

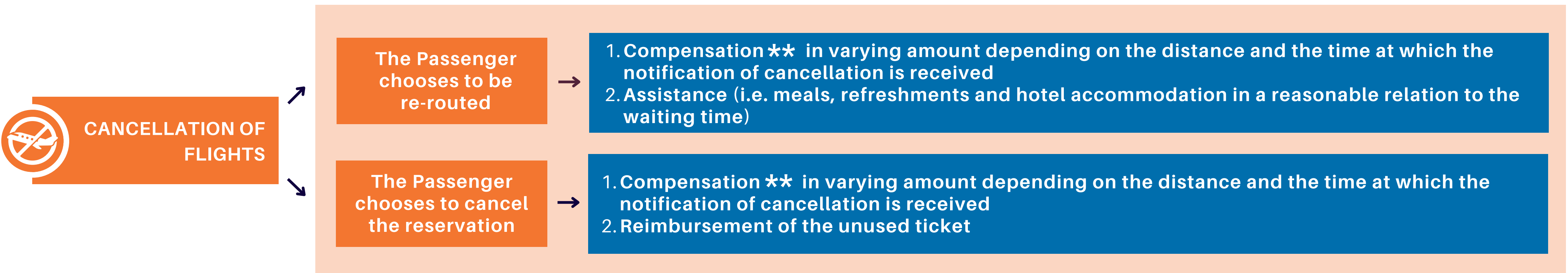
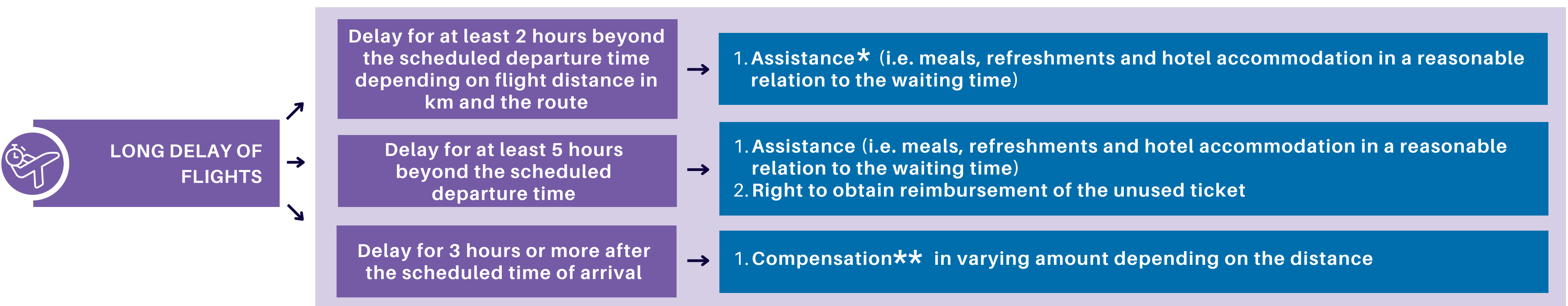
Passenger's rights Regulation (EC) 261/2004

Scope

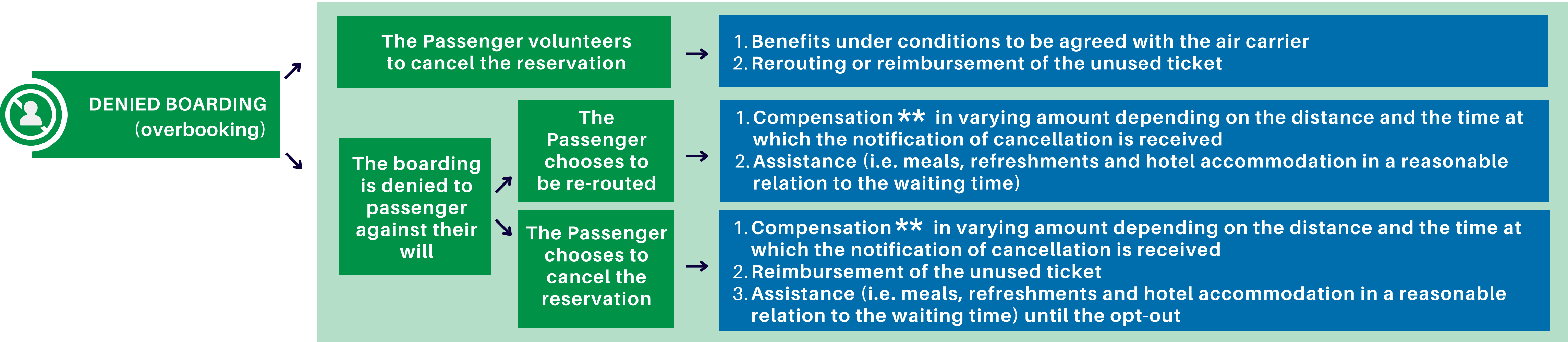
- Flights departing from any EU airport (to any destination and operated by any air carrier - either EU or extra EU)
 - Flights departing from any extra EU airport arriving at any EU airport when operated by any EU air carrier
- The provisions of Regulation (EC) 261/2004 also apply to Norway, Iceland and Switzerland

EVENT

PASSENGER'S RIGHTS to be guaranteed by the air carrier



Where the operating air carrier **brings the flight forward** by more than 60 minutes it is regarded as having been 'cancelled'



 *** ASSISTANCE**

| | | |
|--|--------------------------|---------------------------|
| ALL THE FLIGHTS (INTRA-EU AND INTERNATIONAL) | UP TO 1500 KM | Delay for 2 hours or more |
| INTRA-EU FLIGHTS | BEYOND 1500 KM | Delay for 3 hours or more |
| INTERNATIONAL FLIGHTS | BETWEEN 1500 AND 3500 KM | Delay for 3 hours or more |
| INTERNATIONAL FLIGHTS | BEYOND 3500 KM | Delay for 4 hours or more |

 **** COMPENSATION**

| | | |
|--|--------------------------|-------|
| ALL THE FLIGHTS (INTRA-EU AND INTERNATIONAL) | UP TO 1500 KM | € 250 |
| INTRA-EU FLIGHTS | BEYOND 1500 KM | € 400 |
| INTERNATIONAL FLIGHTS | BETWEEN 1500 AND 3500 KM | € 400 |
| INTERNATIONAL FLIGHTS | BEYOND 3500 KM | € 600 |

 **COMPENSATION IS NOT DUE**

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| where the air carrier can prove that a cancellation/long delay has been caused by extraordinary circumstances |
| if the passenger is informed of the cancellation or is offered an alternative flight within the timeframe provided by the relevant legislation |

Any complaint must be sent to the airline that issued the ticket and / or to the tour operator with which the transport contract was stipulated in the case of "package travel"



For a quick access to further information and to the relevant legislation
scan the QR Code with the smartphone camera
www.enac.gov.it/en/passengers