



European  
Commission



**Your  
passenger  
rights**



**at hand**



# 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.



## 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 [europa.eu/youreurope/travel](http://europa.eu/youreurope/travel), 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/](http://ec.europa.eu/consumers/ecc/)

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



## NATIONAL ENFORCEMENT BODIES

### Austria

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

### Belgium

SPF Mobilité et Transports,  
Denied Boarding Authority  
Tel.: +32 (0)2 277 44 00  
www.mobilit.belgium.be

### Bulgaria

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

### Croatia

Hrvatska agencija za civilno zrakoplovstvo  
Tel.: +385 12369300  
www.ccaa.hr

### Cyprus

Τμήμα 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

Tarbijakaitseamet  
Tel.: +372 6201700  
www.tka.niik.ee

### Finland

Kuluttajariitalautakunta  
Tel.: +358 295665200  
www.kuluttajariita.fi

### France

Direction générale de l'aviation civile (DGAC),  
Mission du Droit des passagers  
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 Fogysztónvédelmi Hatóság  
Tel.: +36 14594800  
www.nfh.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

Patērētāju 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'Economie 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

Komisja Ochrony Praw Pasażerów  
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 913968210  
www.seguridad.aerea.es

### Sweden

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

### United Kingdom

Civil Aviation Authority,  
Passenger Complaints Unit  
Tel.: +44 2074536888  
www.caa.co.uk

