Summer flight disruptions

Report 2024





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Key takeaways

More passengers disrupted YoY

Passenger numbers have grown steadily YoY in Europe and North America, while the percentage of passengers with a disrupted flight remained relatively stable.

As a result the total number of passengers with a disrupted summer flight has grown to its highest point since the pandemic, 90 million in North America and 110 million in Europe.



Significant flight disruptions on the rise

Flight cancellations and delays over 3 hours made up a higher proportion of flight disruptions than in 2022.

In North America 2.1% of passengers had a delay over 3 hours, compared to 1.6% in 2022. In Europe cancellations increased from 1.7% to 2.2%.





CrowdStrike caused peak disruptions

The date of the CrowdStrike outage, July 19th was the biggest day for flight disruptions over the summer.

In North America 63% of passengers had a disrupted flight, compared to an average of 30% across the whole summer. While in Europe the impact was less pronounced. 55% of passengers flying that day had a disrupted flight, up from the 39% average.

North America overview



North America overview

304M

Total passengers

90M

Disrupted passengers



SUMMER DISRUPTION REPORT 2024

2.4M**Total flights**

30% **Disrupted passengers**

North America disruptions: in numbers

Total flights

	Departures		Disruptions		Type of disruption		
	Passengers	Flights	Passengers disrrupted	%	% Delayed under 3h	% Delayed over 3h	% Canceled
Canada	22.7M	189K	8.4M	37%	30.4%	1.7%	5%
United States	281.7M	2.2M	81.4M	29%	24.5%	2.2%	2.2%
Total	304.4M	2.4M	89.8M	30%	24.9%	2.1%	2.4%

Flights delayed

under 3h

Flights canceled

Flights delayed over 3h

Summer disruptions 2022-2024

Flights canceled Flights delayed over 3h Flights delayed under 3h

Flights delayed under Sh	6.2M	7.4M
	6.1M	6.5M
6.3M	74.8M	75.8M
4.2M		
66.7M		



The biggest disruptions

28th - 30th June — WestJet mechanics strike

WestJet passengers in Canada faced delays and cancellations after a strike by 680 mechanics. On 30th June, 47% of flights were disrupted, making it the summer's second-worst travel day, affecting a total of 110,000 travelers (Source).

19th - 22nd July — CrowdStrike outage

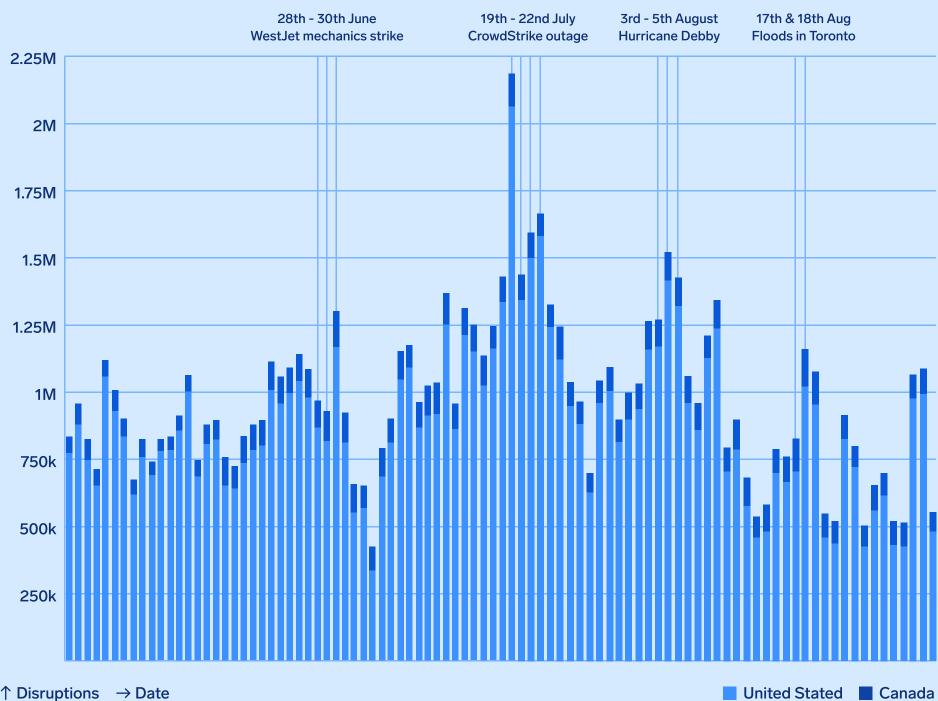
A software error from CrowdStrike crashed millions of Windows devices worldwide, including critical systems used by airlines and airports. The result was 64% of passengers being disrupted on 19th July - the most disrupted day in the USA - with delays continuing days after. Delta was among the most affected airlines, with 4,400 flights canceled (Source).

3rd - 5th August — Hurricane Debby

Early August saw another peak in travel disruptions in the USA when hurricane Debby made landfall in Florida. Over 6,000 flights were canceled across 3 days (Source).

17th - 18th Aug — Floods in Toronto

Heavy rains and floods hit the Toronto Greater Area on 17th August, causing flight disruptions and leaks at both terminals at Toronto Pearson Airport. This led to Canada's most disrupted dates of the summer as planes were diverted, delayed and canceled (Source).



 \uparrow Disruptions \rightarrow Date



The best and worst for on-time performance



AirHelp

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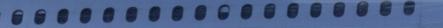


Destination



Europe overview

1.0



AirHelp



Europe overview

285M Total passengers

110M Disrupted passengers

AirHelp

SUMMER DISRUPTION REPORT 2024

19M Total flights

39% Disrupted passengers

Europe disruptions: in numbers

Total flights

	Departures		Disruptions		Type of disruption		
	Passengers	Flights	Passengers disrrupted	%	% Delayed under 3h	% Delayed over 3h	% Canceled
Austria	5.7M	40K	2.4M	41%	38%	1.5%	1.8%
Belgium	4.8M	31K	1.7M	34%	32%	0.9%	1.5%
Bulgaria	1.6M	11K	730k	46%	41%	2.2%	2.9%
Croatia	3.3M	24K	1.4M	42%	39%	1.2%	1.8%
Cyprus	2.1M	13K	940k	46%	37%	1.1%	7.9%
Czechia	2M	14K	820k	40%	36%	1.2%	2.9%
Denmark	5.5M	40K	1.5M	27%	25%	0.5%	1%
Estonia	500k	4.4K	140k	28%	26%	0.4%	1.2%
Finland	2.9M	22K	710k	25%	24%	0.2%	0.7%
France	28.5M	184K	11M	38%	36%	0.9%	1.8%
Germany	30.6M	203K	13.5M	44%	41%	1%	2.5%
Greece	14.3M	100K	7.2M	51%	47%	1.1%	2.9%
Hungary	2.7M	14K	940k	44%	40%	1.9%	1.5%
Iceland	1.5M	11K	310k	21%	19%	0.6%	0.9%
Ireland	5.6M	37K	1.6M	29%	27%	0.8%	1%
Italy	32.3M	212K	14.7M	45%	42%	1.5%	1.5%

	Departures		Disruptions		Type of disruption		
	Passengers	Flights	Passengers disrrupted	%	% Delayed under 3h	% Delayed over 3h	% Canceled
Latvia	1.1M	8.1K	350k	33%	32%	0.5%	0.7%
Lithuania	790k	5.9K	200k	25%	23%	0.7%	1.4%
Luxembourg	730k	6.5K	260k	36%	34%	0.8%	1.9%
Malta	1.2M	7.9K	510k	41%	39%	1.7%	0.4%
Netherlands	10.7M	71K	3.8M	36%	34%	0.7%	1.3%
Norway	8M	70K	1.6M	20%	18%	0.2%	1.1%
Poland	7M	52K	2.4M	34%	31%	1.3%	1.7%
Portugal	10.2M	70K	3.7M	36%	33%	0.8%	2.1%
Romania	3.9M	28K	1.8M	45%	40%	3%	2.4%
Slovakia	270k	2K	100k	37%	34%	1.7%	1.2%
Slovenia	240k	2.1K	100k	40%	37%	0.8%	2.2%
Spain	43M	290K	14M	33%	30%	1.1%	1.6%
Sweden	4.9M	36K	1.3M	27%	25%	0.5%	1.2%
Switzerland	7.8M	54K	3.3M	43%	40%	0.6%	2.2%
UK	41.7M	265K	17.2M	41%	36%	0.9%	4%
Total	285M	1.9M	110.2M	39%	35.5%	1%	2.2%

Flights delayed under 3h

Flights canceled

Flights delayed over 3h

Summer disruptions 2022-2024

Flights canceled Flights delayed over 3h		
Flights delayed under 3h		6.11
	3.9M	2.9
	2.4M	101
Μ	95.4M	
.2M		
8.8M		



Et al. a second state



The biggest disruptions

20th June — Aer Lingus strikes may have impacted flights

Aer Lingus canceled 10-20% of flights during pilots' action which may have affected flights across Europe. A high number of disruptions occurred on 20th June (Source).

28th June — Weather and air traffic in Norway and Switzerland

There were several weather-related flight disruptions in Zurich airport on 28th June, as well as flooding in Geneva airport, which severely affected air traffic control operations. Traffic control issues were also reported in Norway. Ryanair likewise claimed air traffic control underperformance which affected multiple European airlines (Source 1 & 2).

29th June — Strikes in France

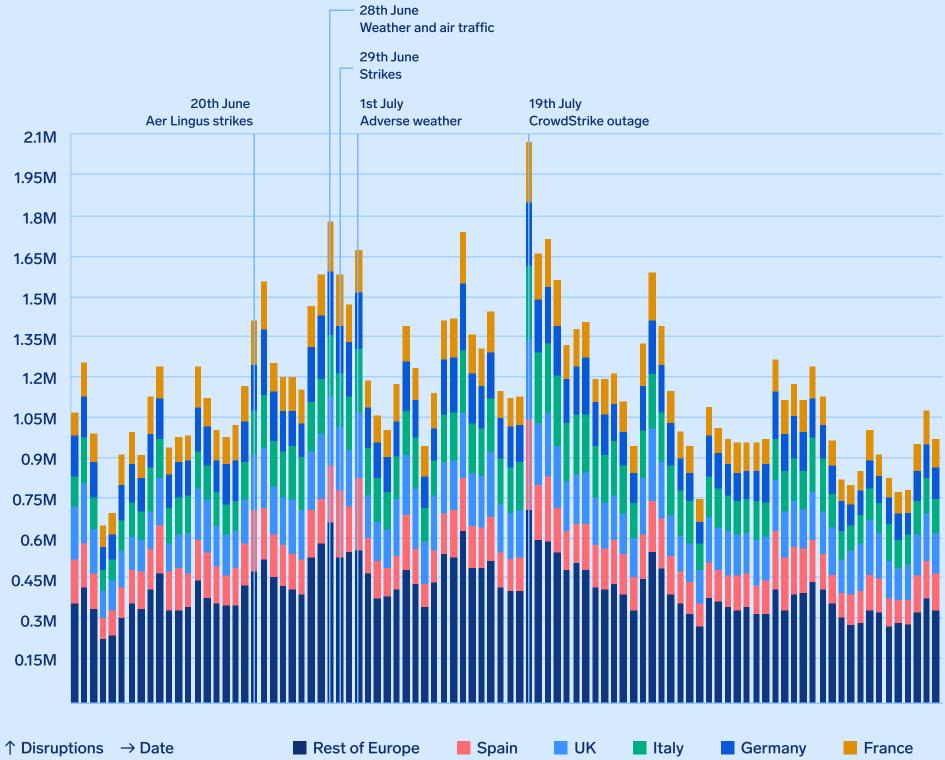
The Foreign Office of France released a travel advisory warning passengers traveling to France to expect heavy disruptions due to widespread air traffic control strikes and other industrial actions. (Source).

1st July — Adverse weather conditions in Spain

Jet 2 announced air traffic control issues and delays caused by early July thunderstorms in many parts of Eastern Europe, which in turn affected several flights traveling across the Eastern Mediterranean and Balearic Islands. Ryanair likewise apologized for delays caused by adverse weather. (Source 1 & 2)

19th July — CrowdStrike outage

A software error from CrowdStrike crashed millions of Windows devices worldwide, including critical systems used by airlines and airports.





