



Your rights as a passenger: **Travel smart!**

Do you know your rights as a traveller? We will inform you about booking your flight, baggage, delays and much more ...

Flightright

The #1 for Air Passenger Rights



Travel with the law
on your side:

- 1 _ Bookings
- 2 _ Flight Delays
- 3 _ Flight Cancellations
- 4 _ Exceptions
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Information as of December 2014,
according to UK law



Additional charges for flights

Cost transparency is a must: tickets for flights which depart from the EU must specify the final price to be paid. This includes the flight costs, as well as the taxes, charges, surcharges and fees which are unavoidable.

Additional charged services must be clearly stated at the beginning of the booking process, with a clear option to opt out if desired.

If you are unable to take the flight, due to short-term illness for example, it is possible to reclaim the taxes and fees for the flight.

Our tips

Cheap Flights

When searching for flights and hotels always set your browser to 'private browsing' or 'incognito mode'. Travel sites track your visits and increase prices if you were already on their page.

Direct Savings

Flight search engines can help with travel arrangements, but often add **service fees** on to fares, so it may be best just to use them simply as a pre-selection. Then look for the desired flight directly with the airline; the direct booking is often cheaper.

Receive Compensation

Travelling with a stopover? If so, it makes sense to **book your trip uniformly**, that is, with an airline as a continuous flight. Should you have a flight delay or cancellation on one leg of your journey, you can receive compensation under EU regulation, if at least part of the route was from or to the EU.

Do not forget...

- Please read the Terms and Conditions (T&C) of the airline carefully. Here you will be able to find out more about the luggage, capacity and check-in.
- Check your information (date, name etc.) at the time of booking and, subsequently, confirm on your ticket.
- For travels in the EU, you will need an ID card valid for at least 3 more months. For travels outside the EU, a valid passport is required.

On time to check-in

If you miss your flight because you were not at the check-in on time, you do not have a right to an alternative flight or compensation.

'On time' refers to the time specified by the airline. If there is no indication, passengers must check-in at least 45 minutes prior to departure.



Your rights

Regulation (EC) no. 261/2004 determines the services and compensations to which passengers are entitled in case of delays.

Passengers have the right to receive services in relation to the waiting time – **from 2 hours** wait for short distances and from 4 hours for long-haul flights outside the EU.

For **delays of 5 hours or more**, you do not need to take the original flight and may take alternatives to complete your journey. When a flight is delayed to the following day, the airline must provide you with hotel accommodation.



EU Regulation

Punctual travel?! Air Passenger Rights are protected in Regulation (EC) No. 261/2004 of the European Parliament and of the Council of 11 February 2004. It provides support and compensation for passengers in cases of flight delay, cancellation and denied boarding.

The passenger rights apply:

- For passengers departing from an airport within the EU
- For passengers who land at an airport in the EU, if the airline is headquartered in the EU

2h+



2 Telephone calls, faxes or emails



Food



Drinks

5h+



Accommodation and transfer to/from the hotel when the flight is the next day



Refund of the ticket price



Rebooking or other transportation to the destination



UP TO 600 € COMPENSATION

If you reach your destination more than 3 hours late, you are entitled to compensation of between 250 and 600 €. The amount varies depending on the length of the flight.

Requirements:

- Confirmed booking
- On time for check-in
- No strike
- No exceptional circumstances

Can I book a new flight myself?

Yes! If the substitute flight offered by the airline is unreasonable (in the middle of the night, several stopovers etc.) you can book a flight yourself. However, be sure to consult with the airline first.

You should also check whether the airline pays for the ticket directly or will reimburse you later. For a trouble-free refund, you should confirm the agreement with the airline in writing.

Can I take a train?

Exchange your ticket for a railway travel voucher directly with the airline. You can do this at the airport counter, check-in desks or online.

Denied transportation?

Passengers who are denied boarding against their will and without a valid reason have the same rights as when a flight is cancelled.

What are valid reasons?

Passengers represent a safety or health risk; they lack important documents such as a passport or visa.

And if I volunteer?

If the plane is overbooked, the airline will often try to find passengers to voluntarily give up their seat in exchange for appropriate compensation.

A flight cancellation can be extremely frustrating, especially if you only learn of the cancellation at the airport. Generally, airlines must inform their passengers as soon as possible, including a comprehensive reason for the cancellation, and offer an appropriate substitute flight.

Passengers are entitled to compensation if they are not informed of the flight cancellation at least 14 days prior to the scheduled departure and the replacement flight arrives at the destination more than 3 hours late.

THE AMOUNT OF COMPENSATION DEPENDS ON THE FLIGHT ROUTE:

Distance	Compensation
up to 1,500 km	250 €
1,500 km – 3,500 km	400 €
over 3,500 km	600 €

In addition, you are entitled to:

From 2 hours (short distance), from 4 hours (long distance):

- Free meals and drinks
- Two telephone calls, emails or faxes

From 5 hours:

- You can withdraw from the flight – and will be fully reimbursed
- If the flight was delayed until the following day, the airline must bear the costs for the hotel accommodation and the hotel transfer

Our tip

If you learn that your flight is delayed a few hours before the scheduled departure, you should still be at the airport on time for the check-in. If the airline has a last-minute replacement flight for you and you are not at the boarding gate on time, your seat on the flight may be forfeited.

