

Survey: What does flight disruption cost passengers?

Key takeaways

- Airlines are failing at customer experience when it comes to dealing with disruption. **Passengers scored airlines 3.13 out of 10** when asked to rate their satisfaction with the care they received.
- A significant flight disruption costs passengers **€362.50** on average.
 - **72% of passengers spent money they weren't planning to.** The biggest costs were replacement travel, food and drink, and accommodation
 - **46% of passengers lost money** via lost earnings and non-refundable costs like accommodation.
- Only **37% of passengers were provided with basic care such as food and drink** during their disruption. 15% of them only got it after they asked.
- **82% of passengers were not informed of their rights** during a significant disruption.
- Airlines can raise customer satisfaction levels **by 60% by proactively providing adequate information** about the disruption.

About the survey

AirHelp surveyed 1,363 passengers who had a significant disruption to learn more about the costs and experience of a flight disruption.

What do we mean by a significant flight disruption?

Type of disruption	Number of respondents
Flight was delayed by at least 2 hours*	649
Flight was canceled	457
Missed a flight connection	157
Flight schedule changed by at least 2 hours	71
Flight was diverted	25
Were denied boarding due to overbooking	4

**The mean delay from these respondents was 5 hours.*

Respondents came from over 60 countries, including the EU, USA, UK, and Brazil.

Here's what we found

Waiting around is the biggest problem for passengers

	Problem	% passengers who had a major problem
1	Waiting around for long periods of time	73%
2	Arriving at my destination at an inconvenient time	71%
3	Being stressed	68%

Lack of information is also a top problem for passengers with a canceled flight, 63% said it's a major problem.

Flight disruption costs passengers €362.50 on average

- **72% of passengers** spent money they weren't planning to.

Extra cost	% passengers	Average cost
Food and drink	59%	€51
Replacement flight Or other alternative transport	18%	€360
Accommodation	15%	€198
Local transport	32%	€61
Entertainment	18%	€39
Other	15%	€161

- **46% of passengers lost money** via lost earnings and non-refundable costs like accommodation.

Money lost	% passengers	Average loss
Accommodation	14%	€255
Activities and excursions	7%	€137
Local travel	17%	€129
Lost earnings	10%	€455
Other	11%	€211

Passengers aren't satisfied with the care airlines provide during a disruption

- Airlines are failing at customer experience when it comes to dealing with disruption. **Passengers scored airlines 3.13 out of 10** when asked to rate their satisfaction with the care they received.

Airlines provide some care, but more passengers go without

- Only **37% of passengers were provided with basic care such as food and drink** during their disruption. And 15% of them only got it after they asked.

- Only **17% of delayed passengers** and **14% of canceled passengers** felt the airline proactively provided them with enough information.

	Provided	Not provided (but passenger would have appreciated it)
Food and drink	37% (15% had to ask)	39%
Adequate information	34% (18% had to ask)	41%
Compensation or money to cover costs	12% (9% had to ask)	54%

Passengers with cancellations are too often left to fend for themselves

- While airlines do better at offering passengers with flight cancellations refunds or an alternative flight, still **17% were left without either**, though they would have wanted one.

	Provided	Not provided (but passenger would have appreciated it)
Alternative transport or a refund of the flight ticket	74% (33% had to ask)	17%
Accommodation	27% (11% had to ask)	29%
Transport to accommodation	20% (8% had to ask)	35%

Airlines are not informing passengers of their rights

- **82%** of respondents said they were not informed about their rights at any point during their disruption.

Proactively providing care is the best way to improve passengers experience

- **Compensation**, followed by **adequate information**, had the biggest positive impact on passenger satisfaction.
- Providing care proactively correlates to a large improvement over the 3.13 average passenger satisfaction rating.

	Satisfaction with the airline	
	Care provided proactively	Care provided when asked
Compensation or money	5.6 (+79%)	3.59 (+15%)
Adequate information	5.01 (+60%)	3.8 (+21%)
Local transport	4.97 (+59%)	3.87 (+24%)
Food and drink	4.65 (+49%)	3.04 (-28%)

About AirHelp

AirHelp is the world's largest company dedicated to helping passengers understand their rights and receive the compensation they are entitled to. We help passengers worldwide using passenger protections in the EU, UK, Brazil, Canada, Turkey, as well as the international Montreal Convention.

Since our foundation in 2013 we've helped over 1.5M passengers get compensation, and countless others understand their rights. On a monthly basis we typically assess over 50,000 unique claims using innovative technical solutions such as our AI lawyers, and an extensive flight database designed to assist our specialist staff make faster and more accurate decisions.

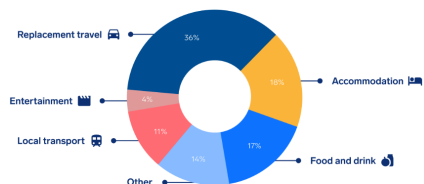
Graphics

Flight disruptions cost passengers €362 on average



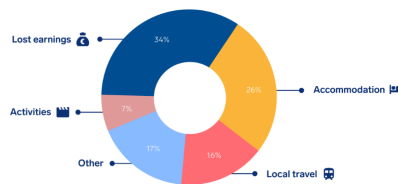
Source of extra costs

7 out of 10 passengers had to spend more money



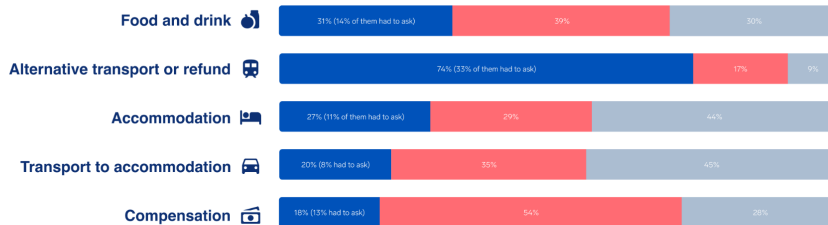
Cause of losses

5 out of 10 passengers lost money



Based on a survey of 1,363 passengers with a 2+ hour flight delay, cancellation, missed connection, or other significant disruption.

Care for passengers with a canceled flight



■ Got care
 ■ Didn't get care (but wanted it)
 ■ Other (e.g. said they didn't want care or wasn't applicable for them)