The best and worst for on-time performance



AirHelp

SUMMER DISRUPTION REPORT 2024



Destination



France Overview

AirHelp

France Overview

28.5M

Total passengers

11M Disrupted passengers

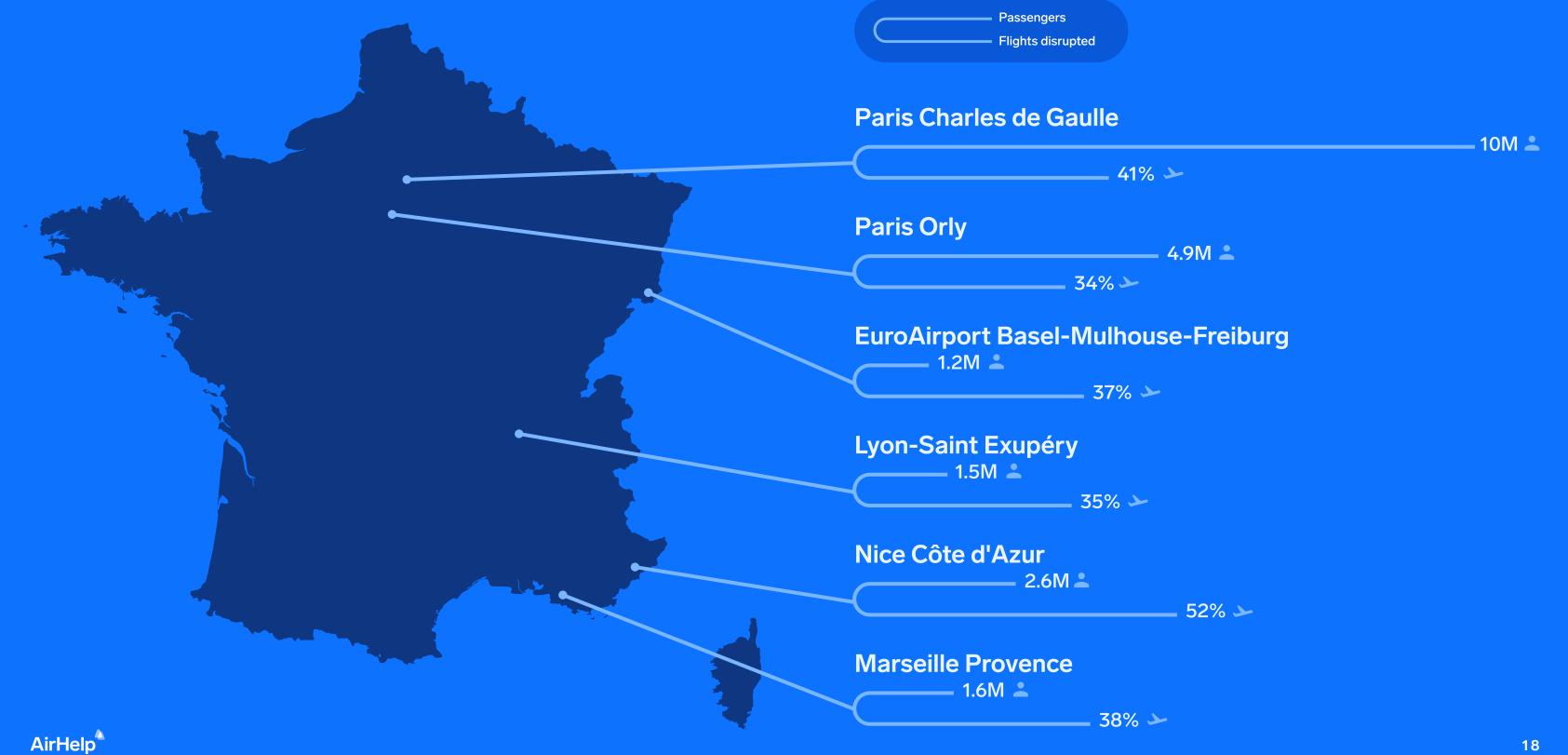


SUMMER DISRUPTION REPORT 2024

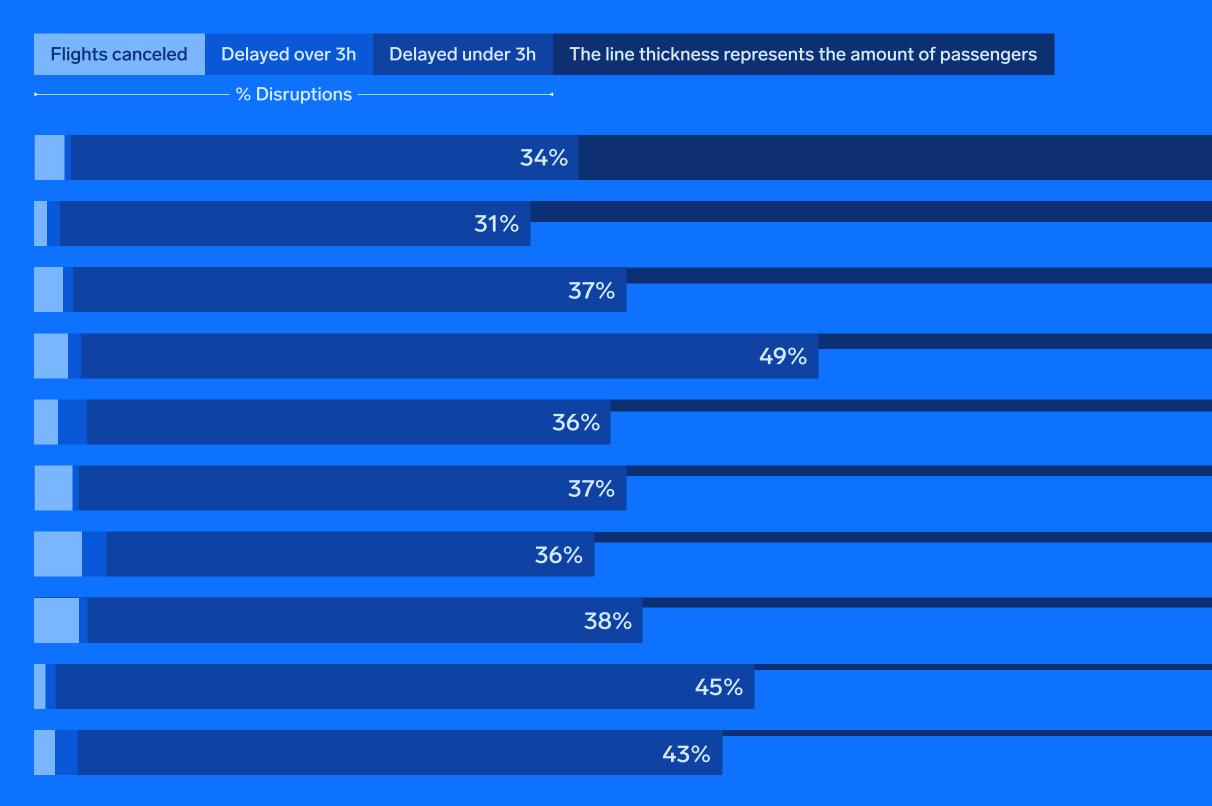


38% Disrupted passengers

Busiest national airports



Most popular destinations from France



AirHelp

France - 5.6M

Spain - 2.6M

Italy - 2.1M

United Kingdom - 1.9M

United States - 1.5M

Portugal - 1.3M

Morocco -1.3k

Germany - 1.2M

Greece - 750k

Tunisia - 730k

The best and worst for on-time performance



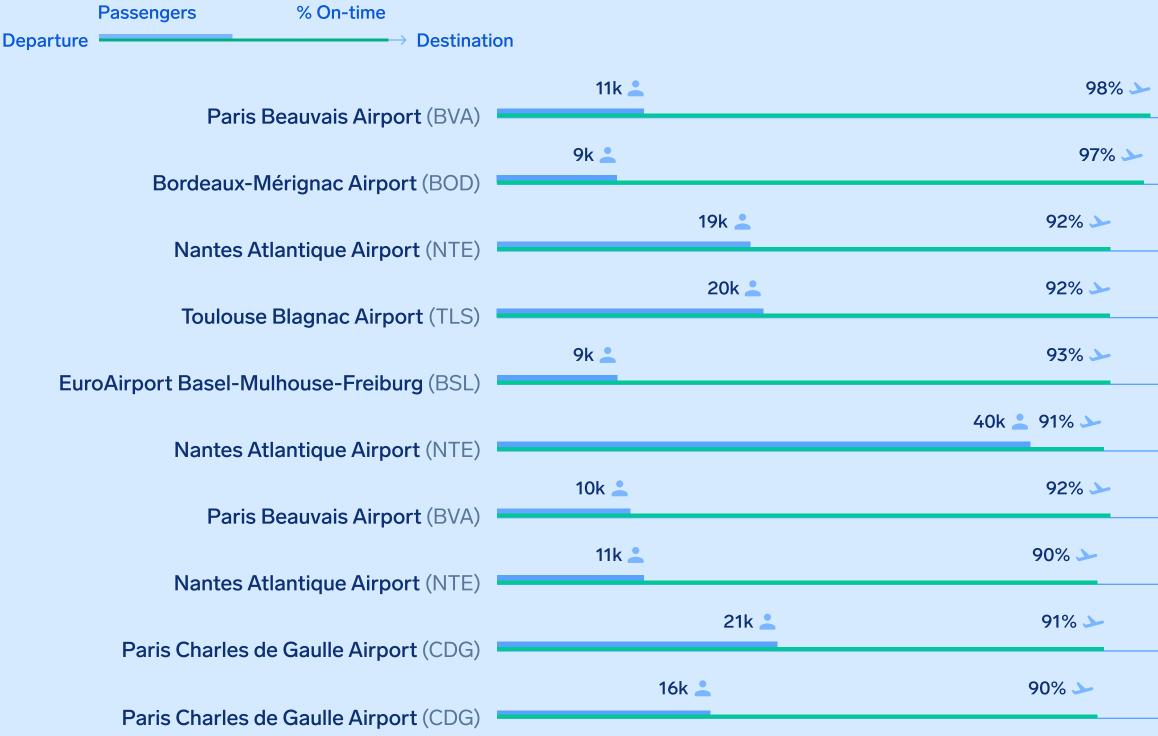
SUMMER DISRUPTION REPORT 2024



Destination



Most on-time routes





- Faro Airport (FAO)
- Tenerife South Airport (TFS)
- Montpellier-Mediterranee Airport (MPL)
- Brussels Airport (BRU)
- Athens Airport (ATH)
- Marrakesh Menara Airport (RAK)
- Costa Brava Airport (GRO)
- Palermo Airport (PMO)
- Charlotte Douglas Airport (CLT)
- Cancun Airport (CUN)

Most disrupted routes





- Kinshasa N'Djili Airport (FIH)
- Riyadh King Khalid Airport (RUH)
- Mumbai Chhatrapati Shivaji Airport (BOM)
- Antalya Airport (AYT)
- Bucharest Otopeni Airport (OTP)
- Manchester Airport (MAN)
- Istanbul Sabiha Gokcen Airport (SAW)
- Edinburgh Airport (EDI)
- Antananarivo Ivato Airport (TNR)
- Antananarivo Ivato Airport (BUD)

Germany Overview

AirHelp

Germany Overview

30.6M Total passengers

13.5M

Disrupted passengers

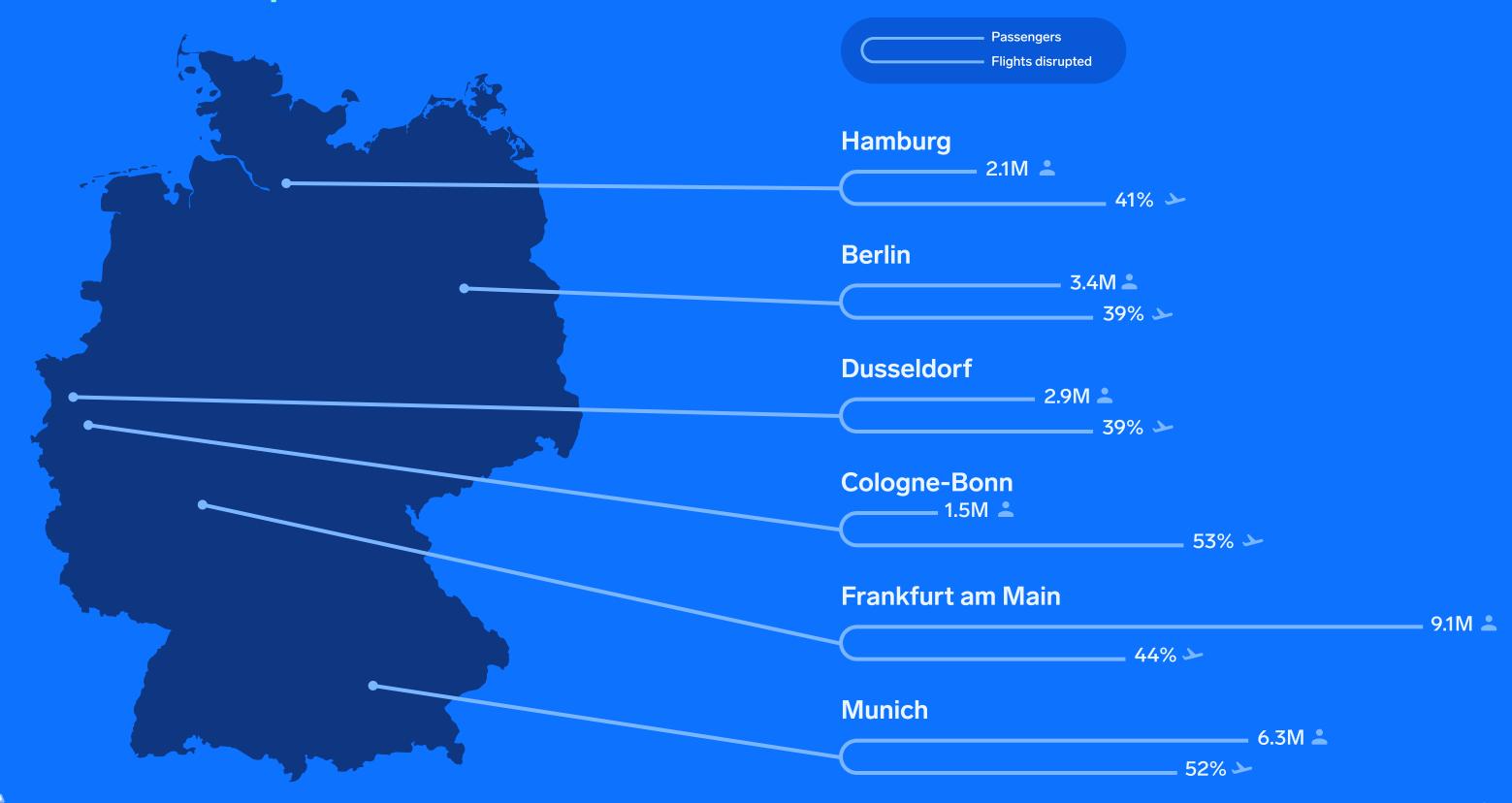
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SUMMER DISRUPTION REPORT 2024



