



You have bought a ticket at the standard fare or at a cheap rate?

On a regular flight or a charter?

You have bought just the ticket alone or as part of a package tour?

Whatever the case, your rights are the same.

SUMMARY

- > **Your flight has been cancelled**
- > **You are denied boarding**
- > **Your flight is delayed**
- > **You have mobility difficulties**
- > **Your baggage is lost, damaged or delayed**

YOUR FLIGHT HAS BEEN CANCELLED

The air carrier is obliged to provide you with written notice explaining your rights. If the air carrier fails to do this remember you are entitled to a later re-routing flight or a full refund of your ticket, to a fixed-amount compensation and to a right of care at the airport.

The refund of your ticket or re-routing

The operating air carrier must offer you the choice of one of three options :

- transportation via another flight to your final destination, under comparable transport conditions at the earliest possible opportunity ;
- transportation to your final destination, under comparable transport conditions, at a later date chosen at your convenience, subject to availability of seats.
- should you prefer to forego your trip, the refund of the ticket (at the full purchase price) for the part or parts of the journey which were not made, and also for the part or parts of the trip already made if the flight is no longer serving any purpose in relation to your original travel plan, as well as, should it be necessary, a return flight to the first point of departure at the earliest opportunity.

✈ Please Note :

- If you have chosen a refund, this must be paid within seven days either by cash, bank transfer or by cheque. Although you are under no obligation to do so, you can elect to be refunded through travel vouchers and / or other services.
- If the replacement flight lands at another airport than the one originally planned the air carrier will take care of the cost of transport to the airport originally planned, or to another destination agreed by you.

Flat rate compensation

Whatever option you choose, you are entitled to a flat-rate compensation, depending on the length of the original flight (calculated on the as the crow flies basis) and the delay in reaching your destination, if you have chosen to be re-routed.

Up to 1,500 km	250 € (125 €, if the delay does not exceed two hours)
Intra - Community flights from 1,500 to 3,500 km	400 € (200 €, if the delay does not exceed three hours)
Other flights	600 € (300 €, if the delay does not exceed four hours)

If this flat-rate compensation does not cover your costs, you can seek supplementary compensation by legal means.

✈ **Please Note :**

Passengers are not entitled to this flat-rate compensation if they have been informed of the flight's cancellation,

- at least two weeks before the scheduled time of departure,
- or between two weeks and seven days before the scheduled time of departure and have been offered re-routing, allowing them to depart no more than two hours before the scheduled time of departure and to reach their final destination less than four hours after the scheduled time of arrival,
- or if they are informed of the cancellation less than seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than two hours before the scheduled time of departure and to reach their final destination less than two hours after the scheduled time of arrival.

The operating air carrier shall not be obliged to pay compensation if it can prove that the cancellation is caused, according to European regulations, by "circumstances which could not have been avoided even if all reasonable measures had been taken".

Right to care at the airport

If passengers are stranded at the airport waiting for a replacement flight, the air carrier shall offer them meals and refreshments and also offer two free of charge telephone calls and two fax messages or two text messages.

If the replacement flight does not leave on the same day, the air carrier shall offer passengers hotel accommodation and cover transport costs between the airport and the place of accommodation up to the flight's departure time.

This notice must be clearly legible and visibly displayed to passengers in the check in zone

"If you are denied boarding or if your flight is cancelled or delayed for at least two hours, ask at the check in counter or at the boarding gate for the text stating your rights, particularly with regard to compensation and assistance."

YOU ARE DENIED BOARDING

You arrive at the airport at the scheduled time (without having received written confirmation at least forty-five minutes before the scheduled departure time), but are not able to board, due to lack of available seats. Your rights are the same as if your flight had been cancelled.

As soon as it becomes apparent that there are not enough seats onboard, the air carrier shall first call for volunteers to surrender their reservations.

You volunteer to surrender your reservation

You can freely negotiate the conditions of your re-routing and the amount of your compensation which may be higher or lower than that awarded to non – volunteering passengers.

You do not volunteer to surrender your reservation

You have the choice between leaving at a later time or giving up your travel plans. In this case your ticket will be refunded and, when relevant, you will be re-routed to your original point of departure.

Whatever option you choose, you are entitled to financial compensation. (For more information, please refer to « Your flight has been cancelled »)

Volunteer or not, you are entitled to a right to care at the airport (telephone calls, refreshments, hotel accommodation when necessary).

✈ **Please Note :**

if the flat-rate compensation does not cover your true costs you may take legal action to recover extra compensation, except if you volunteered to surrender your reservation.

