

# Summer flight disruptions

Report 2024

Key takeaways		3
Flight disruptions this summer	<b>North America</b>	4
	Summer disruptions in North America	6
	Summer disruptions 2022-2024	7
	The biggest disruptions	8
	The best and worst for on-time performance	9
	<b>Europe</b>	10
	Summer disruptions in Europe	12
	Summer disruptions 2022-2024	13
	The biggest disruptions	14
	The best and worst for on-time performance	15
Summer disruptions by country	<b>France</b>	16
	<b>Germany</b>	23
	<b>Ireland</b>	30
	<b>Italy</b>	37
	<b>Poland</b>	44
	<b>Portugal</b>	51
	<b>Spain</b>	58
	<b>UK</b>	65
	<b>USA</b>	72
Your rights when flights are disrupted		79

# 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

2.4M

Total flights

90M

Disrupted passengers

30%

Disrupted passengers

# North America disruptions: in numbers

Total flights

	Departures		Disruptions		Type of disruption		
	Passengers	Flights	Passengers disrupted	%	% 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%

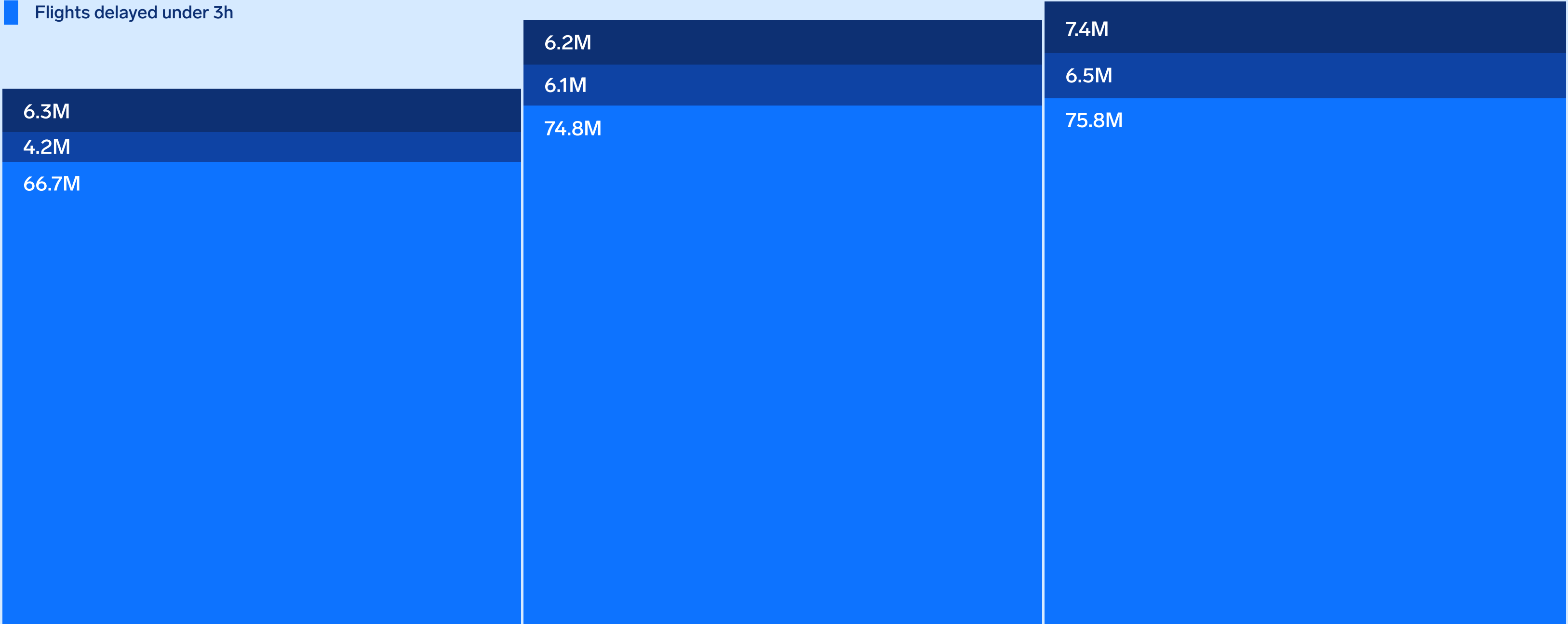
Flights delayed under 3h

Flights canceled

Flights delayed over 3h

# Summer disruptions 2022-2024

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



2022

2023

2024

# 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

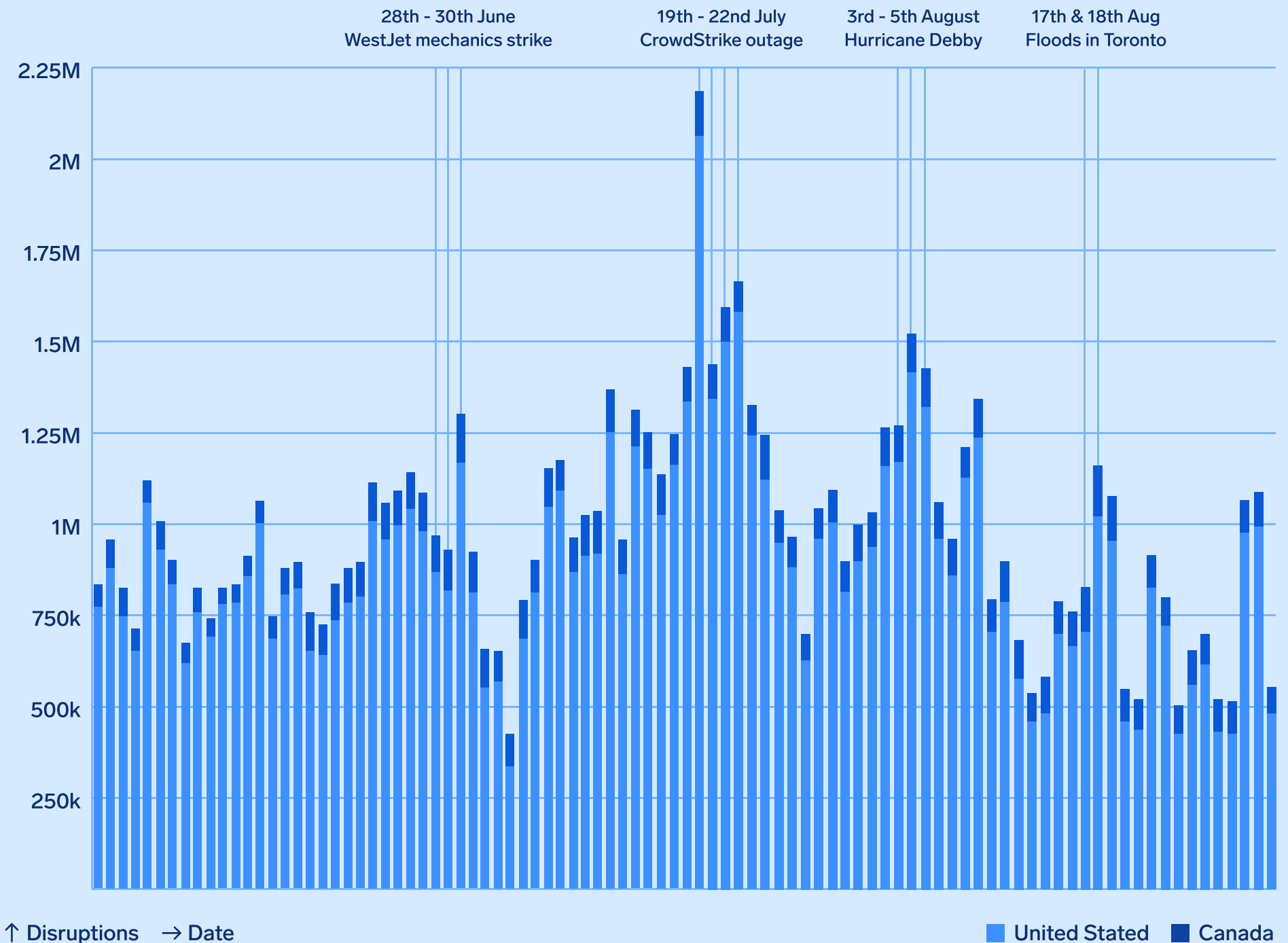
A software error from CrowdStrike crashed millions of Windows devices worldwide, including critical systems used by airlines and airports. The result was 64% of passengers being disrupted on 19th July - the most disrupted day in the USA - with delays continuing days after. Delta was among the most affected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