44% Disrupted passengers

Busiest national airports



AirHelp

Most popular destinations from Germany

Flights canceled	Delayed over 3h	Delayed under 3h	The line thickness repr	esents the amount of passengers	
,	— % Disruptions —				
			39%		
			37%		
				61%	
			46%		
			45%		
				49%	_
		4	5%		
			41%		
		34%	%		
			4	8%	

AirHelp

Spain - 4.1M

Germany - 3.9M

Turkey - 3M

Italy - 2M

United Kingdom - 1.6M

United States - 1.5M

Greece - 1.2M

France - 1.1M

Austria - 830k

Switzerland - 870k

The best and worst for on-time performance





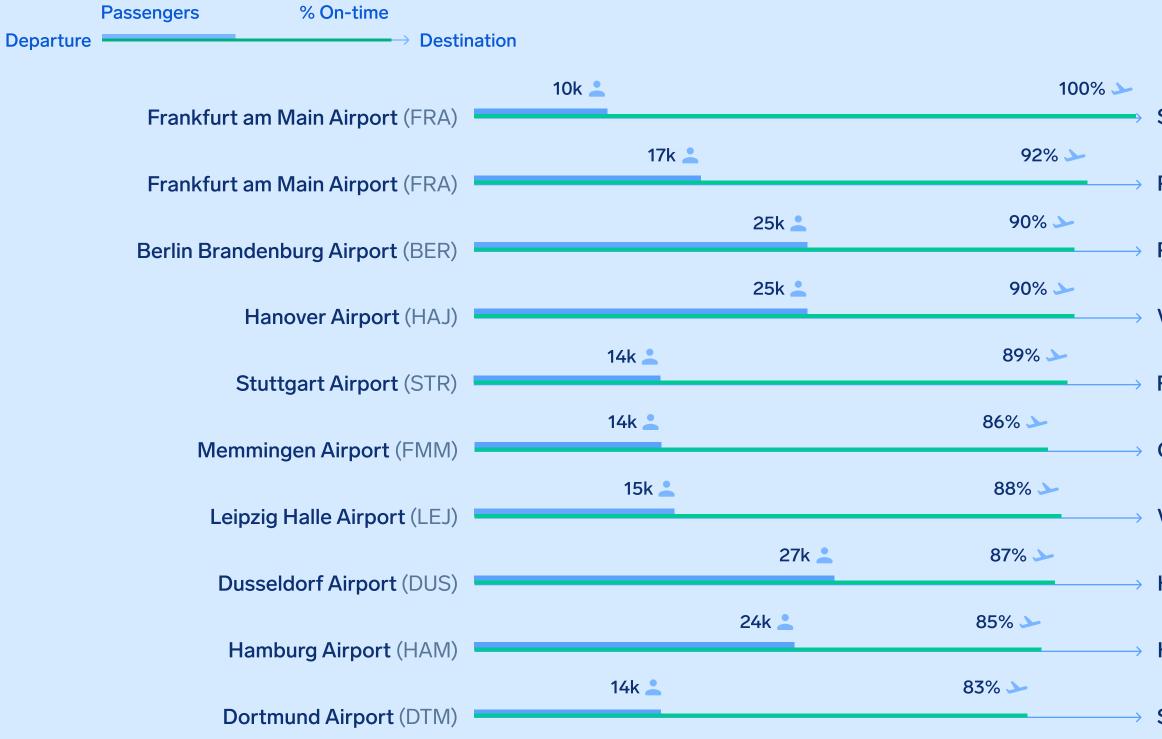
SUMMER DISRUPTION REPORT 2024



Destination



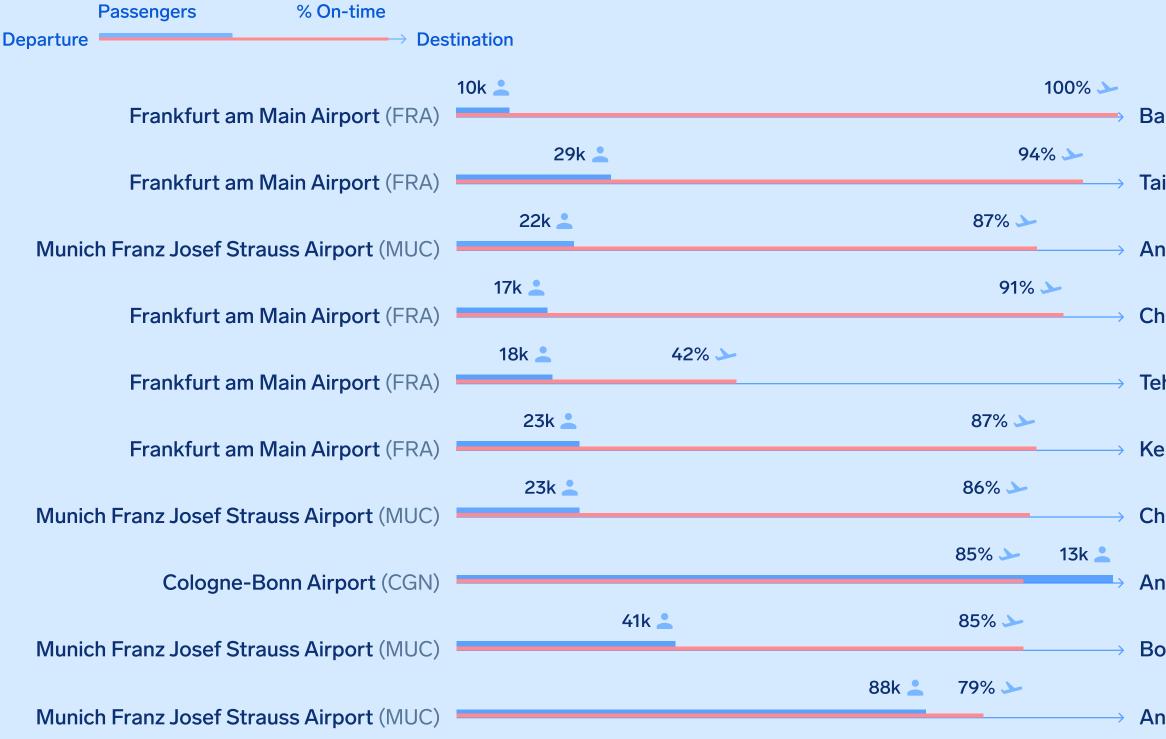
Most on-time routes



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- Shenzhen Bao'an Airport (SZX)
- Rio de Janeiro Galeão Airport (GIG)
- Reykjavik Keflavik Airport (KEF)
- Vienna Airport (VIE)
- Faro Airport (FAO)
- Costa Brava Airport (GRO)
- Vienna Airport (VIE)
- Helsinki-Vantaa Airport (HEL)
- Helsinki-Vantaa Airport (HEL)
- Sofia Airport (SOF)

Most disrupted routes



AirHelp

- Bandaranaike Airport (CMB)
- Taiwan Taoyuan Airport (TPE)
- Ankara Esenboga Airport (ESB)
- Chennai Airport (MAA)
- Tehran Imam Khomeini Airport (IKA)
- Kempegowda International Airport (BLR)
- Chhatrapati Shivaji International Airport (BOM)
- Antalya Airport (AYT)
- Boston Logan Airport (BOS)
- Antalya Airport (AYT)

