



Know your rights when you fly

An easy guide to Air Passenger Rights

2023 EDITION



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1 in 4 flights are delayed.

That's why it pays to know your rights.

“

So, what are air passenger rights?

Simply put, they're the laws and **regulations that protect all of us when we fly.**

We want you to **understand your rights and how they can benefit you.** And we want to help you when you face a flight delay or cancellation.”



Rosa Garcia

Strategic Legal Counsel / Air Passenger Rights Advocate at AirHelp

What you're entitled to

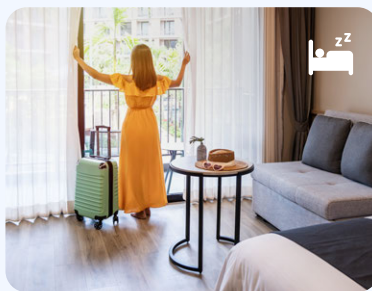
Make sure you get care and compensation when your flight's delayed or canceled. In most cases, it's the law.



1

Food & drink

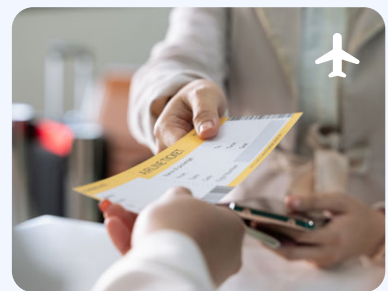
After a delay of a few hours.



2

Accommodation

If you're delayed overnight.



3

An alternative flight

If you still want to travel.

Let's talk about money



Compensation

Check if you're owed compensation on airhelp.com



Refund

If airline changes mean you can't fly, you're entitled to an alternative flight or a full refund of your ticket.



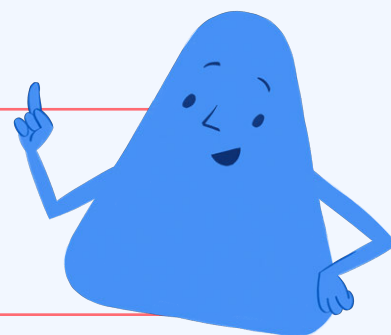
Reimbursement

Essential costs you incurred because of the disruption should be reimbursed.

Gather evidence to support your claim

- ✓ Demand that the airline tells you the cause of the disruption.
- ✓ Keep hold of SMS messages, emails, or notifications you're sent by the airline.
- ✓ Take photos of any flyers or flight information boards showing your disruption.
- ✓ Make a note of the time you arrive at your final destination.
- ✓ Hold on to your boarding pass (plus boarding passes for alternative flights).
- ✓ Keep receipts of everything you had to buy.

i Airlines may offer vouchers or air miles instead of paying refunds or compensation. If you sign a waiver or accept a voucher, you may forfeit your right to compensation. So don't accept anything unless you're satisfied you're getting a fair deal.



Air passenger rights that will benefit you. Promise.

We've done our best to capture the most important bits of each law.

For a detailed breakdown, visit airhelp.com/en-int/air-passenger-rights.

It doesn't matter where you're from, your rights are based on where you're flying from or to.





Europe EC 261

Regulation (EC) No. 261/2004 of the European Parliament and of the Council

Where in the world

All flights departing from an EU airport, plus flights landing in the EU on an EU airline. Switzerland, Norway and Iceland are covered, too.

Your compensation



Delays

Over 3 hours
Up to €600



Cancellations

Less than 14 days
before
Up to €600



Denied boarding

For overbooking
Up to €600



Schedule changes

Less than 14 days
before
Up to €600



Missed connections

Causing 3-hour delay
upon arrival
Up to €600

i No compensation when a disruption is caused by extraordinary circumstances.

Care that you're entitled to



Alternative flight or full refund

In all cases of denied boarding, cancellation, or missed connection.



Accommodation

For overnight delays. Airline must provide transportation to it.



Communication

Two phone calls, fax messages, or emails.



Information

Passengers must be informed of their rights.



Food & drink

After a few hours.

What else it covers



Passengers with restricted mobility or special needs

Airlines should prioritize transporting passengers with restricted mobility and unaccompanied minors.



Upgrades and downgrades

Passengers don't have to pay if the airline upgrades them. If downgraded, passengers should be reimbursed up to 75% of the ticket price.



