

Information to passengers concerning the EU Regulation 261/2004/EC

Dear passenger,

If your flight has been cancelled or is subject to a long delay, or you have been denied boarding on a flight for which you hold a valid reservation, you are entitled to certain rights in accordance with the EU Regulation 261/2004, which entered into force on 17.02.2005. Your airline is responsible for granting you these rights.

Scope

The Regulation applies:

- to passengers departing from an EU airport or departing from an airport outside the EU when carried by an EU carrier,
- only if you have a confirmed reservation on the flight concerned,
- only if you (except in case of cancellation) present yourself in time for check-in or, if no time is indicated, at least 45 minutes before the published departure time,
- only if you travel on a ticket bought at fare available to the public.

In accordance with the EU Regulation you are not entitled to the rights listed hereafter, if the incident is attributable to extraordinary circumstances, which could not have been avoided, even if all reasonable measures had been taken. Examples include bad weather conditions, political instability, strikes, security risks, unexpected flight safety shortcomings. These rights are also not granted if you have been denied boarding on reasonable grounds, such as reasons of health, general or operational security, or inadequate travel documentation.

Long delay

In accordance with the EU Regulation a delay occurs when a flight is delayed beyond its scheduled departure time by 4 hours for flights of more than 3.500 km, by 3 hours for flights between 1.500 km and 3.500 km as well as intra-Community flights of more than 1.500 km, and by 2 hours for flights of up to 1.500 km.

When your flight is expected to have a long delay, passengers are entitled to receive **care** while waiting. This includes: meals and refreshments in a reasonable relation to the waiting time, if necessary hotel accommodation and the possibility of making two short telephone calls, fax or e-mail messages. Care for passengers while waiting may be declined if the provision of the care would itself cause further delay.

In case of delay of more than 5 hours you are entitled to a **refund** of your ticket for the parts not used. Please note that in case of package travel the provisions of the Package Travel Directive 90/314/EEC will apply. This means that if you decide to cancel your flight you may have to pay high cancellation fees.

Denied boarding

If in case of overbooking you are denied boarding against your will on a flight for which you hold a valid reservation, you are entitled to care and refund as laid out in the previous section on 'long delay'.

In addition you are entitled to **re-routing**, under comparable conditions, to your final destination at the earliest opportunity. Subject to availability of seats, you may instead choose re-routing to your final destination at a later date of your convenience, in which case you will have to bear yourself the cost of food, accommodation and transfer.

Moreover you are also entitled to **compensation**. The form of payment (cash, cheque or transfer or with your agreement in form of vouchers) is at the discretion of the airline. The amount of the compensation depends on the distance of the scheduled flight or the alternative flight proposed to you. Compensations amount to:

- 250€ for flights up to 1.500 km,
- 400€ for flights between 1.500 km and 3.500 km and intra-Community flights of more than 1.500 km,
- 600€ for flights not falling under a) or b).

If you are offered an alternative flight, the scheduled arrival time of which does not exceed 2 hours in respect of flights up to 1.500 km, 3 hours in respect of flights between 1.500 km and 3.500 km as well as intra-Community flights of more than 1.500 km, and 4 hours in respect of all other flights, the above mentioned compensation amounts can be reduced by 50%, i.e. 125€, 200€ and 300€..

Where in case of overbooking you have volunteered to surrender your reservation against mutually agreed benefits, your rights are limited to re-routing or refund.

Cancellation

If your flight, for which you hold a valid reservation, has been cancelled, you are also entitled to re-routing, care, refund and compensation as laid out here above.

If the flight cancellation is due to extraordinary circumstances, you are not entitled to receive compensation. Equally, there is no right to compensation when the passenger has been informed of the cancellation:

- at least 14 days before the scheduled time of departure
- between 14 and 7 days before the scheduled time of departure and the alternative flight departs no more than 2 hours before the originally scheduled time of departure and reaches final destination less than 4 hours after the scheduled time of arrival
- less than 7 days before scheduled time of departure and the alternative flight departs no more than 1 hour before the originally scheduled time of departure and reaches final destination less than 2 hours after the scheduled time of arrival.

In accordance with the EU Regulation you will find the contact details of the national bodies responsible for enforcing passengers' rights on the back of this page.