Ireland overview

AirHelp

Ireland overview

5.6M **Total passengers**

1.6M**Disrupted passengers**

AirHelp

SUMMER DISRUPTION REPORT 2024



29% **Disrupted passengers**

Busiest national airports

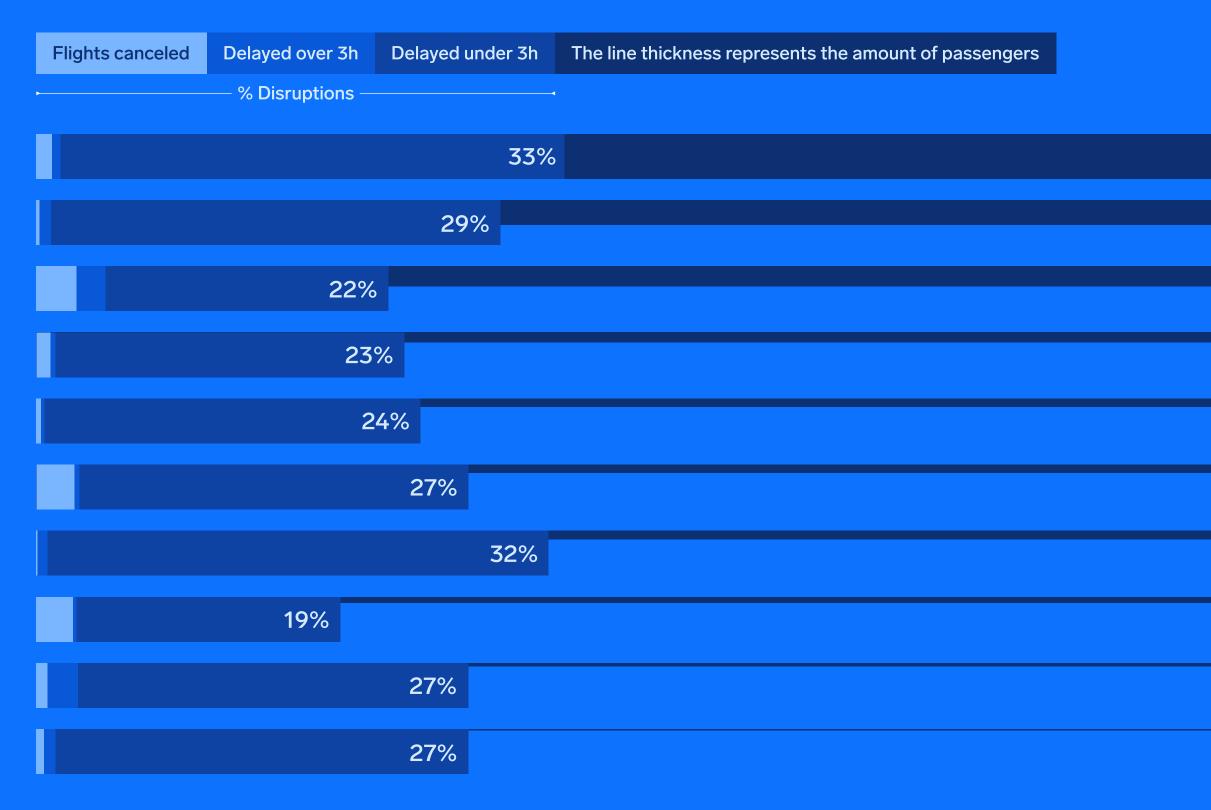
AirHelp



SUMMER DISRUPTION REPORT 2024

4.7M 🚢

Most popular destinations from Ireland



AirHelp

Spain - 1.5M

Germany - 830k

Turkey - 670k

Italy - 340k

United Kingdom - 270k

United States - 270k

Greece - 290k

France - 190k

Austria - 110k

Switzerland - 90k

The best and worst for on-time performance



AirHelp

SUMMER DISRUPTION REPORT 2024

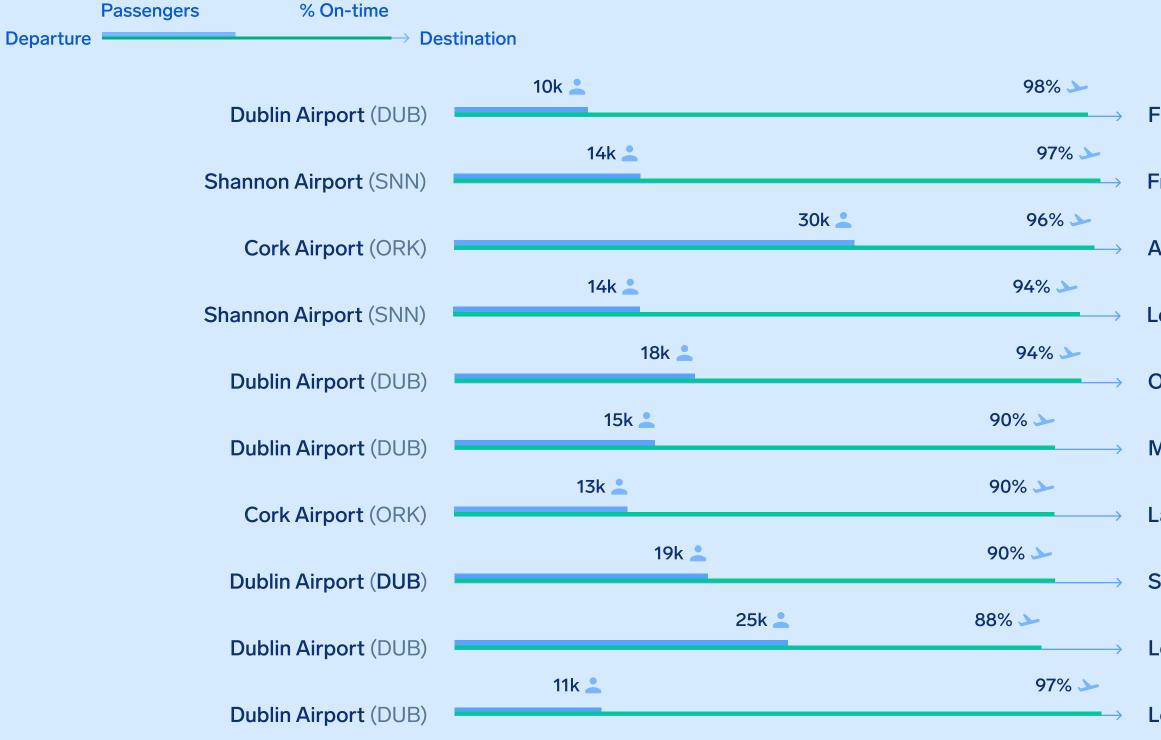




Destination



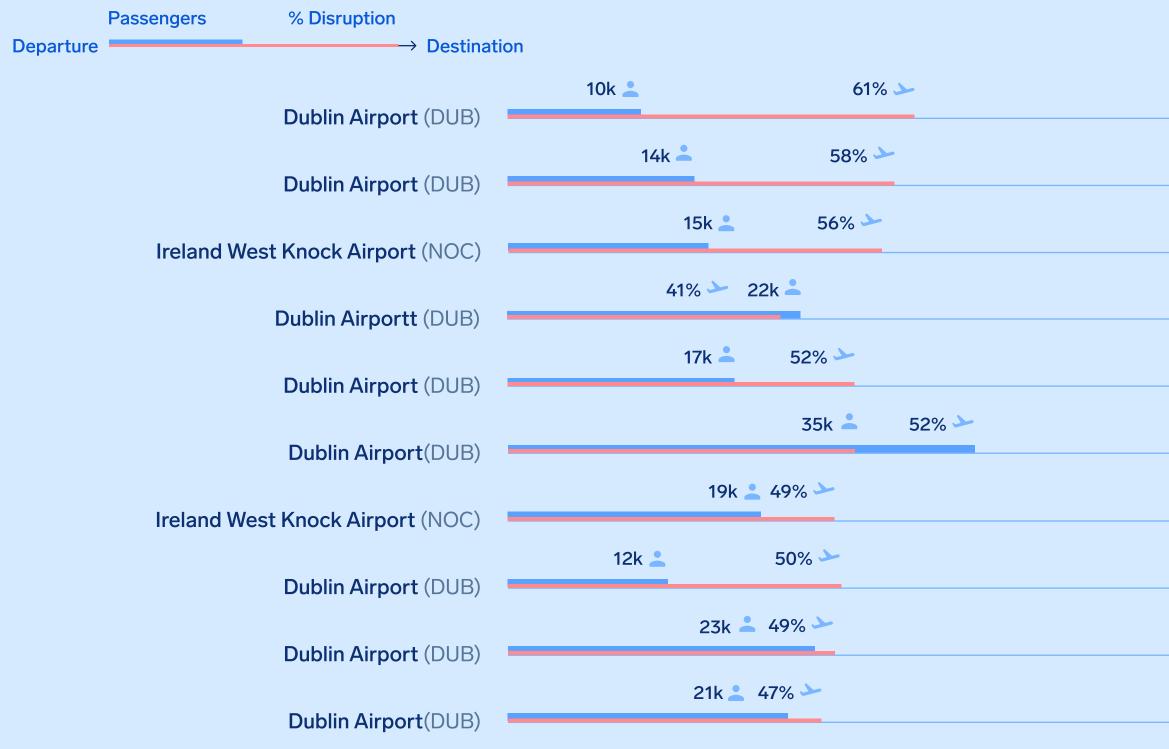
Most on-time routes





- Frankfurt-Hahn Airport (HHN)
- Frankfurt-Hahn Airport (BOS)
- Amsterdam Schiphol Airport (AMS)
- London Gatwick Airport (LGW)
- Orlando Airport(MCO)
- Milano Linate Airport (LIN)
- Lanzarote Airport (ACE)
- Seattle-Tacoma Airport (SEA)
- Los Angeles Airport (LAX)
- Los Angeles Airport (KUN)

Most disrupted routes





- Kos Airport (KGS)
- Beijing Capital Airport (PEK)
- Liverpool John Lennon Airport (LPL)
- Adnan Menderes Airport (ADB)
- **Zagreb Airport** (ZAG)
- Abu Dhabi Airport (AUH)
- London Stansted Airport (STN)
- Porto Airport (OPO)
- Split Airport (SPU)
- Pisa Airport (PSA)

Italy Overview

AirHelp

Italy Overview



14.7M Disrupted passengers

AirHelp

SUMMER DISRUPTION REPORT 2024

212k Total flights

45% Disrupted passengers

38

Busiest national airports



Most popular destinations from Italy

Flights canceled	Delayed over 3h	Delayed under 3h	The line thickness represents the amount of passengers			
	— % Disruptions —		•			
			42%			
			44%			
					58%	
			45%	6		
			42%			
				51%		
			41%			
				48%		
				51%		
			41%			

AirHelp

Italy - 9.7M

Spain - 2.9M

United Kingdom - 2.3M

Germany - 2.2M

France - 2.1M

Greece - 1M

United States - 940k

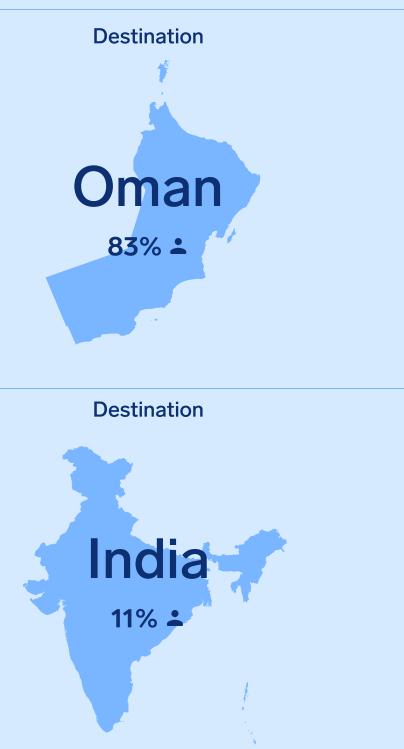
Albania - 870k

Romania - 730k

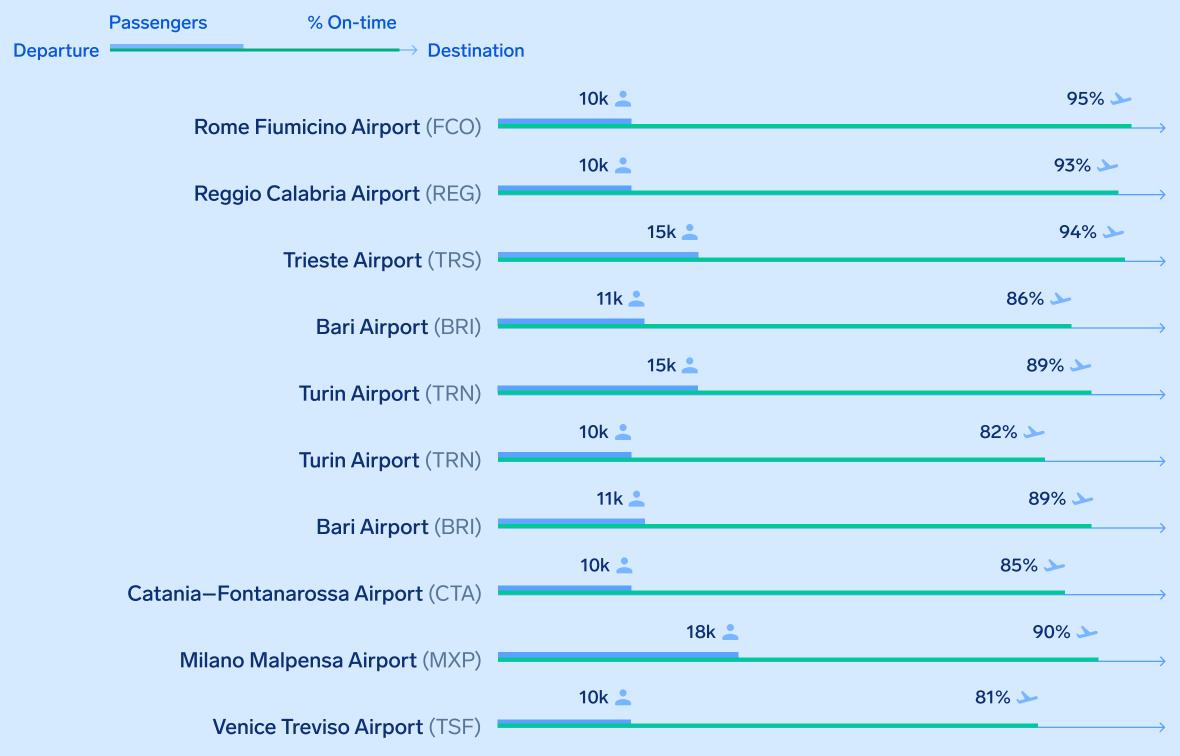
Netherlands - 690k

The best and worst for on-time performance





Most on-time routes





Shenzhen Bao'an Airport (SZX)

Bologna Airport (BLQ)

Milan Linate Airport (LIN)

Trieste Airport (TRS)

Amsterdam Schiphol Airport (AMS)

lasi Airport (IAS)

Istanbul Havalimani Airport (IST)

Perugia Umbria Airport (PEG)

Pudong Airport (PVG)

Krakow-Balice Airport (KRK)

Most disrupted routes

Passengers % On-time Departure Destination 97% ≻ 13k 👗 **Naples Airport (NAP)** 19k 🚢 91% >> Milan Malpensa Airport (MXP) 10k 🚢 89% ≻ Rome Fiumicino Airport (FCO) 10k 🚢 67% ≻ Costa Smeralda Airport (OLB) 13k 🚢 86% >> Rome Fiumicino Airport (FCO) 26k 🚢 83% ≻ **Rome Fiumicino Airport** (FCO) 40k 🚢 84% ᆇ Milan Malpensa Airport (MXP) 17k 🚢 82% >> Milan Malpensa Airport (MXP) 17k 🚢 82% ≻ Rome Fiumicino Airport (FCO) 15k 🚢 81% >> Pescara Abruzzo Airport (PSR)



- Dubai Airport (DXB)
- Delhi Indira Gandhi Airport (DEL)
- Taiwan Taoyuan Airport (TPE)
- Manchester Airport (MAN)
- Delhi Indira Gandhi Airport (DEL)
- Budapest Liszt Ferenc Airport (BUD)
- Cairo Airport (CAI)
- Giza Sphinx Airport (SPX)
- Riyadh King Khalid Airport (RUH)
- London Stansted Airport (STN)