UK 261

The Air Passenger Rights and Air Travel Organisers' Licensing (Amendment) (EU Exit) Regulations 2019

Where in the world

All flights departing from a UK airport and flights into the UK on a UK or EU airline. Also applies to flights into the EU on a UK airline.

Your compensation



Delays

Over 3 hours

Up to £520



Cancellations

Less than 14 days before

Up to £520



Denied boarding

For overbooking

Up to £520



Missed connections

Causing 3-hour delay upon arrival

Up to £520



No compensation when a disruption is caused by extraordinary circumstances.

Care that you're entitled to



Alternative flight or full refund

In all cases of denied boarding, cancellation, or missed connection.



Accommodation

For overnight delays. Airline must provide transportation to it.



Communication

Two phone calls, fax messages, or emails.



Information

Passengers must be informed of their rights.



Food & drink

After a few hours.

What else it covers



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USA Laws

U.S. Department of Transportation Aviation Consumer Protection

Where in the world

All flights departing the USA.

Your compensation



Denied boarding

For overbooking

Up to **US\$1,550**



Luggage

Reimbursed for delayed, lost, or damaged bags on domestic flights

Up to **US\$3,800**

i No compensation if you're denied boarding for safety-related reasons.

Care that you're entitled to



Alternative flight or full refund

You get an alternative flight or refund if you're denied boarding.

Airlines may provide assistance to passengers waiting for a flight, but there is no federal requirement to do so.

What else it covers



Tarmac delays

Passengers have free access to toilets and medical attention, plus food and drink after 2 hours if they are delayed while onboard.

Passengers must be allowed to disembark unless there's a reason not to:

- Domestic flights: after 3 hours
- International flights: after 4 hours

Canada APPR

Canadian Transportation Agency's Air Passenger Protection Regulations

Where in the world

All flights to, from, and within Canada.

Your compensation



Delays

Over 3 hours

Up to CA\$1,000



Cancellations

Less than 14 days before

Up to CA\$1,000



Denied boarding

For overbooking

Up to CA\$2,400



Luggage

Reimbursed for delayed, lost, or damaged bags

Up to CA\$2,350

i No compensation when a disruption is caused by extraordinary circumstances.

Care that you're entitled to



Alternative flight

In all cases of denied boarding, cancellation, or delay over 3 hours.

Refunds only offered in certain situations.



Accommodation*

For overnight delays. Airline must provide transportation to it.



Communication*

Phone call or Wi-Fi access for emails after 2 hours.



Information

Passengers must be informed of their rights and explained why their flight was disrupted. Status updates every 30 minutes.



Food & drink*

After 2 hours.

*Airlines don't have to provide this for disruptions out of their control, required for safety, or if they told you 12 hours before.

What else it covers



Tarmac delays

Ensures passengers have free access to toilets, food and drink, and communication if delayed onboard. After 3 hours, passengers must be allowed to disembark unless there's a reason not to.



Accessible transport

Ensures people with disabilities can access the federal transportation network.



Seating of children

Children under 14 should be seated near their parent or guardian for free.

Turkey SHY Passenger

Regulation on Air Passenger Rights (SHY PASSENGER)

Where in the world

All flights departing from a Turkish airport, plus flights landing in Turkey on a Turkish airline.

Your compensation



Cancellations

Less than 14 days before

Up to €600*



Denied boarding

For overbooking

Up to €600*

*Compensation can be paid in euros or Turkish lira.

i **No compensation** when a disruption is caused by extraordinary circumstances.

Care that you're entitled to



Alternative flight or full refund

In all cases of denied boarding, cancellation, or missed connection.



Accommodation

For overnight delays. Airline must provide transportation to it.



Communication

Two phone calls, fax messages, or emails.



Information

Passengers must be informed of their rights. Denied boardings or flight cancellations must be confirmed in writing.



Food & drink

After a few hours.

What else it covers



Passengers with restricted mobility or special needs

Airlines should prioritize transporting passengers with restricted mobility and unaccompanied minors.



Upgrades and downgrades

Passengers don't have to pay if the airline upgrades them. If downgraded, passengers should be reimbursed up to 75% of the ticket price.



Destination changes

The airline is responsible for transporting passengers to the original destination.



Brazil ANAC 400

Brazilian National Civil Aviation Agency. Resolution N° 400

Where in the world

All flights to, from, and within Brazil.

