

# DENIED BOARDING? FLIGHT CANCELLED OR LONG DELAY?

Airlines have a legal obligation to inform you about



# YOUR RIGHTS

and where  
to complain



## GENERAL PASSENGER RIGHTS

### NON-DISCRIMINATION

You are protected against discrimination notably based on nationality, residence or disability when buying tickets and travelling.

### REDUCED MOBILITY

If you're disabled or have reduced mobility, within the scope of the EU rules, you have the right to be assisted at no additional cost at all EU airports including when embarking, disembarking and when on board. Make sure you notify the airline of your needs at least 48 hours before departure. Essential information should be accessible to you.

### INFORMATION

Airlines and their agents need to inform you of the ticket price before departure and about your rights at appropriate stages of your journey. You must be informed in advance of your travel which airline is planned to operate your flight. Unsafe airlines are banned from operating within, to and from the EU.

### LIABILITY

Airlines can be held liable for injury or death as the result of an accident or, subject to certain criteria, for loss or damage to baggage (including mobility equipment).

### 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.

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### ASSISTANCE

While waiting to continue your trip, you may have the right to meals and refreshments, access to communication, accommodation (if necessary) and transportation to and from the accommodation. Some restrictions to this right may apply.

The airline will have no further obligation to provide assistance once you accept a refund of the ticket; a rebooking at a later date; or if, in the case of voluntary denied boarding, you accept some other benefits.

### RENOUCE TRAVELLING

You have the right to a refund of your ticket if you decide not to travel and, if necessary, a return flight free of charge to the first point of departure at the earliest opportunity. The option of reimbursement shall be available in case of delay at departure of at least five hours.

### REROUTING

You have the right to be rerouted to your final destination shown on your ticket at the earliest opportunity under comparable transport conditions or rebooking at a later date if that is more convenient for you. The right to rerouting and rebooking is not applicable to long delays.

### COMPENSATION

You may have the right to compensation of between €125 and €600 depending on the distance of your flight and the delay in arrival to your final destination. Restrictions to this right do, however, apply. No compensation is due where your flight was cancelled more than two weeks before departure and you are offered rerouting within certain time frames, your delay in arriving to your final destination is less than three hours or the cancellation or delay is due to extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.



Please note; prior to travel, you should always familiarise yourself with your itinerary, check-in times and the airline's terms and conditions

This poster 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.