Poland Overview

AirHelp

Poland Overview

7M**Total passengers**

2.4M

Disrupted passengers



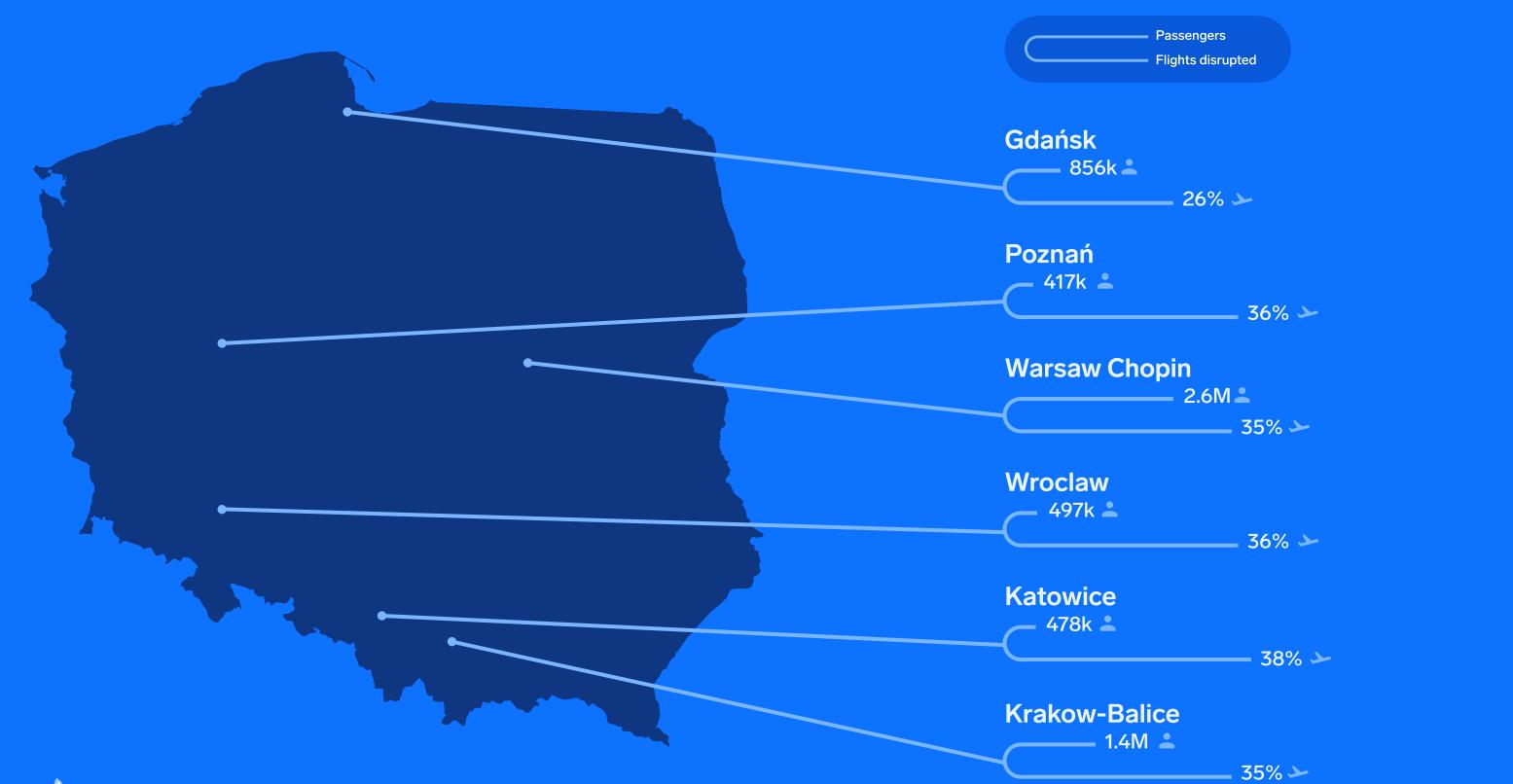
SUMMER DISRUPTION REPORT 2024



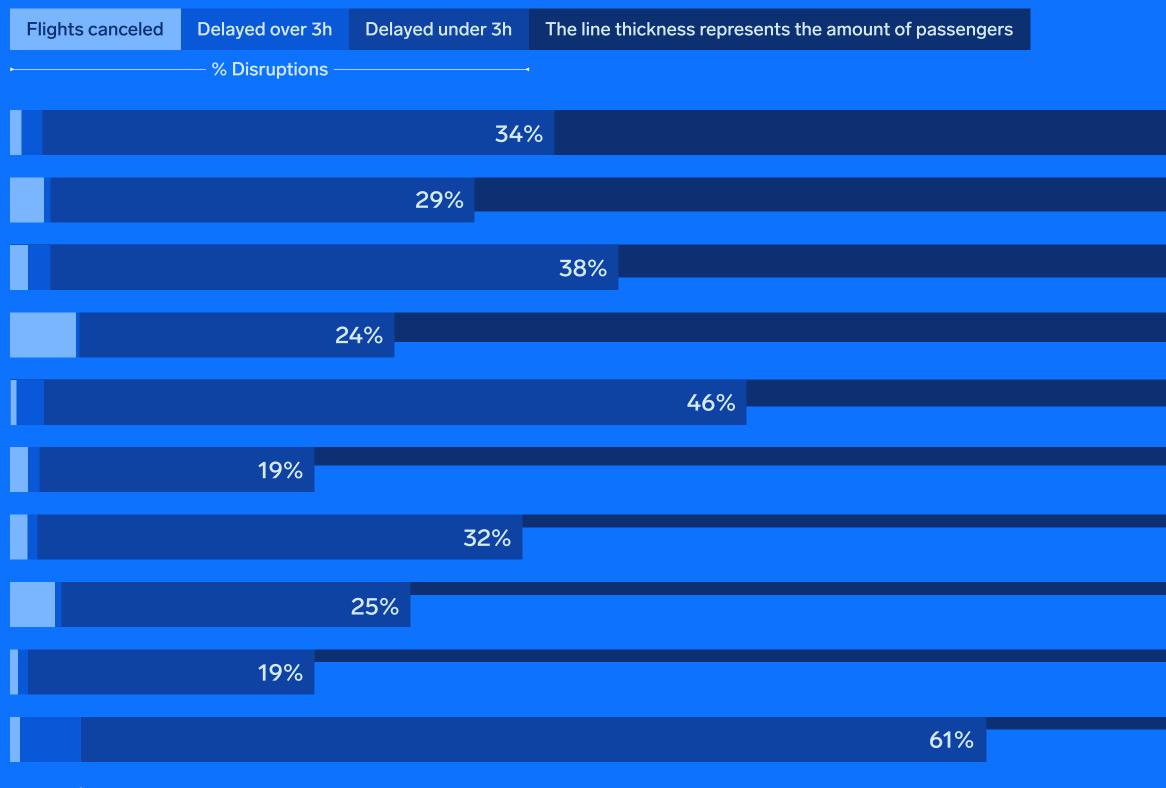
34% **Disrupted passengers**

45

Busiest national airports



Most popular destinations from Poland



AirHelp

United Kingdom - 840k

Germany - 630k

ltaly- 610k

Poland - 550k

Spain - 500k

Norway - 340k

France - 240k

Denmark - 240k

Netherlands - 230k

Turkey - 230k

The best and worst for on-time performance





SUMMER DISRUPTION REPORT 2024

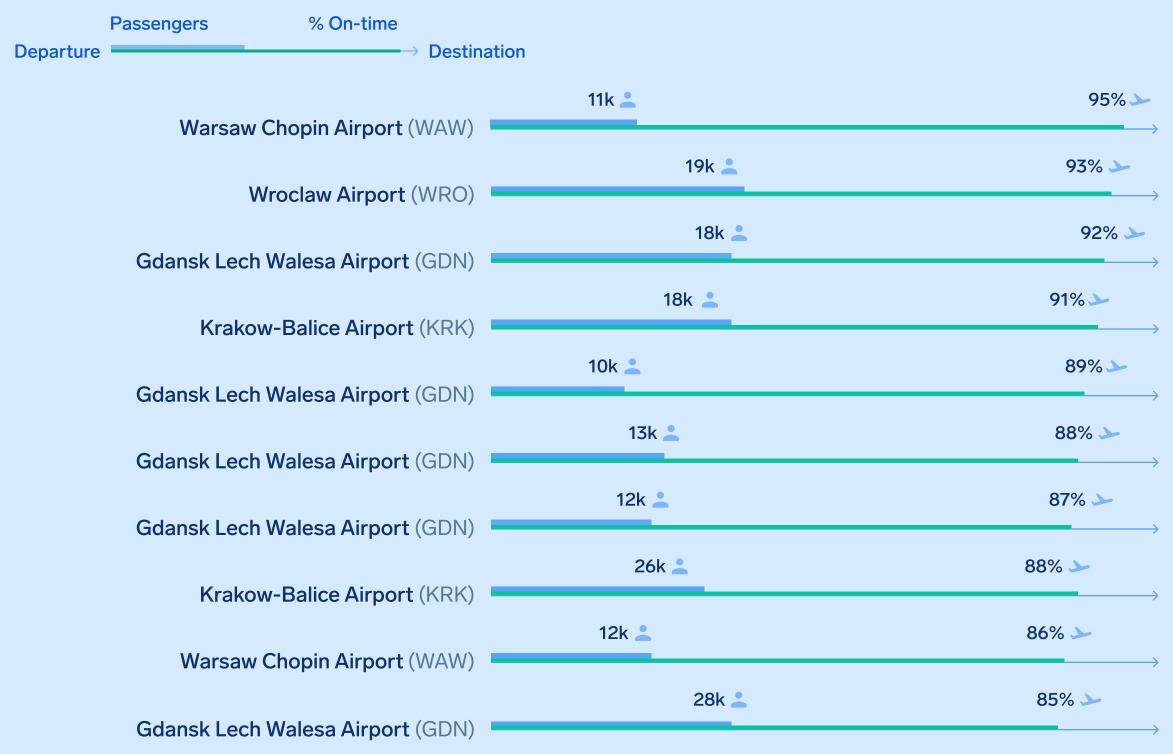




Destination



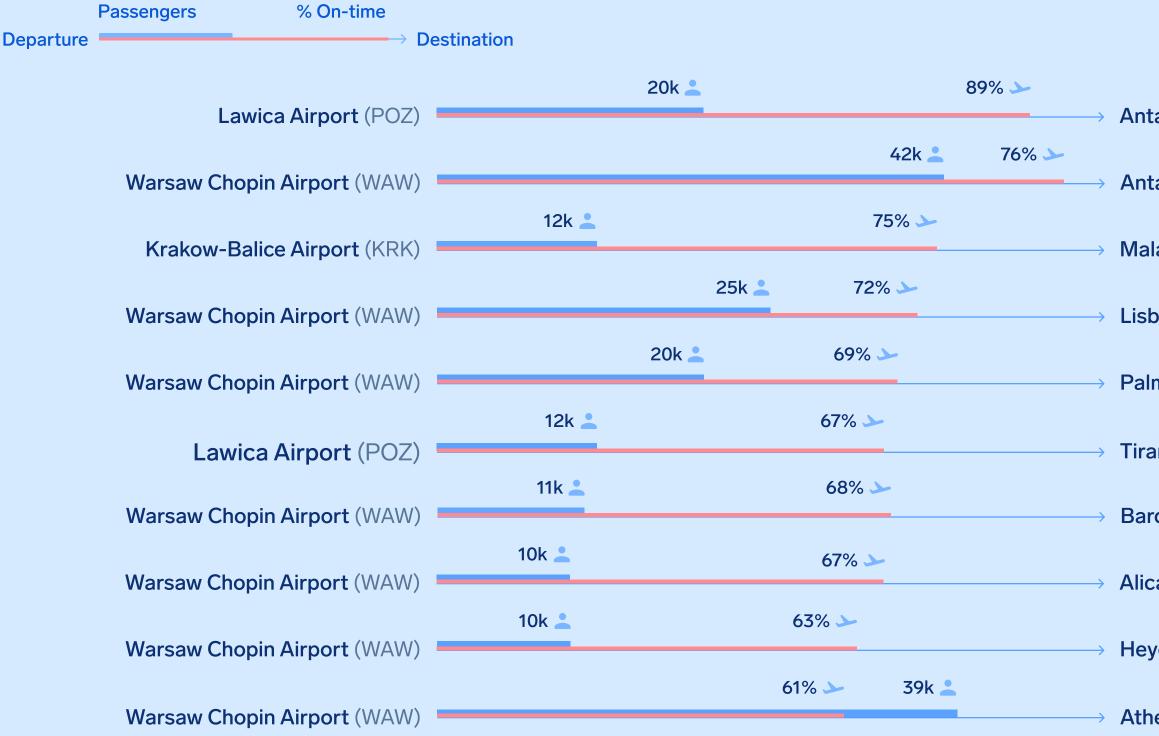
Most on-time routes





- Stockholm Skavsta Airport (NYO)
- Amsterdam Schiphol Airport (AMS)
- **Dortmund Airport (DTM)**
- Brussels Charleroi Airport (CRL)
- Haugesund Airport (HAU)
- Turku Airport (TKU)
- Ålesund Airport (AES)
- Helsinki-Vantaa Airport (HEL)
- Paris Orly Airport (ORY)
- Bergen Flesland Airport (BGO)

Most disrupted routes





- Antalya Airport (AYT)
- Antalya Airport (AYT)
- Malaga Airport (AGO)
- Lisbon Humberto Delgado Airport (LIS)
- Palma de Mallorca Airport (PMI)
- Tirana Airport (TIA)
- Barcelona-El Prat Airport (BCN)
- Alicante Airport (ALC)
- Heydar Aliyev International Airport (GYD)
- Athens Airport (ATH)

Portugal Overview

AirHelp

Portugal Overview

10.2M**Total passengers**

3.7M**Disrupted passengers**

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SUMMER DISRUPTION REPORT 2024