Even during longer waiting times passengers should not leave the gate, in case of sudden changes to the flight status.



Strike

You are still entitled to the cancelled flight that you paid for. The airline may be able to organize an alternative flight, with a subsidiary for example.

If this is not possible, a flight ticket may be exchanged for a train or bus ticket for short distances. After consulting with the airline, you can also organise it yourself and be reimbursed later. Be sure to keep all documents.

If the flight does not depart for over a day and no replacement flight can be arranged, passengers can withdraw from the flight and obtain a refund of the fare. Simply contact the travel agent or the airline's service centre. If you booked your ticket online, then you can reschedule or cancel it online, free of any charges.

Cancellation deadlines

In the event of cancellation, there is no entitlement to compensation if:

- You were informed **more than 14 days** in advance.
- You were informed of the change in departure time **7 to 14 days prior**, and the substitute flight arrived at the destination no more than 2 hours earlier or 4 hours later than originally scheduled.
- You were notified **less than 7 days** prior to departure and the alternative flight departed less than 1 hour earlier or arrived no more than 2 hours later than the original flight.
- There are **exceptional circumstances** (e.g. strikes, bad weather).

Exceptional circumstances

Strikes, extreme weather conditions and airspace closures are among the events considered to be exceptional circumstances. Such events are outside the scope of responsibility of the airline and therefore do not entitle passengers to compensation.

However, this decision is made for each case individually. If the airline is not able to provide evidence of exceptional circumstances, it has to pay compensation.

For example, during heavy snow or freezing rain, only one aircraft does not start because the airline did not sufficiently use frost protection or de-icing. If flights from other airlines departed easily from the same airport, the cancellation could be considered a failure of the airline and hence compensation has to be paid.



The more evidence and documentation you collect during a delay, the easier it is to later enforce a compensation claim against the airline. At the airport, collect as much information as possible.



Photograph or film the delay/arrival time at the destination



In case of bad weather or a strike, confirm whether other airlines also experienced delays or cancellations



Ask for possible alternative transportation at the airline information counter



At the airport, ask for confirmation of the delay in writing



Keep all receipts for food, drinks, taxis or hotel



Exchange contact information with other passengers

Our tip

Long queue at check-in?

If you could miss your flight due to a long wait at the check-in counter, make sure you contact the ground staff. Airlines must accelerate the check-in process for passengers at risk of missing a flight.

If you are unable to receive help, ask fellow travellers to confirm in writing that you were at the check-in on time and the processing took so long due to the long queue.

Time limits



You can claim compensation up to six years after a flight delay.

WHO CAN HELP WITH COMPENSATION CLAIMS?

Of course passengers can contact the airline directly to enforce their right to compensation according to the Air Passenger Right Regulation.

However, airlines are often not willing to pay. As the world's largest air passenger rights advocator, Flightright facilitates the process of claiming compensation. Thanks to our legal experts, we are able to achieve a 98% success rate in court. We have already helped over 400,000 passengers, and only charge a fee when your case is successful.

Are you entitled to compensation? On www.flightright.co.uk you can check your claim free of charge and without obligation.



When a package holiday does not go as planned, the organisers and/or intermediaries are liable for the performance of the services offered.

- For delayed or cancelled flights, package holiday travellers can exercise their **right to compensation** (under EU regulation) by claiming against the carrier.
- Alternatively, they can direct **compensation claims** to the tour operator, based on package travel regulation.
- **Complain to the organiser** (or its local representative). They must try to immediately find a satisfactory solution at no extra cost to you.
- If important contractual elements of the package (e.g. the price) are changed prior to departure or the **organiser cancels the holiday**, you have the right to cancel the contract and receive a full refund.
- You should pay for a package holiday only when it includes an insurance policy. Tour operators must be **insured against insolvency and inability to pay**, confirmed by an insurance certificate. You should be able to find such information online. Package organisers and travel agencies are neither allowed to charge the full price nor the partial payment if access to the insurance information is unavailable.