Your compensation



Delays

Over 2 hours

Up to R\$10,000*



Cancellations

Less than 72 hours before

Up to R\$10,000*



Denied boarding

For overbooking

Up to R\$10,000*



Schedule changes

Less than 72 hours before

Up to R\$10,000*



Missed connections

Causing 2-hour delay upon arrival

Up to R\$10,000*



Luggage

Reimbursed for delayed, lost, or damaged bags

*Amounts not stated in the law, but what we find passengers can claim under the Brazilian consumer code.



No compensation when a disruption is caused by extraordinary circumstances.

Care that you're entitled to



Alternative flight or full refund

In all cases of cancellation, denied boarding, time change, missed connection, or delay over 4 hours.



Accommodation

For overnight delays.



Communication

Phone call or Wi-Fi access for emails after 1 hour.



Information

Passengers must be informed of disruption promptly. Updates every 30 minutes.



Food & drink

After 2 hours.

What else it covers



Passengers with additional needs

Passengers over 60, pregnant and breastfeeding passengers, passengers with an infant, and passengers with reduced mobility or a condition that limits their autonomy should have appropriate care and assistance throughout their travel as well as priority in the event of disruptions.



China

Provisions on the Management of Flight Regularity

Where in the world

All flights within China, plus flights departing from or stopping in China.

Your compensation



Delays

Over 4 hours

Up to ¥200*



Delays

Over 8 hours

Up to ¥400*

* Amounts and terms are set by airlines, so differ between airlines. Some airlines do not offer compensation.

Care that you're entitled to



Food & drink*

Regulated airlines are required to provide this.



Accommodation*

Regulated airlines are required to provide this.



Information

Changes in flight status must be communicated to passengers within 30 minutes.

*For international flights, airlines will help passengers find food and accommodation, but they will only pay for it if they caused the disruption.

What else it covers



Passengers with reduced mobility and unaccompanied children

Have priority.



Tarmac delays

Passengers have access to toilets if delayed while on the plane. Plus access to food and water after 2 hours and the right to disembark after 3 hours.



Ministry of Civil Aviation Passenger Charter

Where in the world

All flights to, from, and within India.

Your compensation



Cancellations

Less than 24 hours before
Up to ₹10,000



Denied boarding

For overbooking delays over 1 hour
Up to ₹20,000



Missed connections

Up to ₹10,000



Luggage

Reimbursed for delayed, lost, or damaged bags
Up to ₹20,000

i No compensation when a disruption is caused by extraordinary circumstances.

Care that you're entitled to



Alternative flight or full refund

In all cases of cancellation, denied boarding, or delay over 6 hours.



Accommodation

For overnight delays. Airline must provide transportation to it.



Food & drink

After a few hours and only if passenger is waiting at the airport.

What else it covers



Passengers with disability

Have priority.



Diverted flights

Passengers can disembark after 2 hours and refreshments must be provided during a wait.

Worldwide MC99

The Montreal Convention 1999

Where in the world

Applies to **all international flights** between the 140+ countries who have adopted it.

Your compensation



Delays

Claim back costs

Up to US\$7,000



Cancellations

Claim back costs

Up to US\$7,000



Luggage

Reimbursed for delayed, lost, or damaged bags

Up to US\$1,700

i **No compensation** if the airline can prove the disruption was out of their control and they took reasonable measures to avoid disruption.

Care that you're entitled to

The Montreal Convention allows passengers to claim for "damages" but does not include provisions on what care airlines must provide.

What else it covers



Airline liability

The Montreal Convention is intended to be a universal treaty which governs airline liability around the world.



Cargo

The Montreal Convention doesn't only cover passengers, it also covers cargo flown internationally.

“

AirHelp helped me get my compensation by just dealing with the airline and doing everything for me, I honestly have no idea how they did it.

I gave them my flight information, ticket number, bank information, and that was it. They handled everything else.”



Iskra

Paris ✈ Berlin - 6h delay

Received €390 compensation



Check your rights at airhelp.com.

Lost & damaged luggage

If your bags get lost or damaged, don't panic! The airline is usually required to make it right because of the Montreal Convention. This covers luggage rights on international flights between over 140 countries.



Go straight to the luggage desk!

1

Report the issue immediately

Go to the luggage desk, normally found in the bag collection area.