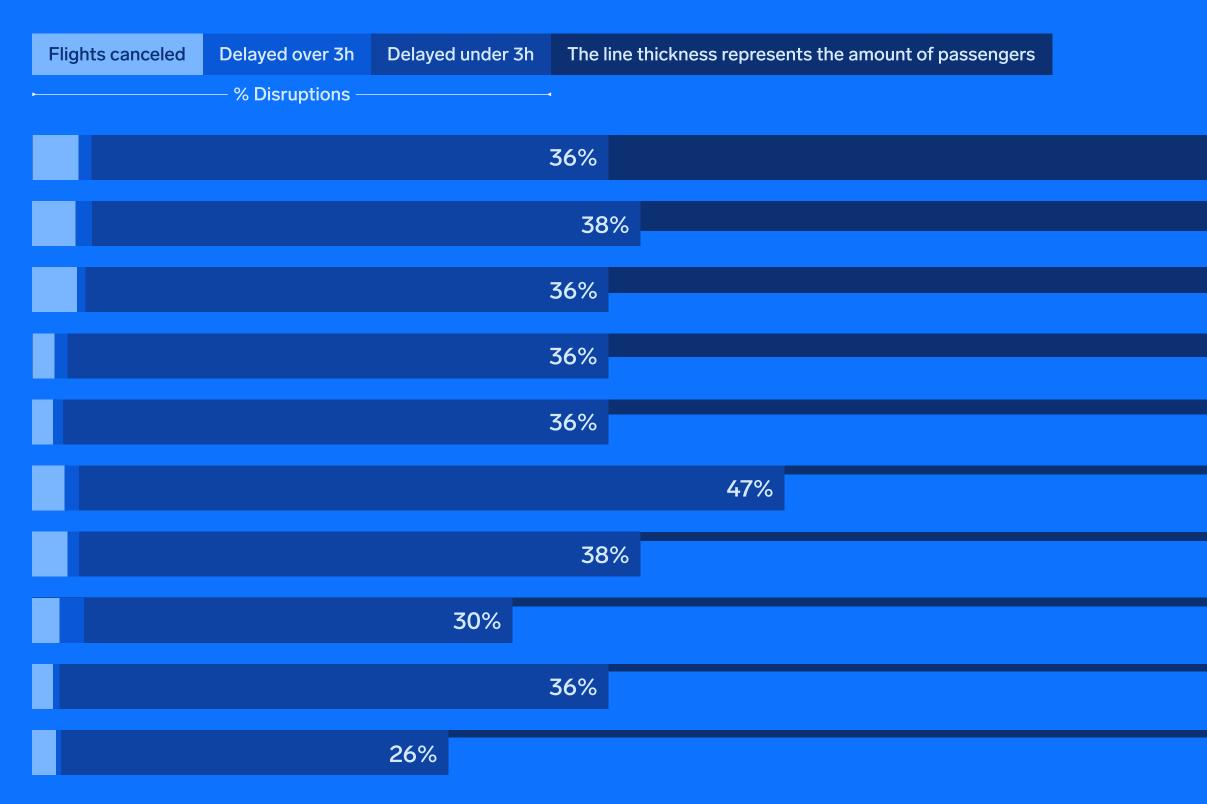
36% **Disrupted passengers**

52

Busiest national airports



Most popular destinations from Portugal



AirHelp

SUMMER DISRUPTION REPORT 2024

Portugal - 2.1M

United Kingdom - 1.4M

France - 1.2M

Spain - 1.1M

Germany - 690k

Italy - 420k

Switzerland - 420k

United States - 400k

Netherlands - 360k

Brazil - 340k

The best and worst for on-time performance



AirHelp

SUMMER DISRUPTION REPORT 2024

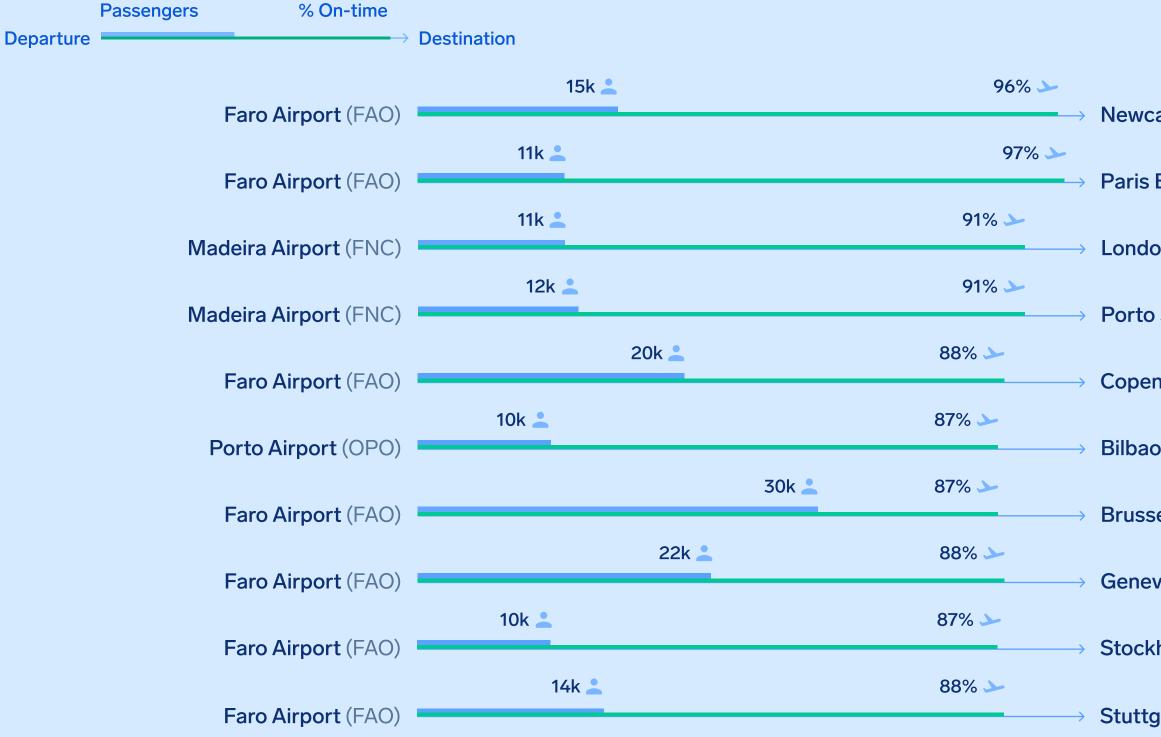
Destination



Destination



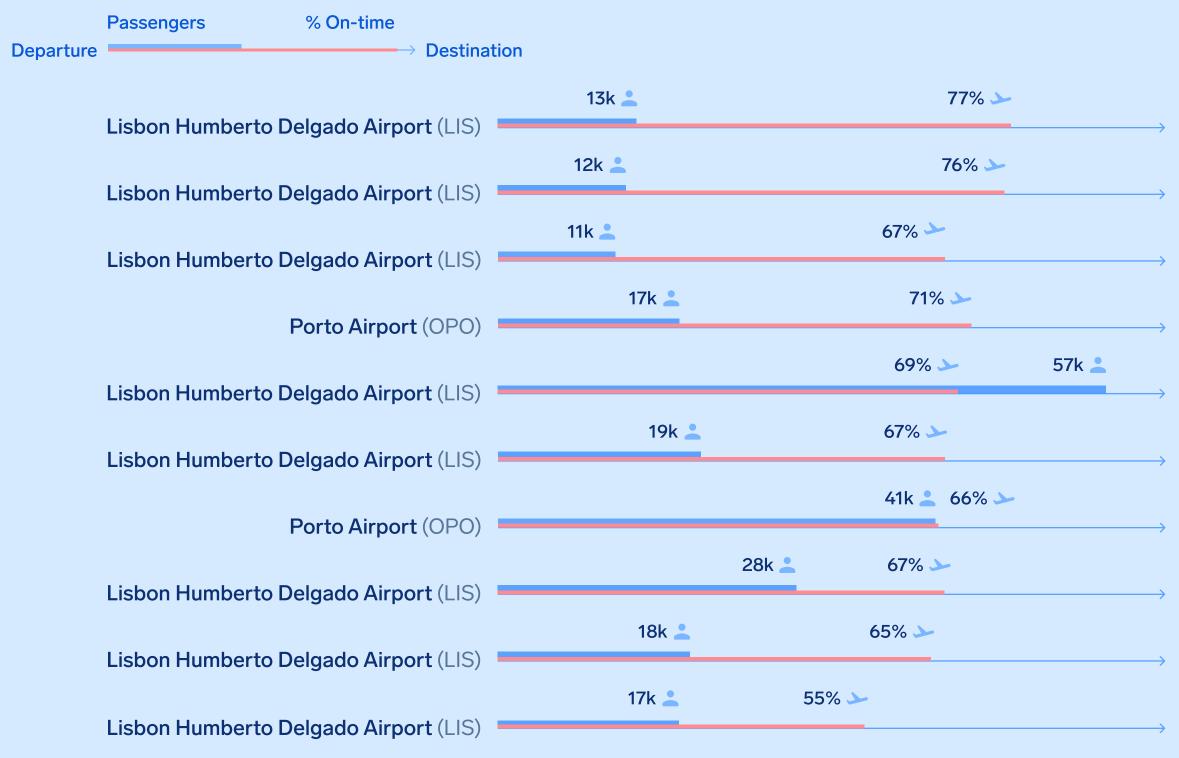
Most on-time routes





- Newcastle Airport (NCL)
- Paris Beauvais Airport (BVA)
- London Stansted Airport (STN)
- Porto Santo Airport (PXO)
- Copenhagen Kastrup Airport (CPH)
- Bilbao Airport (BIO)
- Brussels Airport (BRU)
- Geneve-Cointrin Airport (GVA)
- Stockholm Arlanda Airport (ARN)
- Stuttgart Airport (STR)

Most disrupted routes



AirHelp

- Abu Dhabi Airport (AUH)
- Belgrad Nikola Tesla Airport (BEG)
- Tel Aviv-Yafo Ben Gurion Airport (TVL)
- Malaga Airport (AGP)
- London Luton Airport (LTN)
- Budapest Liszt Ferenc Airport (BUD)
- Budapest Liszt Ferenc Airport (BUD)
- Bergamo Orio Al Serio Airport (BGY)
- Cologne-Bonn Airport (CGN)
- Maputo International Airport (MPM)

Spain overview

AirHelp

Spain Overview

43M Total passengers

14M Disrupted passengers



SUMMER DISRUPTION REPORT 2024



33% Disrupted passengers

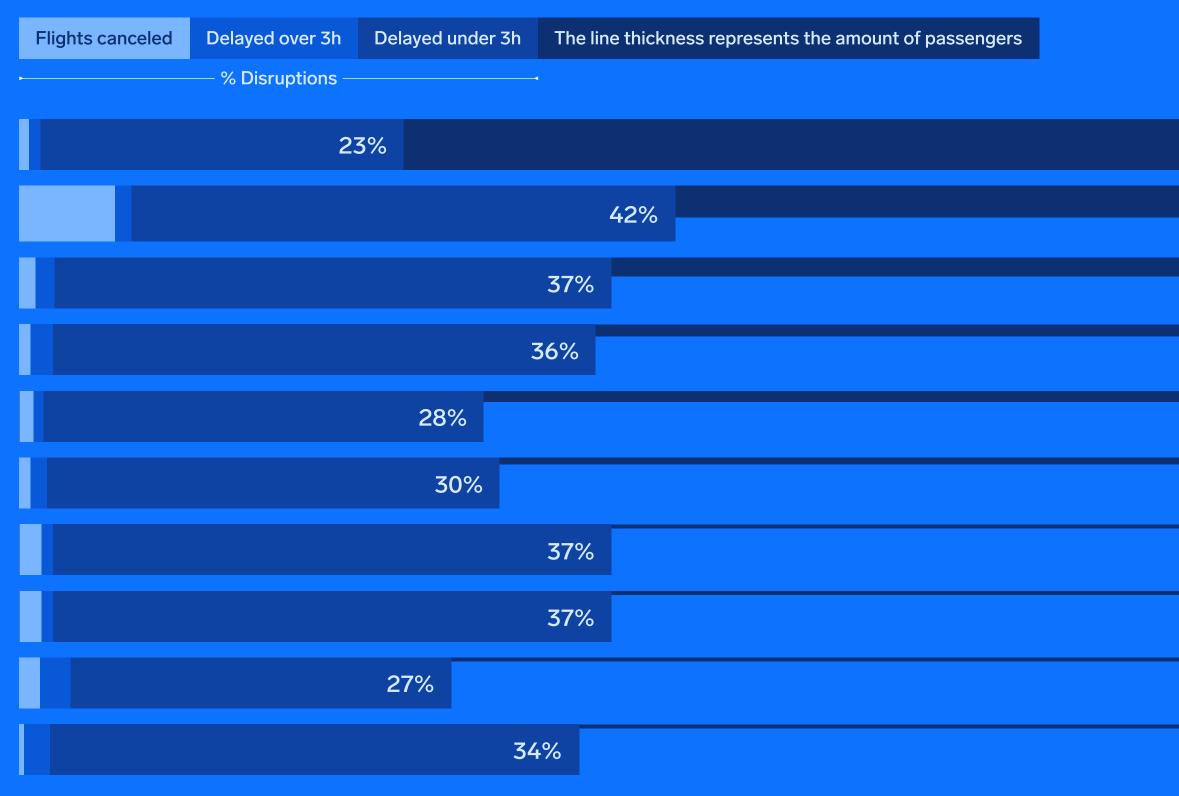
59

Busiest national airports



AirHelp

Most popular destinations from Spain



AirHelp

Spain - 13.4M

UK - 6.6M

Germany - 3.4M

Italy - 2.6M

France - 2.4M

Netherlands - 1.3M

Portugal - 1M

Switzerland - 870k

USA - 830k

Ireland - 820k

The best and worst for on-time performance





SUMMER DISRUPTION REPORT 2024



Destination

Destination



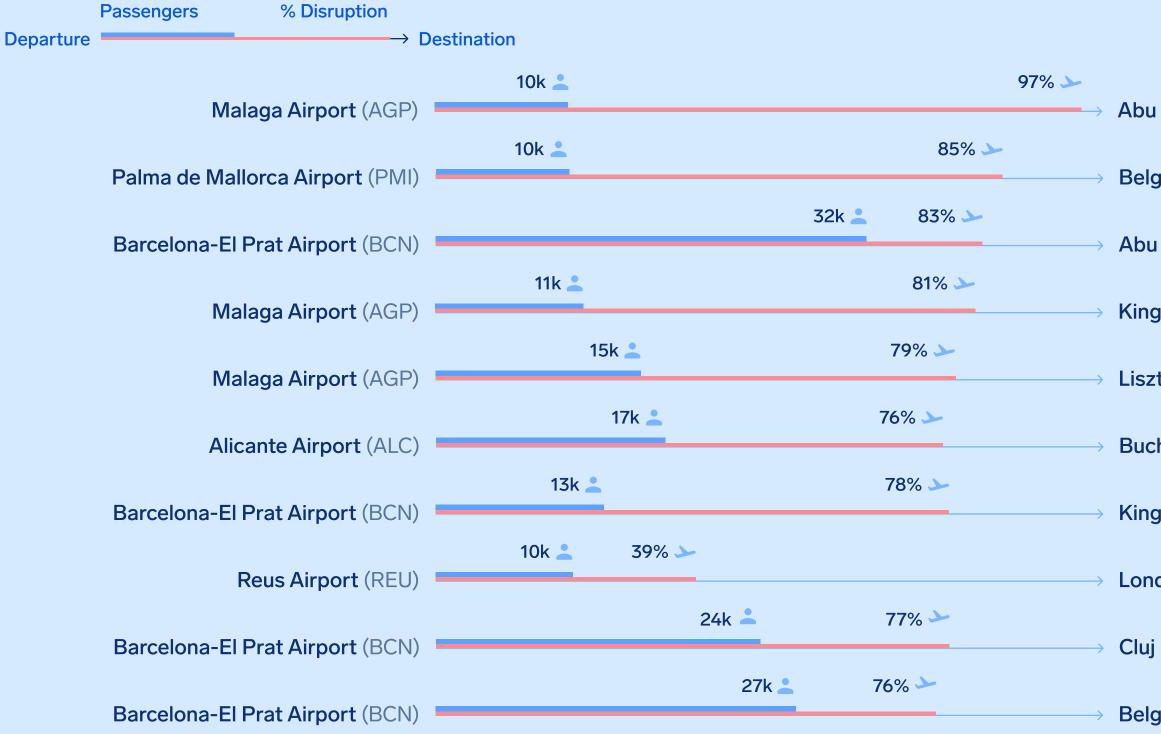
Most on-time routes





- Bilbao Airport (BIO)
- Paris Charles de Gaulle Airport (CDG)
- Tenerife Sur (TFS)
- Fuerteventura Airport (FUE)
- Madrid-Barajas International Airport (MAD)
- Gran Canaria International Airport (LPA)
- Bilbao Airport (BIO)
- Malaga Airport (AGP)
- Copenhagen Kastrup Airport (CPH)
- Bilbao Airport (BIO)