YOUR FLIGHT IS DELAYED

Once the delay has reached two hours, the air carrier must provide you with written information concerning your rights : the right to care at the airport and, in the case of significant delays, the refund of your ticket should you decide not to continue with your travel plans. However you cannot demand compensation, except by legal means.

Right to care at the airport

This right to care for passengers whose flights have been delayed is obligatory once reasonable expectations for departure time have been exceeded :

- two hours, for a flight of 1,500 km maximum
- three hours, for inter-Community flights of more than 1,500 km and for other flights between 1,500km and 3,000 km
- four hours for other flights.

The air carrier must at this point offer its' passengers meals and refreshments in reasonable relation to the expected waiting time. Passengers shall be offered two free of charge telephone calls, telexes or text messages.

In addition, if the departure time is delayed until the next day, the air carrier shall guarantee passengers hotel accommodation.

✈ Please Note :

In case of delays, children travelling unaccompanied are entitled to immediate right to care, whatever the reasonably expected flight delay, as are passengers with reduced mobility and any persons accompanying them.

The refund of your ticket

The air carrier shall offer you this refund once the expected flight delay exceeds at least five hours.

Should you accept, you will be entitled to a refund of the unused part or parts of your travel, as well as a refund of the part or parts already made if the flight is no longer serving any purpose in relation to the your original travel plan, together with, when relevant, a return flight to the first point of departure.

YOU HAVE MOBILITY DIFFICULTIES

If you suffer from a handicap, either permanent or temporary, or your mobility is reduced due to your age, for example, your rights are increased.

You have priority for departure

When the transport air carrier is unable to allow all passengers to board, due to lack of available seats, it shall give priority to passengers with reduced mobility and to all the passengers and guide dogs accompanying them.

You shall be taken care of without delay

Whatever the reason for your being grounded at the airport : (denied boarding, cancellation or delay), you are entitled to a right to care planned in such cases, as soon as possible, even if the expected delay is of less than two hours.

Your handicap is not a reason for being denied boarding

Since 26 July 2007, the air carrier can no longer refuse to allow you to board for this reason, except if it can justify that the size of the airplane or its' doors or security regulations do not permit you to board. In this case, you may ask the air carrier to provide the reasons for refusing boarding in writing, and you and the persons accompanying you are entitled to a ticket refund and to be re-routed, in the same way as if your flight were cancelled.

Please note : the air carrier can insist, if your condition requires it, that you be accompanied.

You are entitled to assistance at the airport

From 26 July 2008, you are entitled to continued assistance from the welcoming point indicated in the airport of your departure up to the arrival point in the airport of your destination, including all the steps of your travel : registration, boarding, disembarkation and baggage reclaim...

YOUR BAGGAGE IS LOST, DAMAGED OR DELAYED

Problems relating to baggage are not regulated by European legislation, but by the Montreal Convention of 28 May 1999.

Formalities to be undertaken

If you notice any damage to your baggage on reclaiming it, immediately notify the air carrier of your concerns.

If you only notice any damage on opening your baggage, write to the air carrier to complain within a maximum of seven days, otherwise it will be too late to make a claim.

If your baggage has been lost, please go to the "Baggage" service of your air carrier or of the airport and fill out the required form which will enable a search for your baggage to be undertaken and can be used as proof you're your baggage has been lost.

If your baggage has been found send your air carrier a request for compensation for the inconvenience cause by this delay within the following 21 days.

Compensation

Compensation must cover property lost or damaged, but is restricted and, except in certain countries, will not exceed the limits laid down by the Montreal convention, in other words the equivalent in euros of 1,000 Special Drawing Rights (SDR) per passenger (approximately 1,050 euros):

✈ Please Note :

If the value of your baggage exceeds these limits, take out supplementary insurance or make a "special declaration of interest", when checking in moment de l'enregistrement.

To whom do these rights apply?

> Cancellation, denied boarding, delay, assistance to passengers with reduced mobility :

All passengers, European or not, are covered by European legislation if their flight ,

- departs from an airport within the European Community, from Norway, Iceland or Switzerland, whatever the nationality of the air carrier and whatever the airport of destination;

- arrives at an airport within the European Community, from Norway, Iceland or Switzerland and departs from another country if the air carrier is European (unless the passenger is entitled to similar protection in that country).

> Loss or delay of baggage :

all passengers travelling with air carriers registered with countries which signed up to the 1999 Montreal Convention (a list of the current 103 signatories is available at <http://www.icao.int/icao/en/leb/mtl99.pdf>)

¹ Regulation (EC) n° 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) n° 295/91 ; Regulation (EC) n o 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of handicapped or reduced mobility people when travelling by air.

² Convention for the Unification of Certain Rules for International Carriage by Air (Montreal, 28 May 1999)



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