

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



Delay for at least 2 hours beyond the scheduled departure time depending on flight distance in km and the route

1. Assistance * (i.e. meals, refreshments and hotel accommodation in a reasonable relation to the waiting time)

Delay for at least 5 hours beyond the scheduled departure time

1. Assistance (i.e. meals, refreshments and hotel accommodation in a reasonable relation to the waiting time) 2. Right to obtain reimbursement of the unused ticket

Delay for 3 hours or more after

the scheduled time of arrival

1. Compensation** in varying amount depending on the distance



The Passenger chooses to be re-routed

1. Compensation ** in varying amount depending on the distance and the time at which the notification of cancellation is received 2. Assistance (i.e. meals, refreshments and hotel accommodation in a reasonable relation to the

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waiting time)

The Passenger chooses to cancel the reservation

1. Compensation ** in varying amount depending on the distance and the time at which the notification of cancellation is received 2. Reimbursement of the unused ticket

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



The Passenger volunteers to cancel the reservation

The boarding is denied to passenger against their 🔌 will

The Passenger chooses to be re-routed

The Passenger chooses to cancel the reservation

ALL THE FLIGHTS (INTRA-EU AND INTERNATIONAL)

1. Benefits under conditions to be agreed with the air carrier 2. Rerouting or reimbursement of the unused ticket

- 1. Compensation ** in varying amount depending on the distance and the time at which the notification of cancellation is received
- 2. Assistance (i.e. meals, refreshments and hotel accommodation in a reasonable relation to the waiting time)
- 1. Compensation ** in varying amount depending on the distance and the time at which the notification of cancellation is received 2. Reimbursement of the unused ticket
- 3. Assistance (i.e. meals, refreshments and hotel accommodation in a reasonable relation to the waiting time) until the opt-out

UP TO 1500 KM







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
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

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



Delay for 2 hours or more