

Checklist Delayed flight

These rights apply to all flights departing within and from the EU/EEA. They also apply to flights landing in the EU/EEA if the airline is registered in the EU/EEA.

✓ **You have the right to financial compensation if the flight is more than three hours delayed to the final destination**

If your flight is delayed and you arrive at the final destination 3 hours later than the original travel plan you are entitled to financial compensation, unless the delay is caused by extraordinary circumstances outside the air carrier's control which could not have been avoided even if all reasonable measures had been taken.

The amount of compensation that you are entitled to depends on the distance of the flight. You are entitled to:

- 250 Euros when the distance is up to 1500 km
- 400 Euros when the distance is between 1500 and 3500 km
- 600 Euros when the distance is more than 3500 km.

✓ **You have the right to a refund if the flight is more than five hours delayed**

If you are more than five hours delayed you can, instead of waiting for the air carrier to get you to your final destination, choose to get reimbursement within seven days, of the full cost of the ticket. For the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to the original travel plan, together with, when relevant, a return flight to the first point of departure, at the earliest opportunity.

NOTE: If you accept a refund, the airline does not have to provide any further onward travel or assistance.

✓ **You have the right to meals and accommodation**

1. Food and drinks in reasonable relation to the delay. You are also entitled to two free telephone calls, emails or faxes.
2. If you are booked onto a flight departing the following day, you are entitled to overnight accommodation at a hotel and transportation between the airport and the hotel.

NB: These rights only apply when the departure is delayed with at least:

- Two hours on all flights longer than 1500 km.
- Three hours on all flights within EU, Norway, Iceland and Switzerland and all other flight between 1500 and 3500 km.
- Four hours on all flights that are not covered above.



✓ **You have the right to refund for additional costs**

You may also be entitled to reimbursement for additional costs, if you have had any additional expenses due to the delay (e.g. accommodation, transport to/from airport, subsistence) and you have receipts confirming your costs. Remember to keep receipts for additional expenses incurred in order to substantiate the costs.

✓ **How to complain**

Make a written complaint to the airline carefully detailing what you are requesting, if you have had any expenses attach a copy the receipts. It is important that you save copies of the documentation sent to the airline.

As methods of communication vary from airline to airline, we recommend that you check on the airlines website to see what designated forms of communication (e-mail, contact form on the website) are accepted by their customer service.

In addition, you can use the **AIR PASSENGER RIGHTS EU COMPLAINT FORM** and attach it to your complaint and if necessary enclose your receipts.

http://www.konsumenteuropa.se/globalassets/reklamationsblanketterna/eu_complaint_form_en.pdf

✓ **ECC can assist you with your complaint**

If the airline does not reply or gives you a negative reply you can turn to the National Enforcement Body in the country where the incident took place or the ECC-office in your home country for further advice. Here are the contact details:

http://ec.europa.eu/transport/themes/passengers/air/doc/2004_261_national_enforcement_bodies.pdf

http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm

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