civile
Tel.: +39 06445961
www.enac.gov.it

Latvia
Patēriētāju tiesību aizsardzības centrs (PTAC)
Tel.: +371 67388624
www.ptac.gov.lv

Lithuania
Civilinės aviacijos administracija
Tel.: +370 52739038
www.caa.lt

Luxembourg
Ministère de l'Économie et du Commerce extérieur
Tel.: +352 24784112
www.eco.public.lu

Malta
Malta Competition and Consumer Affairs Authority
Tel.: +356 23952000
www.consumer.gov.mt

The Netherlands
Inspectie Leefomgeving en Transport
Tel.: +31 884890000
www.ilent.nl

Poland
Urząd Lotnictwa Cywilnego
Tel.: +48 (22)5207484
www.ulc.gov.pl

Portugal
Instituto Nacional de Aviação Civil (INAC)
Tel.: +351 (21)8423500
www.inac.pt

Romania
Autoritatea Națională pentru Protecția Consumatorilor
Tel.: +40 213121275
www.anpc.ro

Slovakia
Slovenská obchodná inšpekcia
Tel.: +421 258272103
+421 258272140
www.soi.sk

Slovenia
Agencija za civilno letalstvo
Tel.: +386 (0)12666600
www.caa.si

Spain
Agencia Estatal de Seguridad Aérea
Tel.: +34 915968210
www.seguridadaerea.es

Sweden
Allmänna reklamationsnämnden
Tel.: +46 850886000
www.arn.se

United Kingdom
Civil Aviation Authority
Tel.: +44 2074536888
www.caa.co.uk

Iceland, Norway and Switzerland have appointed a National Enforcement Body



European
Commission



Air passenger rights

WHAT YOU NEED TO KNOW

Mobility and
Transport

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



Whenever you travel by plane your right to travel in safety and comfort is protected by the European Union. As a result, passengers enjoy more reliable and better quality air passenger services.

NON DISCRIMINATION

You are protected against discrimination based on your nationality, place of residence or disability when you buy a ticket or during travel.

DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

Under EU legislation, if you're disabled or have reduced mobility you're protected from discrimination during reservation and boarding. Carriers or their agents can only refuse to take you on board if it's physically impossible given the size of the aircraft or its doors, or doing so would breach established safety requirements.

If you're refused boarding for these reasons, you're entitled to either reimbursement or re-routing. The carrier may require you to be accompanied by someone who can provide you with assistance. In this case the Commission recommends that the seat be offered for free or at a significantly discounted rate. You have the right to assistance at no additional cost at all EU airports when boarding or leaving an aircraft, and during the flight. We recommend you inform the airport of your needs (e.g. that a guide dog needs to travel with you) at least 48 hours before departure if you can. Where no notification is given, assistants should make all reasonable efforts to provide the requested assistance.

INFORMATION RIGHTS

When you purchase a ticket for flights departing from EU airports, you should be informed about the applicable terms and conditions. The final price should be indicated at all times and broken down to include the air fare, and any applicable taxes, fees or charges which are unavoidable and foreseeable at the time of publication. Optional elements should be offered on an "opt-in" basis. Airlines must inform you of your rights both on departure and at appropriate stages of your journey. You must also be informed in advance which airline is operating your flight. Unsafe airlines are banned from operating within the EU.

ASSISTANCE IN THE CASE OF DENIED BOARDING, DELAY OR CANCELLATION

You may be entitled to assistance such as meals and refreshments, access to communication, accommodation (if necessary) and transport to and from the place of accommodation if you're denied boarding or your flight is cancelled at short notice. In the event of a long delay, assistance will be available after:

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

RE-REROUTING OR REIMBURSEMENT IN THE CASE OF DENIED BOARDING OR CANCELLATION

In the event of denied boarding or cancellation you will be given the choice between re-routing and a refund of the ticket price. Re-routing should be offered under comparable transport

conditions to your final destination at the earliest opportunity or rebooking at a later date at your convenience at no additional cost. Alternatively, a refund of the ticket price should be offered and, where relevant, a free journey back to the point where you started your journey at the earliest opportunity (this applies also to long delay at departure in excess of five hours). The airline has no further obligation of care once you have accepted a refund.

COMPENSATION

You may be entitled to compensation of between €125 and €600 depending on the distance of your flight and the delay in arrival to your destination.

You're entitled to compensation unless you were informed of the cancellation at least 14 days before the flight, you were re-routed close to your original times, or if the airline can prove that the cancellation was caused by extraordinary circumstances.

LIABILITY TOWARDS THE PASSENGER AND LUGGAGE

Subject to certain criteria and limitations, airlines can be held liable for injury or death resulting from an accident. You may also be entitled to compensation for loss, delay or damage to luggage (including mobility equipment).

You must lodge a claim to the airline within seven days of receiving your luggage if it's damaged, and within 21 days if it's delayed.