Most disrupted routes





- Abu Dhabi International Airport (AUH)
- Belgrad Nikola Tesla Airport (BEG)
- Abu Dhabi International Airport (AUH)
- King Khaled International Airport (RUH)
- Liszt Ferenc International Airport (BUD)
- Bucharest Otopeni Airport (OTP)
- King Abdulaziz International Airport (JED)
- London Gatwick Airport (LGW)
- Cluj International Airport (CLJ)
- Belgrad Nikola Tesla Airport (BEG)

United Kingdom overview

AirHelp

United Kingdom overview









SUMMER DISRUPTION REPORT 2024



41% **Disrupted passengers**

66



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SUMMER DISRUPTION REPORT 2024

- 4.4M **≗** -- 46% →

38% >

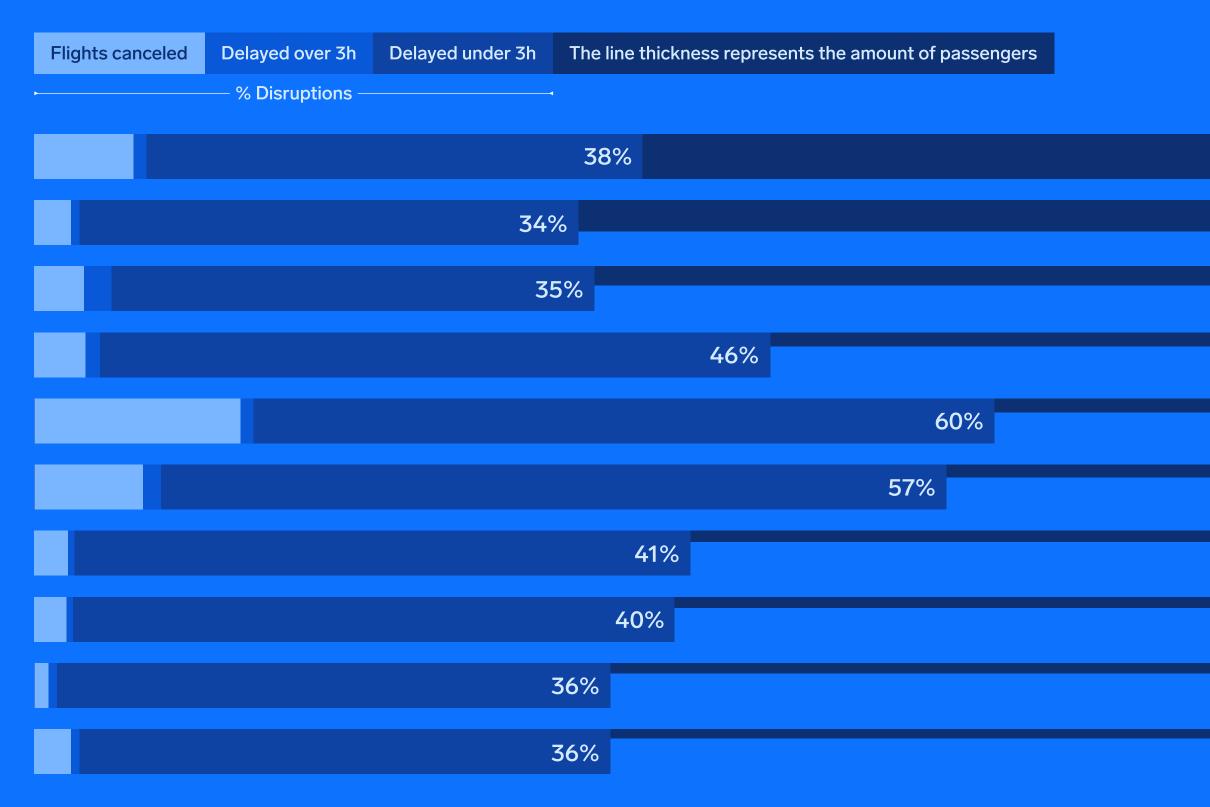
3.6M ***** _____ 44% >>

_____ 11.4M**_**

_____ 6.3M ≗ _____ 51% ➤

67

Most popular destinations from United Kingdom



AirHelp^A

SUMMER DISRUPTION REPORT 2024

Spain - 7.1M

United Kingdom - 5M

United States - 3.1M

Italy - 2.2M

Greece - 2.2M

Turkey- 2M

France - 1.8M

Germany - 1.7M

Ireland - 1.6M

Portugal - 1.5M

The best and worst for on-time performance



SUMMER DISRUPTION REPORT 2024



Destination





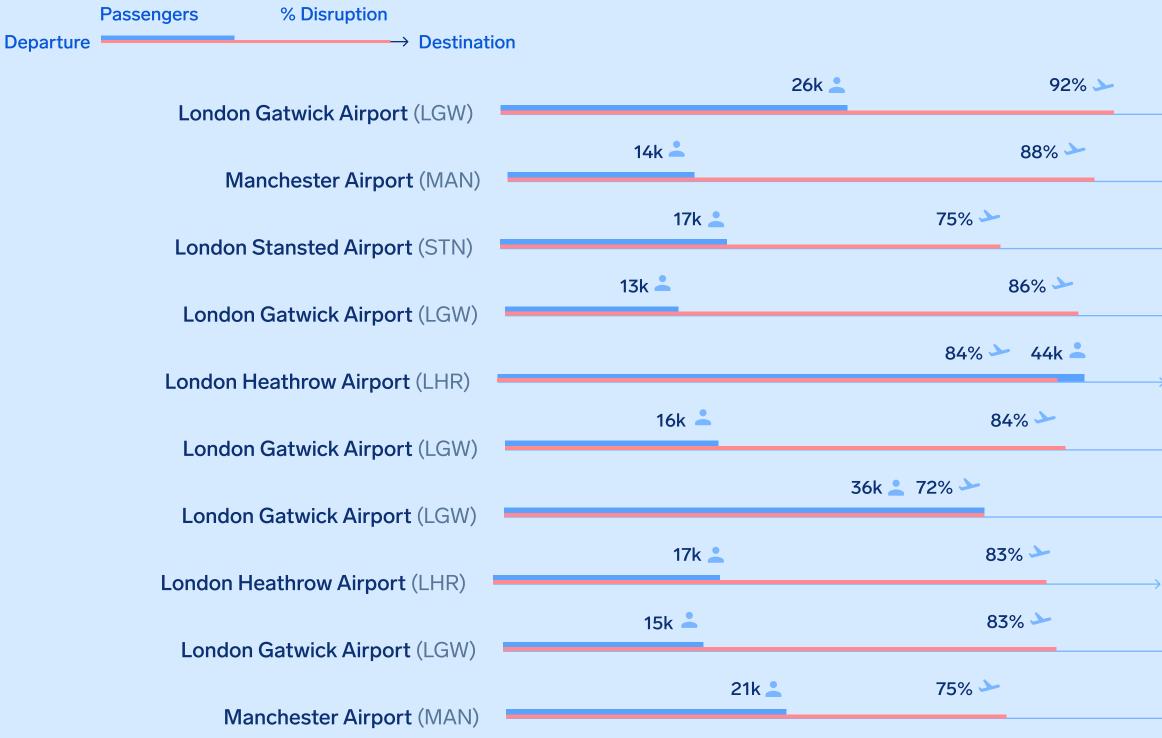
Most on-time routes





- Krakow-Balice International Airport (KRK)
- Changsha Airport (CSX)
- Manchester Airport (MAN)
- Bogotá El Dorado Airport (BOG)
- Southampton Airport (SOU)
- Tenerife South Airport (TFS)
- Aarhus Airport (AAR)
- Reykjavik Keflavik Airport (KEF)
- Split Airport (SPU)
- Bergen Flesland Airport (BGO)

Most disrupted routes





- Bucharest Otopeni Airport (OTP)
- \rightarrow Cairo Airport (CAI)
- Athens Airport (ATH)
- Casablanca Mohamed V Airport (CMN)
- Bengaluru Airport (BLR)
- Jeddah King Abdulaziz Airport (JED)
- Chania Airport (CHQ)

Taiwan Taoyuan Airport (TPE)

- Tunis Carthage Airport (TUN)
- Milas–Bodrum Airport (BJV)

United States overview

AirHelp

United States overview

281.7M

Total passengers

81.4M

Disrupted passengers



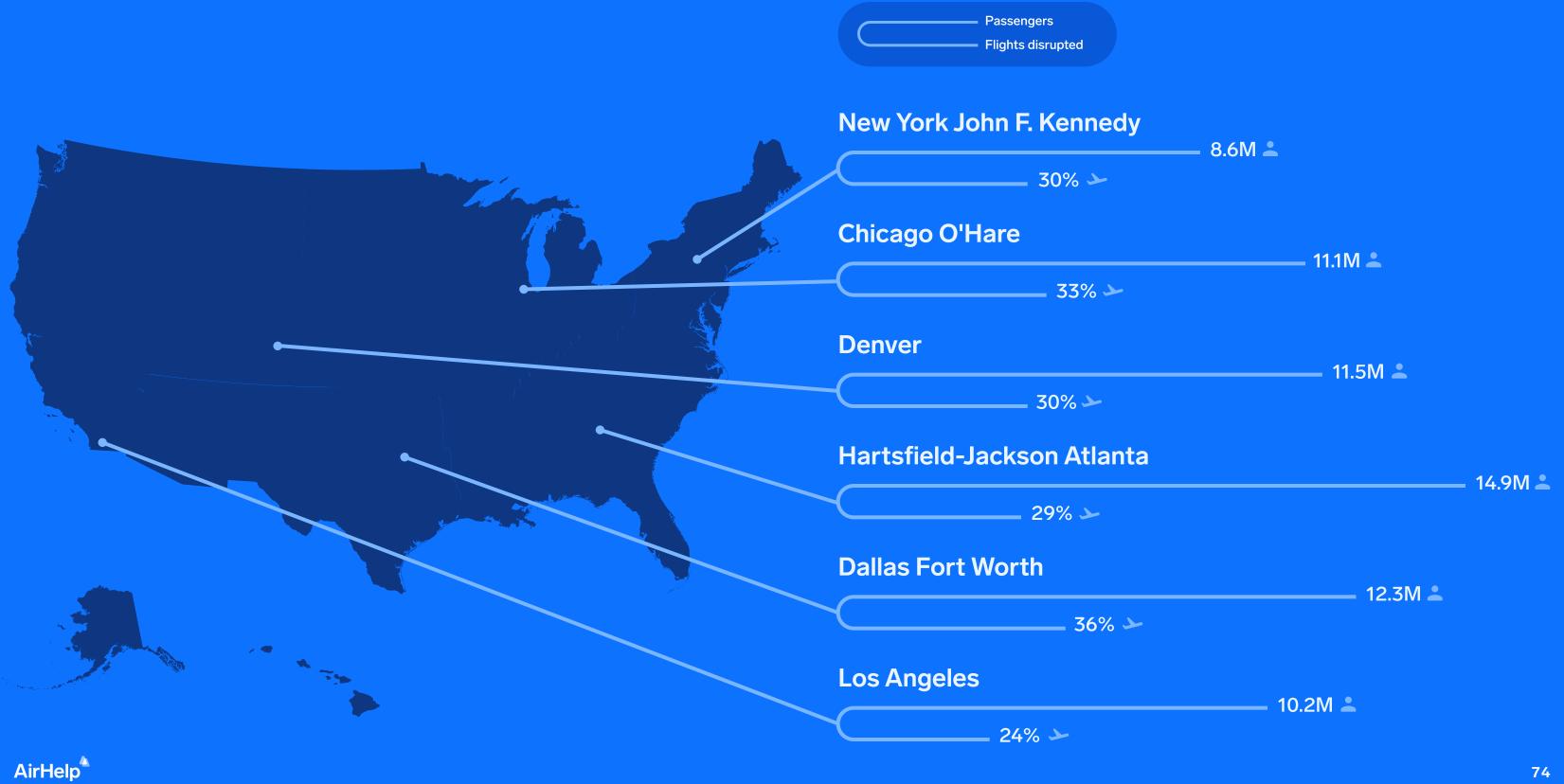
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2.2M Total flights

29% Disrupted passengers

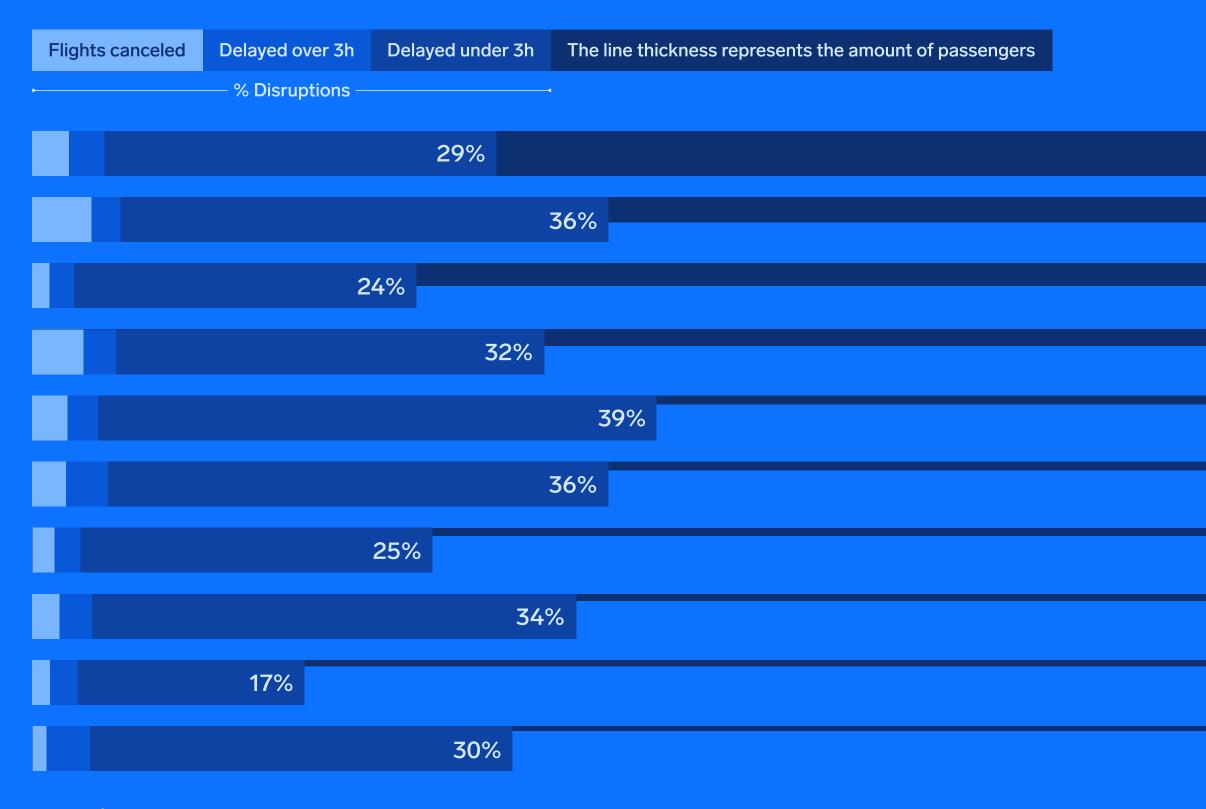
73

Busiest national airports





Most popular destinations from United States



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United States - 245M

Canada - 4.7M

Mexico- 4.3M

United Kingdom - 3.1M

Germany - 1.6M

Puerto Rico - 1.6M

France - 1.5M

Dominican Republic - 1.3M

Japan - 1.2M

Italy - 930k

*United States destination is 30 times smaller.