Definition

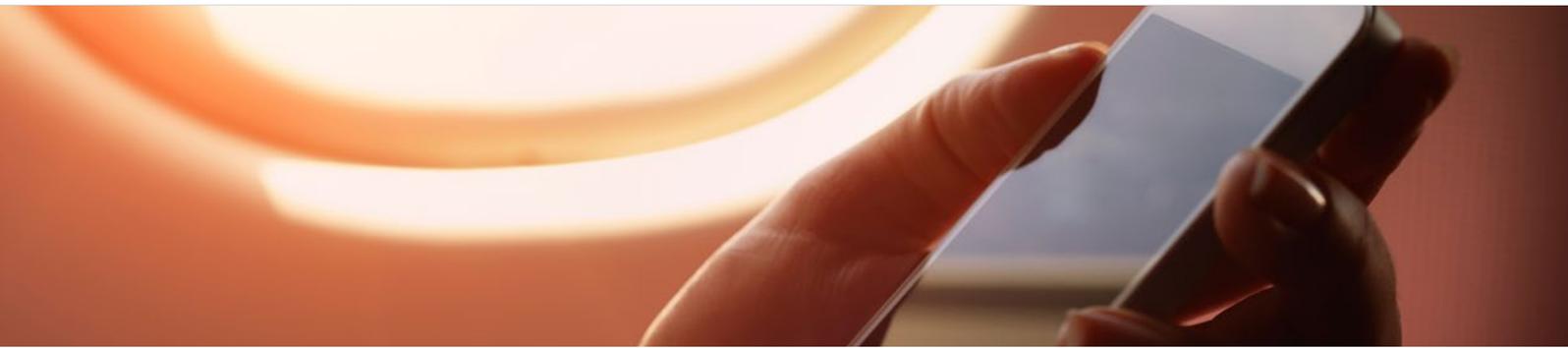
When a tour operator offers a pre-arranged travel service (e.g. transport, accommodation and other tourist services) at an inclusive price, it is referred to as a 'package holiday'. The trip usually covers a period of more than 24 hours or includes an overnight stay. Within the EU, consumers have the same rights when having booked a package holiday at a domestic or foreign provider (Council Directive 90/314/EEC of 13 June 1990).

Time limits

Package holiday travellers need to submit claims against the tour operator within one month after the end of the tour, as agreed in the contract.

The rights stated in the EU Air Passenger Rights Regulation expire after 6 years.





Travel Apps

Booking



Booking.com

Simple accommodation booking. 'Nearby' search allows for spontaneous nights.



HostelWorld

Find and book cheap hostel accommodation worldwide. Includes user reviews, ratings and photos.



TripAdvisor

Combines user reviews of hotels, restaurants and leisure activities.



Airbnb

Book private accommodation, with visitor reviews.



Skyscanner

Compare and book flights on your smartphone.

Travel



PackPoint

Intelligent packing app. Select occasion, enter travel time and get ready to pack – according to the weather conditions.



Google Translate

Translation app available in offline mode.



Word Lens

Instantly translate by simply pointing your phone's camera at printed text.



Flight Track

Track international flights in real time.



Flying

A fun yet useful app to track your flights and connect with friends.

Travel-Hacks

Book 2 seats, receive 3

If you're travelling as a couple, reserve the window and aisle seats. If the flight is not fully booked, the middle space often remains free, particularly on long-haul flights.

Digital is better

In case something gets lost: scan and save your passport, booking confirmations, travel plans and maps on your smartphone. It is good idea to send the documents to yourself via email.

Legroom on the plane

You can find more legroom in Economy Class next to the emergency exits or in the first seat row. You should be aware, however, that the latter are often allocated to families and so the noise level may increase.

Unlock credit cards

Check if your credit card is enabled for your destination. Otherwise, an unusual shopping frenzy in New York might cause a plausibility check by your credit card company.

Compensation

Your luggage is delayed, damaged or permanently lost? The Montreal Convention ensures your right to compensation.

- Compensation is capped. The airlines are liable to a maximum of 1,330 € per affected passenger, not per piece of luggage.
- The compensation value is calculated from the value of the goods at the time of loss or damage.
- The passenger must prove which items were damaged or lost and how expensive they were, by submitting proof of purchase.
- The airline cannot be held liable for luggage that was already previously broken or poorly secured.
- For hand luggage, the airline is only liable if it has inflicted the damage itself.

Extra clothes

If luggage is delayed, passengers can purchase emergency clothing and toiletries at the expense of the airline. Most of the airlines reimburse reasonable purchases of between 25 and 200 €, depending on the flight distance. Usually, the travellers must pay for the items themselves, before receiving reimbursement from the airline later on. Therefore, it is essential that supporting documents are kept.

Some airlines also offer an emergency kit with toiletries and underwear. For package holidays, claims can be made against the tour operator.



Time limits

You should immediately report loss of luggage to the 'Lost and Found' office at the airport and the airline. A loss form must be completed.

When your luggage is delayed, inform the airline about this detriment also in written form within 21 days; or within 7 days in case of damage.

Submit receipts for emergency purchases within 3 weeks after receiving your delayed baggage. Ideally, compensation is paid within 30 days upon notification.

Tips

Valuables such as jewellery, cash and documents should always be in your hand luggage. They will not be replaced in case of loss!

You should clearly label your luggage with the destination, date and home address. A 'fragile' sticker can also help protect your luggage.

Choose an eye-catching case, it will make it easier to find on the baggage carousel, as well as easier to describe if lost.



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