National Enforcement Bodies according to Regulation 261/2004/EC

<p>Austria <i>this information has not been communicated yet to the Commission</i> <i>please contact the Commission:</i> tren-aprights@cec.eu.int <i>Fax : +32 2 299 10 15</i></p>	<p>Belgium Direction Générale Transport Aérien CCN - 4ème étage Rue du progrès 80 Bte 5 B-1040 BRUXELLES Tel. : +32 2 206.32.11 Fax : +32 2 203 15 28</p>	<p>Cyprus Minister of Communications and Works Acheon 28 CY-1424 LEFKOSIA Tel. : +3592 988-4191 Fax : +3592 987-3816</p>
<p>Czech Republic Civil Aviation Authority Letiště Ruzyně CZ-160 08 PRAHA 6 Tel. : +420 220 562 639 +420 220 112 080 Fax : +420 220 561 823</p>	<p>Denmark Danish Ministry of Transport 2nd Division 27 Frederiksholms Kanal DK - 1220 COPENHAGEN Tel. : +45 3392 4323 Fax : +45 3338 1433 ts@trm.dk</p>	<p>Estonia <i>this information has not been communicated yet to the Commission</i> <i>please contact the Commission:</i> tren-aprights@cec.eu.int <i>Fax : +32 2 299 10 15</i></p>
<p>Finland Civil Aviation Administration P.O. Box 50 FI-01531 VANTAA Tel. : +358 9 82771 +358 9 61 511 Fax : +358 9 8277 2099</p>	<p>France DGAC - Direction de la régulation économique Bureau de la facilitation et des clients du transport aérien (DRE/C2) 50, rue Henry Farman F-75720 PARIS CEDEX 15 Tel. : +33 1 58.09.39.79 Fax : +33 1 58.09.38.45</p>	<p>Germany Luftfahrt-Bundesamt (LBA) Hermann-Blenk-Str. 26 D-38108 BRAUNSCHWEIG Tel. : +49 531-2355-100 Fax : +49 531-2355-707 fluggastrechte@lba.de</p>
<p>Greece Hellenic Civil Aviation Authority GR-ATHENS Tel. : +30 21 0891.6000</p>	<p>Hungary <i>this information has not been communicated yet to the Commission</i> <i>please contact the Commission:</i> tren-aprights@cec.eu.int <i>Fax : +32 2 299 10 15</i></p>	<p>Ireland <i>this information has not been communicated yet to the Commission</i> <i>please contact the Commission:</i> tren-aprights@cec.eu.int <i>Fax : +32 2 299 10 15</i></p>
<p>Italy L'Ente Nazionale per l'Aviazione Civile Viale del Castro Pretorio, 118 IT-00185 ROME Tel. : +39 06 44596-1</p>	<p>Latvia <i>this information has not been communicated yet to the Commission</i> <i>please contact the Commission:</i> tren-aprights@cec.eu.int <i>Fax : +32 2 299 10 15</i></p>	<p>Lithuania Civil Aviation Administration Rod_n_s kelias 2 LT-02188 VILNIUS Tel. : +370 5 2739038 Fax : +370 5 2739237</p>
<p>Luxembourg <i>this information has not been communicated yet to the Commission</i> <i>please contact the Commission:</i> tren-aprights@cec.eu.int <i>Fax : +32 2 299 10 15</i></p>	<p>Malta <i>this information has not been communicated yet to the Commission</i> <i>please contact the Commission:</i> tren-aprights@cec.eu.int <i>Fax : +32 2 299 10 15</i></p>	<p>Poland Plac Powstańców Warszawy 1 PL-00-950 WARSZAW Phone +48 22 55 60 800 www.uokik.gov.pl uokik@uokik.gov.pl</p>
<p>Portugal Instituto Nacional de Aviação Civi Rua B, Edifícios 4, 5 e 6 Aeroporto da Portela PT-1749-034 LISBOA Tel. : +351(21)842-3500 Fax : +351(21)847-3585</p>	<p>Slovakia Slovenská obchodná inšpekcia ústredný inšpektorát Prievozská 32 SK-827 99 Bratislava 27 Tel. : +421 2 58272 203, +421 2 58272 240 Fax : +421 2 53414 996 e-mail: secretariat@soi.sk</p>	<p>Slovenia <i>this information has not been communicated yet to the Commission</i> <i>please contact the Commission:</i> tren-aprights@cec.eu.int <i>Fax : +32 2 299 10 15</i></p>
<p>Spain Dirección General de Aviación Civil Sección de Atención al Usuario Paseo de la Castellana, 67 Despacho A-259 ES-28071 MADRID Tel. : +34 91 597.83.21 Fax : +34 91 597.86.43</p>	<p>Sweden <i>this information has not been communicated yet to the Commission</i> <i>please contact the Commission:</i> tren-aprights@cec.eu.int <i>Fax : +32 2 299 10 15</i></p>	<p>The Netherlands Inspectie Verkeer en Waterstaat Postbus 575 NL-2130 AN HOOFFDORP e-mail: loket@ivw.nl</p>
<p>United Kingdom Civil Aviation Authority CAA House 45-59 Kingsway UK-LONDON WC2B 6TE Tel. : +44 020 7379 7311</p>	<p>Air Transport Users Council Room K705 -- CAA House 45-59 Kingsway UK-LONDON WC2B 6TE Tel. : +44 020 7240 6061 Fax : +44 020 7240 7071</p>	