

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

NATIONAL ENFORCEMENT BODIES

Austria

Bundesministerium für Verkehr, Innovation und Technologie
Tel.: +43 1 711 62 65/9204
www.bmvit.gv.at/verkehr/luftfahrt/flugreisende/index.html

Belgium

Direction générale 'Transport aérien'
Directoraat 'generaal' 'Luchtvaart'
Tel.: +32 2 277 44 00
www.mobiliteit.belgium.be/fr/transport_aerien/passagers/droits_passagers/

Bulgaria

Ministry of Transport, Information Technologies and Communications
Tel.: +359 2 937 10 47
www.caa.bg/page.php?category=95

Cyprus

Department of Civil Aviation
Tel.: +357 22 404 119
www.mcw.gov.cy/mcw/dca/dca.nsf/DMLconsumer_gr/DMLconsumer_gr?OpenDocument

Czech Republic

Civil Aviation Authority
Tel.: +420 225 422 726
www.caa.cz/cestujici

Denmark

Danish Transport Authority
Tel.: +45 7221 8800
<http://www.trafikstyrelsen.dk/DA/Civil-luftfart/Flypassager.aspx>

Estonia

Tarbijakaitseamet
Tel.: +372 6201700
www.ika.riik.ee

Finland

Consumer Disputes Board
Tel.: +358 29 56 65200
www.kuluttajariita.fi

France

Direction générale de l'aviation civile (DGAC)
Tel.: +33 1 58 09 3945
www.developpement-durable.gouv.fr/~Passagers-aeriens-vos-droits-.html

Germany

Luftfahrt-Bundesamt (LBA)
Tel.: +49 531 23 55 115
http://www.lba.de/DE/Buerger_Service/Fluggastrechte/Fluggastrechte_node.html

Greece

Hellenic Civil Aviation Authority
Tel.: +30 210 89 16 150
www.hcaa.gr/content/index.asp?tid=563

Hungary

Nemzeti Fogyasztóvédelmi Hatóság
Tel.: +36 1 459 4800
www.nfh.hu/magyar/hasznos/szolg/utazas/legutas

Ireland

Commission for Aviation Regulation
Tel.: +353 01 6611 700
www.aviationreg.ie/consumer-protection/air-passenger-rights.83.html

Italy

L'Ente Nazionale per l'Aviazione Civile
Tel.: +39 06 44 59 61
www.enac.gov.it/_diritti_dei_passaggeri/

Latvia

Consumer Rights Protection Centre (CRPC)
Tel.: +371 673 88 624
www.ptac.gov.lv/page/527

Lithuania

Civil Aviation Administration
Tel.: +370 5 273 9038
www.caa.lt/index.php?1352663921

Luxembourg

Ministère de l'Économie et du Commerce extérieur
Tel.: +352 247 84112
www.eco.public.lu/attributions/dg2/d_consummation/protection_consommateurs/annexe_2/annexe_2_9/index.html

Malta

Malta Competition and Consumer Affairs Authority
Tel.: +356 2395 2000
www.dca.gov.mt

The Netherlands

Inspectie Leefomgeving en Transport
Human Environment and Transport Inspectorate
Tel.: +31 884 890 000
www.ilent.nl/onderwerpen/transport/passagiersrechten/passagiersrechten_luchtvaart/index.aspx

Poland

Civil Aviation Office
Tel.: +48 22 520 74 84
www.ulc.gov.pl/index.php?option=com_content&task=category§ionid=4&id=13&Itemid=105

Portugal

Instituto Nacional de Aviação Civil (INAC)
Tel.: +351 21 842 3500
www.inac.pt/PPT/Passageiros/DireitosPassageiro/direitosdospassageiros/Paginas/DireitosdosPassageiros.aspx

Romania

National Authority for Consumer Protection
Tel.: +4021 312 1275
www.anpc.ro

Slovakia

Slovenská obchodná inšpekcia
Tel.: +421 2 58 272 103
+421 2 58 272 140
www.soi.sk

Slovenia

Civil Aviation Agency
Tel.: +386 1 266 66 00
www.caa.si/index.php?id=457

Spain

Agencia Estatal de Seguridad Aérea
Tel.: +34 91 396 82 10
www.seguridadaerea.gob.es/lang_castellano/particulares/pasajeros/default.aspx

Sweden

National Board for Consumer Complaints (ARN)
Tel.: +46 8 508 860 00
<http://www.arn.se/>

United Kingdom

Civil Aviation Authority
Tel.: +44 20 7453 6888
www.caa.co.uk/homepage.aspx?catid=1759

European
Commission

Your
passenger
rights
at hand



Air passenger rights

WHAT YOU NEED TO KNOW

Mobility and
Transport



Iceland, Norway and Switzerland have appointed a National Enforcement Body

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 1,500 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.

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.

