

PASSENGERS' RIGHTS IN CASE OF CANCELLED OR DELAYED FLIGHT

DELAY

When?



A flight is delayed if it is operated in accordance with the original planning and its actual departure time is later than the scheduled departure time.

When do the passengers get a right to care if a flight is delayed?



When the flight is delayed:

- ⓐ 2 hours - for flights < 1500 km;
- ⓑ 3 hours - for flights between 1500 and 3500 km;
- ⓒ >4 hours - in the case of all other flights.

The right to care



In the case of a delayed flight, passengers have the right to receive the following:

- free meals;
- refreshments;
- 2 telephone calls and messages;
- hotel accommodation if needed.

The right to reimbursement

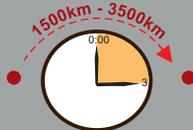


When the delay is at least five hours, passengers can ask for the reimbursement of the full cost of the ticket for the part of the journey not made or for the full journey if the flight is no longer serving any purpose.

The right to compensation

Passengers whose flights are delayed for at least 3 hours can ask for a compensation of:

- EUR 250 for flights of at least 1500 km;
- EUR 400 for flights between 1500 and 3500 km;
- EUR 600 for all other flights.



You cannot ask for compensation:



If the air carrier can prove that the long delay was caused by extraordinary circumstances.

CANCELLATION

When ?

CANCELLED

Cancellation means the non-operation of a flight which was previously planned and on which at least one place was reserved. Usually, the number of the flight changes.

The right to care



In the case of a cancelled flight, passengers have the right to receive the following:

- free meals;
- refreshments;
- 2 telephone calls and messages;
- hotel accommodation if needed.

The right to reimbursement or re-routing

Passengers shall be offered the choice between:

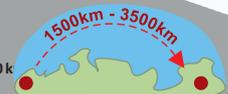
- reimbursement within seven days of the ticket together with a return flight to the first point of departure;
- re-routing, under comparable transport conditions, to their final destination at the earliest opportunity;
- re-routing, under comparable transport conditions, subject to availability of seats.



The right to compensation

In case of a cancelled flight, passengers can receive a compensation of:

- EUR 250 for all flights of at least 1500 km;
- EUR 400 for all flights between 1500 and 3500 km;
- EUR 600 for all other flights.



The compensation shall be paid in cash and no maximum period until which the compensation must be paid is provided.

You cannot ask for compensation:

- if you are informed at least 14 days before the scheduled time of departure;
- if you are informed between 14 and 7 days before the scheduled time of departure and are offered re-routing under certain conditions;
- if you are informed of the cancellation less than seven days before the scheduled time of departure and are offered re-routing under certain conditions;
- in case of extraordinary circumstances.



Reimbursement or re-routing + compensations



50%

Passengers have the right to compensation even if they receive reimbursement or re-routing.

The operating air carrier may reduce the compensation by 50 % when passengers are offered re-routing to their final destination on an alternative flight, under certain conditions.

EXTRAORDINARY CIRCUMSTANCES



Extraordinary circumstances are events that, by their nature or origin, are not inherent in the normal exercise of the activity of the air carrier concerned and are beyond its actual control and cannot be avoided even if all reasonable measures had been taken.

Technical problems can be considered extraordinary circumstances only if they stem from events which, by their nature or origin, are not inherent in the normal exercise of the activity of the air carrier concerned and are beyond its actual control.

The extraordinary circumstances do not affect the right to care, compensation and reimbursement.

Learn more

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