2

Get a Property Irregularity Report (PIR)

This is really important, so don't leave the airport without it.

i Good to know: Take photos of your luggage before you hand it in. Keep receipts for your valuables, as well as any replacement items you had to buy. It all helps prove your claim.



Damaged luggage

Airlines must repair, replace, or pay for any damage to your luggage or its contents. You must submit your claim within 7 days of arrival.



Delayed luggage

Airlines must refund the cost of essential items until your bag is returned to you. Submit claims within 21 days.



Lost luggage

If your bag is declared lost, airlines must pay the value of everything they lost. Submit claims within 2 years.

A limit of US\$1,700 applies to all these claims.



Compensation and refunds are not the same thing

Compensation

Money paid to make up for a flight problem or inconvenience.

Refund

Money you get back for a flight ticket you paid for but didn't use.

Sometimes you're entitled to both.



Here's an example

→ Your airline cancels your flight 3 days before departure. They offer you a new one, but it's 24 hours later — too late for the concert you were attending. You decide not to travel.

👍 What you're entitled to

- ✓ Refund for the flight you didn't take
- ✓ Compensation for the inconvenience

There are 3 ways to claim flight compensation

- ✓ You can make a claim directly with the airline.
- ✓ You can employ a lawyer to represent you.
- ✓ Or there's the easy way. Let a specialist like **AirHelp** handle everything.

Airline strikes and your rights

When airlines are responsible for your disruption, they're required to pay compensation.

- | | |
|-----------------------------|--------------------------------------|
| ✓ Pilot strikes | ✗ Airport or border security strikes |
| ✓ Cabin crew strikes | ✗ Baggage handler strikes |
| ✓ Flight engineer strikes | ✗ Air traffic control strikes |
| ✓ Airline personnel strikes | ✗ Political group strikes |

You always have the right to care and a replacement flight when yours is disrupted.

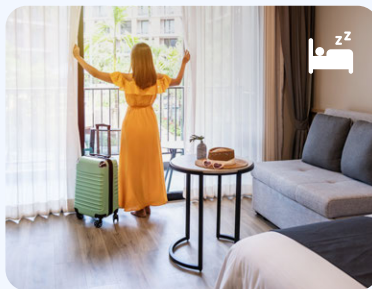
Most passenger rights provide:



1

Food & drink

After a few hours



2

Accommodation

If you're delayed overnight



3

An alternative flight

To your destination (or a refund)

i We fight for your rights!

We think it's clear that passengers deserve compensation for disruptions caused by staff strikes. Not all airlines agree. In 2021, we won a big victory for EU passengers when the European Court of Justice agreed with us that passengers are entitled to compensation. We're working on the rest of the globe too.

There's a smarter way to fly. AirHelpPlus[▲]

Everything you need when your flights don't go to plan.

Pay no fees on your compensation

Keep 100% of the compensation we win for you, every time.

€100 when your flight's disrupted

AirPayout gets you €100 days after a disruption, on top of compensation.

€150 for lost & delayed luggage

A quick AirLuggage payout for each checked-in bag that gets lost or delayed on arrival.

Lounge comfort during delays

Sit back and relax during delays and cancellation. Complete members only.

Expert advice when you need it

Our team's here to help you 24/7 in 18 languages.



Every disruption cloud needs a silver lining. **Become a member.**

We do the hard work of claiming compensation, so you don't have to.

We're the world No. 1 for flight compensation. We've helped over 1.5 million passengers get compensated for a delayed or canceled flight so far.

✓ **Easy claiming**

We handle your claim from start to finish, so you don't have to do a thing.

✓ **We fight for your rights**

Our network of specialized lawyers is the biggest in the world and takes your claim to court if necessary.

✓ **No win, no fee**

You only ever pay a fee when we're successful, and the fee is deducted from your compensation.

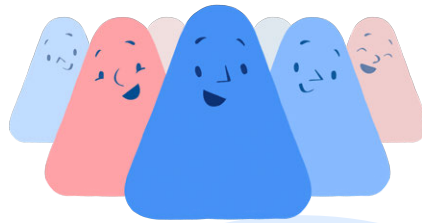
Check if we can get you compensation at airhelp.com



Why choose AirHelp?



**1.5 million passengers
paid compensation**



**Global team of 350+
here to help 24/7**



**112,000
5-star reviews**



**10 years
of experience**



**Available worldwide
in 18 languages**



**Easy
and hassle-free**

AirHelp. Here to help.