The best and worst for on-time performance





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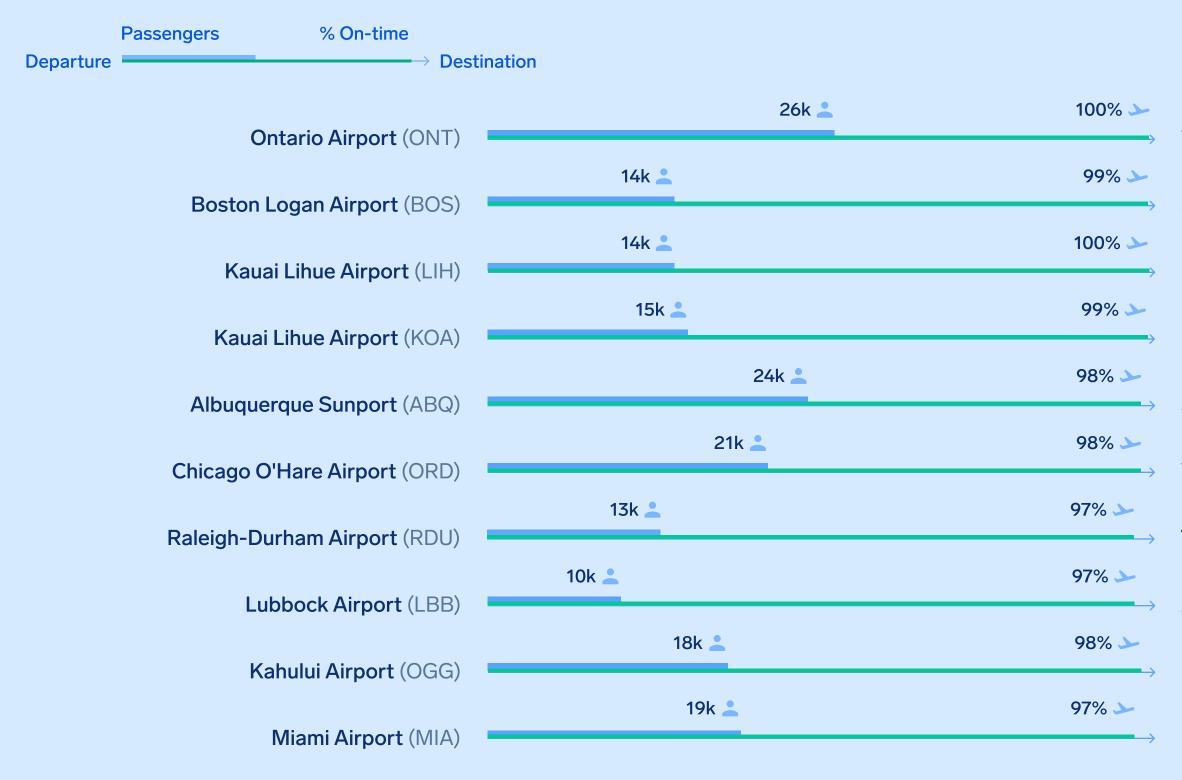
Destination



Destination



Most on-time routes



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- Taiwan Taoyuan Airport (TPE)
- Shannon Airport (SNN)
- **Denver Airport (DEN)**
- Las Vegas Harry Reid Airport (LAS)
- San Francisco Bay Oakland Airport (OAK)
- Vienna Airport (VIE)
- Tweed New Haven Airport (HVN)
- Austin-Bergstrom Airport (AUS)
- Long Beach Airport (LGB)
- Brasília Presidente Juscelino Kubistschek (BSB)

Most disrupted routes

Departure → Destination 29k ▲ 93% ↓ San Francisco Airport (SFO) 10k ▲ Orlando Airport (SFO) 11k ▲ Orlando Airport (MCO) 11k ▲ Tampa Airport (TPA) 22k ▲ Boston Logan Airport (BOS) 19k ▲ Atlanta Hartsfield-Jackson Airport (ATL) 11k ▲ Anchorage Ted Stevens Airport (ANC) 12k ▲ Hollywood Burbank Airport (BUR) 12k ▲	Passengers % Disruption			
San Francisco Airport (SFO) San Francisco Airport (SFO) San Francisco Airport (SFO) Orlando Airport (MCO) Tampa Airport (TPA) Boston Logan Airport (BOS) Attlanta Hartsfield-Jackson Airport (ATL) Anchorage Ted Stevens Airport (ANC)	Departure → Destina	ation		
San Francisco Airport (SFO) San Francisco Airport (SFO) San Francisco Airport (SFO) Orlando Airport (MCO) Tampa Airport (TPA) Boston Logan Airport (BOS) Atlanta Hartsfield-Jackson Airport (ATL) Anchorage Ted Stevens Airport (ANC)	San Francisco Airport (SEO)		29k 🛓	93% >>
San Francisco Airport (SFO) San Francisco Airport (SFO) San Francisco Airport (SFO) Orlando Airport (MCO) Tampa Airport (TPA) Boston Logan Airport (BOS) Atlanta Hartsfield-Jackson Airport (ATL) Anchorage Ted Stevens Airport (ANC)	San rancisco Airport (Sr O)	10k 💄		82% 🎐
San Francisco Airport (SFO) Orlando Airport (MCO) Tampa Airport (TPA) Boston Logan Airport (BOS) Atlanta Hartsfield-Jackson Airport (ATL) Anchorage Ted Stevens Airport (ANC)	San Francisco Airport (SFO)			
Orlando Airport (MCO) Tampa Airport (TPA) Boston Logan Airport (BOS) Atlanta Hartsfield-Jackson Airport (ATL) Anchorage Ted Stevens Airport (ANC) 12k 4		14k 🚢		79% ᆇ
Orlando Airport (MCO) Tampa Airport (TPA) Boston Logan Airport (BOS) Atlanta Hartsfield-Jackson Airport (ATL) Anchorage Ted Stevens Airport (ANC) 12k	San Francisco Airport (SFO)			>
Tampa Airport (TPA) Tampa Airport (TPA) Boston Logan Airport (BOS) Atlanta Hartsfield-Jackson Airport (ATL) Anchorage Ted Stevens Airport (ANC) 12k		11k 📥	739	% 、
Tampa Airport (TPA) Boston Logan Airport (BOS) Atlanta Hartsfield-Jackson Airport (ATL) Anchorage Ted Stevens Airport (ANC) 12k 🛓 64% >	Orlando Airport (MCO)			>
Boston Logan Airport (BOS) 22k ▲ 70% ▶ Atlanta Hartsfield-Jackson Airport (ATL) 19k ▲ 69% ▶ Anchorage Ted Stevens Airport (ANC) 11k ▲ 55% ▶ 12k ▲ 64% ▶	Tampa Airport (TPA)	14k 📥	739	% >
Boston Logan Airport (BOS) 19k 2 69% 2 Atlanta Hartsfield-Jackson Airport (ATL) Anchorage Ted Stevens Airport (ANC) 12k 2 64% 2			22k - 70%	L
Atlanta Hartsfield-Jackson Airport (ATL) Anchorage Ted Stevens Airport (ANC) 12k 4 64% >	Boston Logan Airport (BOS)			
Anchorage Ted Stevens Airport (ANC) 11k 2 55% > 12k 2 64% >		19k	69% J	-
Anchorage Ted Stevens Airport (ANC) 12k 👗 64% ᆇ	Atlanta Hartsfield-Jackson Airport (ATL)			
12k 📥 64% ᆇ		11k 🔔	11k 🔔 55% ᆇ	
	Anchorage Ted Stevens Airport (ANC)			······································
	Hollywood Burbank Airport (BUR)	12k 📥	64% ->	
15k 🚢 64% ᆇ		15k 💄	64% >>	
San Diego Airport (SAN)	San Diego Airport (SAN)		• • • •	



- > **Delhi Indira Gandhi Airport** (DEL)
- Bengaluru Airport (BLR)
- Fiji Nadi Airport (NAN)
- Ottawa Airport (YOW)
- **Zurich Airport** (ZRH)
- Ponta Delgada–João Paulo II Airport (PDL)
- Lagos Murtala Muhammed Airport (LOS)
- Frankfurt am Main Airport (FRA)
- New York John F. Kennedy Airport (JFK)
- Tampa Airport (TPA)

12.8M

Passengers could be eligible for up to €600 compensation

Based on eligibility criteria in the EU, UK, Turkey, and Brazil.

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If your flight is ever disrupted, these are your rights.

AirHelp

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ATE:

Your passenger rights

Europe - EC 261

Compensation •••

- Up to €600 for delays over 3 hours.
- Up to €600 for cancellations less than 14 days before your flight.
- Up to €600 for **overbookings**.
- **1** You do not receive compensation if the disruption is caused by extraordinary circumstances.

UK - UK 261

Compensation •••

- Up to £520 for delays over 3 hours.
- Up to £520 for cancellations less than 14 days before your flight.
- Up to £520 for overbookings.
- **1** You do not receive compensation if the disruption is caused by extraordinary circumstances.

Care that you're entitled to

- Food and drink after a few hours.
- Alternative flight or full refund in all cases of denied boarding, cancellations, or missed connections.
- Accommodation and transportation for overnight delays.
- Access to communication.
- Access to information about your rights.

Care that you're entitled to

- Food and drink after a few hours.
- Alternative flight or full refund in all cases of denied boarding,
- cancellations, or missed connections.
- Accommodation and transportation for overnight delays.
- Access to communication.
- Access to information about passenger rights.



Your passenger rights

Brazil - ANAC 400

Compensation •••

- Compensation for delays over 2 hours.
- Compensation for cancellations 72 hours before your flight.
- Compensation for overbookings.
- Compensation for schedules changes less than 72 hours before the flight.
- Reimbursement for delayed, lost, or damaged bags.
- The amount of compensation you'll receive varies based on your situation.
- **i** You do not receive compensation if the disruption is caused by extraordinary circumstances.

Canada - Canada APPR

Compensation •••

- Up to CA\$1,000 for delays over 3 hours.
- Up to CA\$1,000 for cancellations less than 14 days before your flight.
- Up to CA\$2,400 for overbookings.
- Up to CA\$2,350 reimbursement for delayed, lost, or damaged bags.
- **1** You do not receive compensation if the disruption is caused by extraordinary circumstances.

Care that you're entitled to

- Food and drink after 2 hours.
- time change, missed connection, or delay over 4 hours.
- Accommodation and transportation for overnight delays.
- Access to communication.
- Information and updates about your disruption.

Care that you're entitled to

- Food and drink after a few hours.
- Alternative flight or full refund in all cases of denied boarding, cancellations, or missed connections.
- Accommodation and transportation for overnight delays.
- Access to communication.
- Access to information about your rights.



• Alternative flight or full refund in all cases of cancellation, denied boarding,

Your passenger rights

Worldwide - Montreal Convention

Compensation

- Up to US\$7,000 for costs caused by delays.
- Up to US\$7,000 for costs caused by cancellations.
- Up to US\$1,700 for delayed, lost or damaged bags.
- You do not receive compensation if the disruption is caused by extraordinary circumstances.

Check our guide

Compensation

Check our guide for more information on your passenger rights in more countries including Turkey, Saudi Arabia, China, and India.





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About AirHelp

AirHelp is a travel tech company tackling flight disruptions. Since 2013 we've won compensation for over 2.5 million passengers who've had a flight delay or cancellation. 8 million passengers have protected their flights with AirHelp+, and millions more benefit from the expert information available on airhelp.com.

#1 for flight compensation worldwide

With a network of 50 law firms in over 35 countries, innovative AI working behind the scenes, and a dedicated team of over 400 AirHelpers, we make it easy for anyone traveling in the EU, UK and beyond to claim up to €600 for flight delays and cancellations.

Want to know more about us? airhelp.com





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