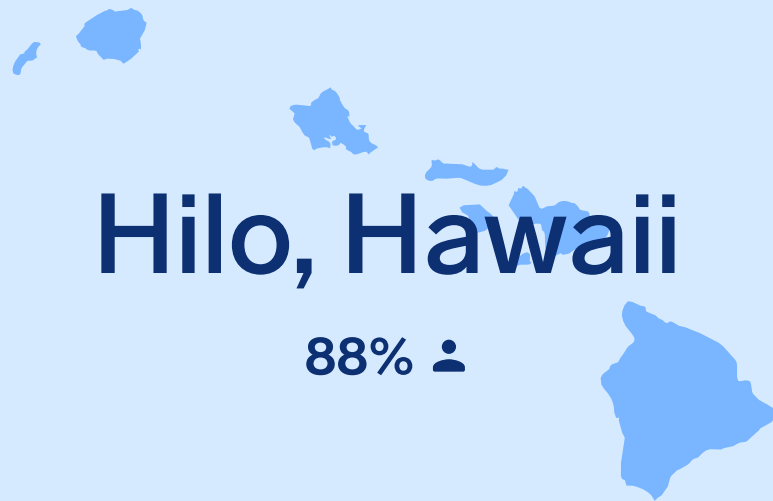
# The best and worst for on-time performance

