

# Checklist cancelled 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 choose between a refund or rerouting**

1. Reimbursement of the ticket price and if relevant, a return flight to your original point of departure.
2. Rerouting to the final destination as soon as possible or at a later date if convenient for the passenger.

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

1. Food and drinks in reasonable relation to the waiting time. You are also entitled to two free telephone calls, emails or faxes.
2. Hotel accommodation when necessary and transportation between the airport and the provided place of accommodation.

✓ **You have the right to financial compensation**

You are entitled to compensation, unless the cancellation is caused by extraordinary circumstances outside the air carriers 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 and when you were informed of the cancellation. 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.

**NB: You are entitled to half the amount if you are offered rerouting that makes your actual arrival time (in comparison to the original arrival time) no longer than:**

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



**NB: You are NOT entitled to compensation if the airline informed you about the cancellation:**

- More than 14 days before the scheduled time of departure.
- In the period between 14 days and 7 days before the scheduled time of departure and you are offered rerouting that makes you depart no more than two hours before scheduled time and makes you arrive to your final destination airport maximum 4 hours after scheduled time.
- Less than 7 days before the scheduled time of departure and you are offered rerouting that makes you depart no more than one hour before scheduled time and makes you arrive to your final destination no more than two hours after scheduled time.

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

You may also be entitled to reimbursement of additional costs, if you have had any additional expenses due to the cancellation (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 with airlines 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://ec.europa.eu/transport/themes/passengers/air/doc/complain\\_form/eu\\_complaint\\_form\\_en.pdf](http://ec.europa.eu/transport/themes/passengers/air/doc/complain_form/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/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](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)

Help and advice  
for consumers  
in Europe



Co-funded by  
the European Union