## Best

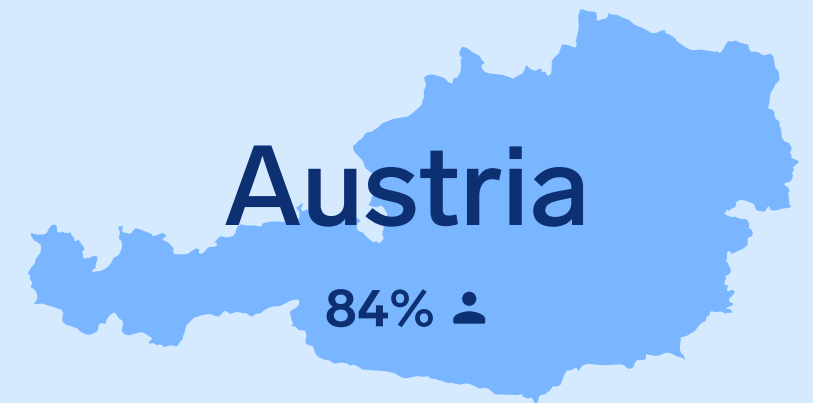
Departure airport

Day to fly

Destination



**4th July**  
86% ⬇️

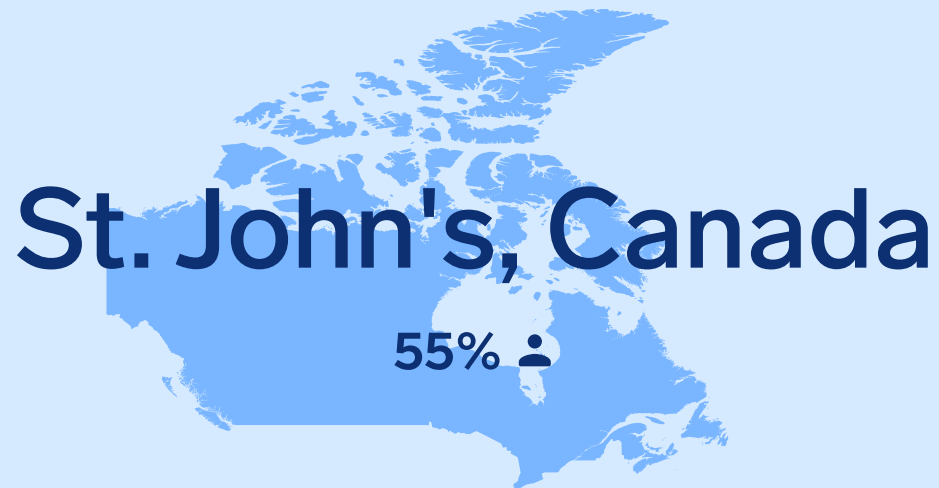


## Worst

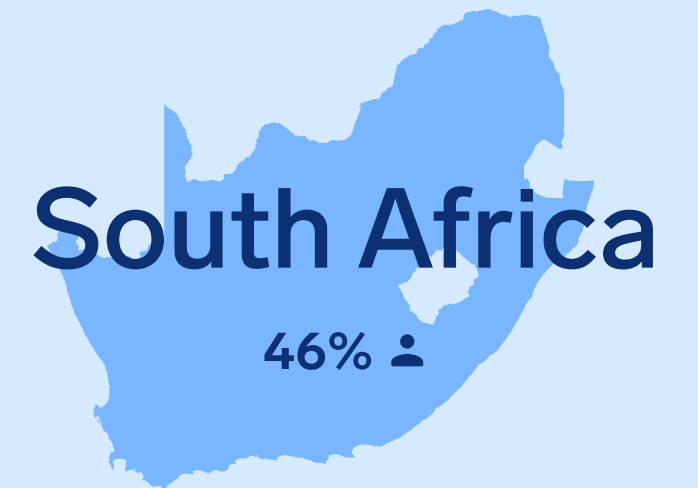
Departure airport

Day to fly

Destination



**19th July**  
37% ⬇️



# Europe overview

SUMMER DISRUPTION REPORT 2024



# Europe overview

285M

Total passengers

1.9M

Total flights

110M

Disrupted passengers

39%

Disrupted passengers



# Europe disruptions: in numbers

Total flights

	Departures		Disruptions		Type of disruption		
	Passengers	Flights	Passengers disrupted	%	% 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 disrupted	%	% 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

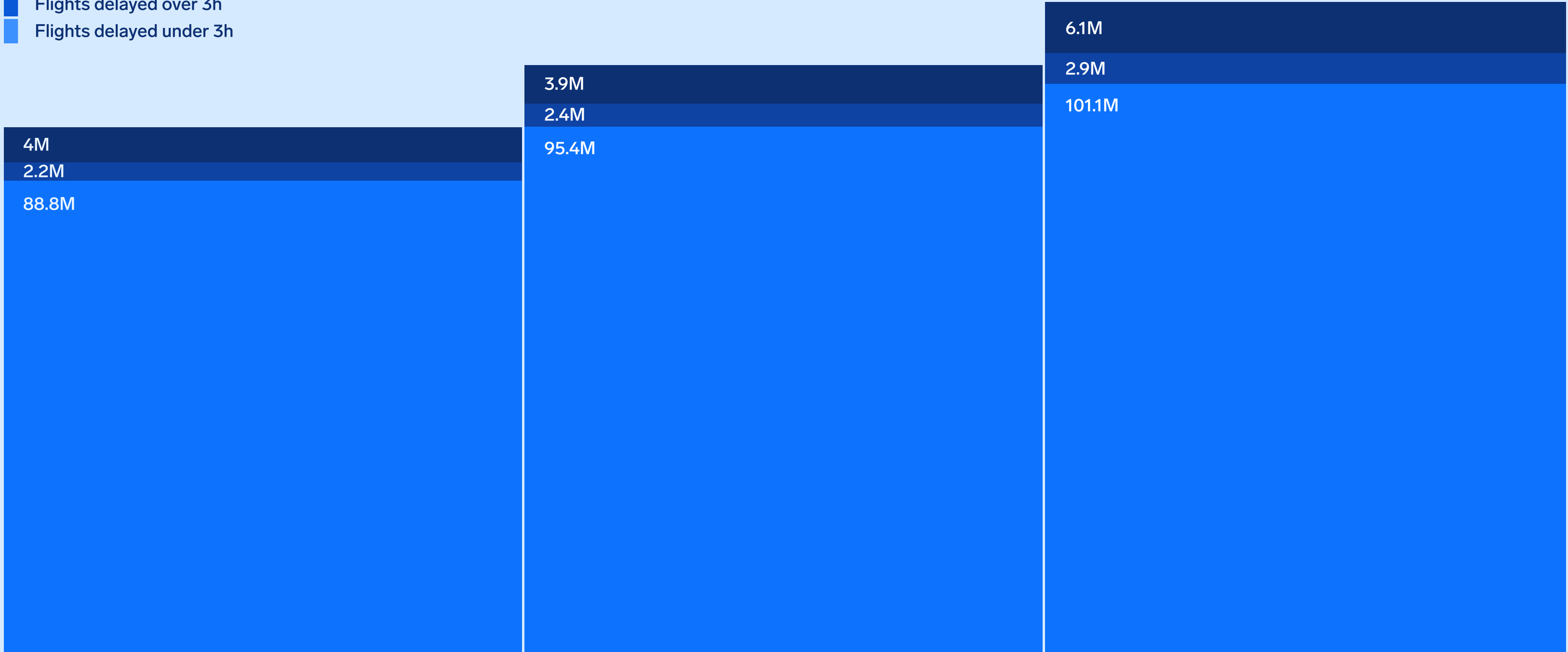
Flights canceled

Flights delayed over 3h



# Summer disruptions 2022-2024

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



# 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

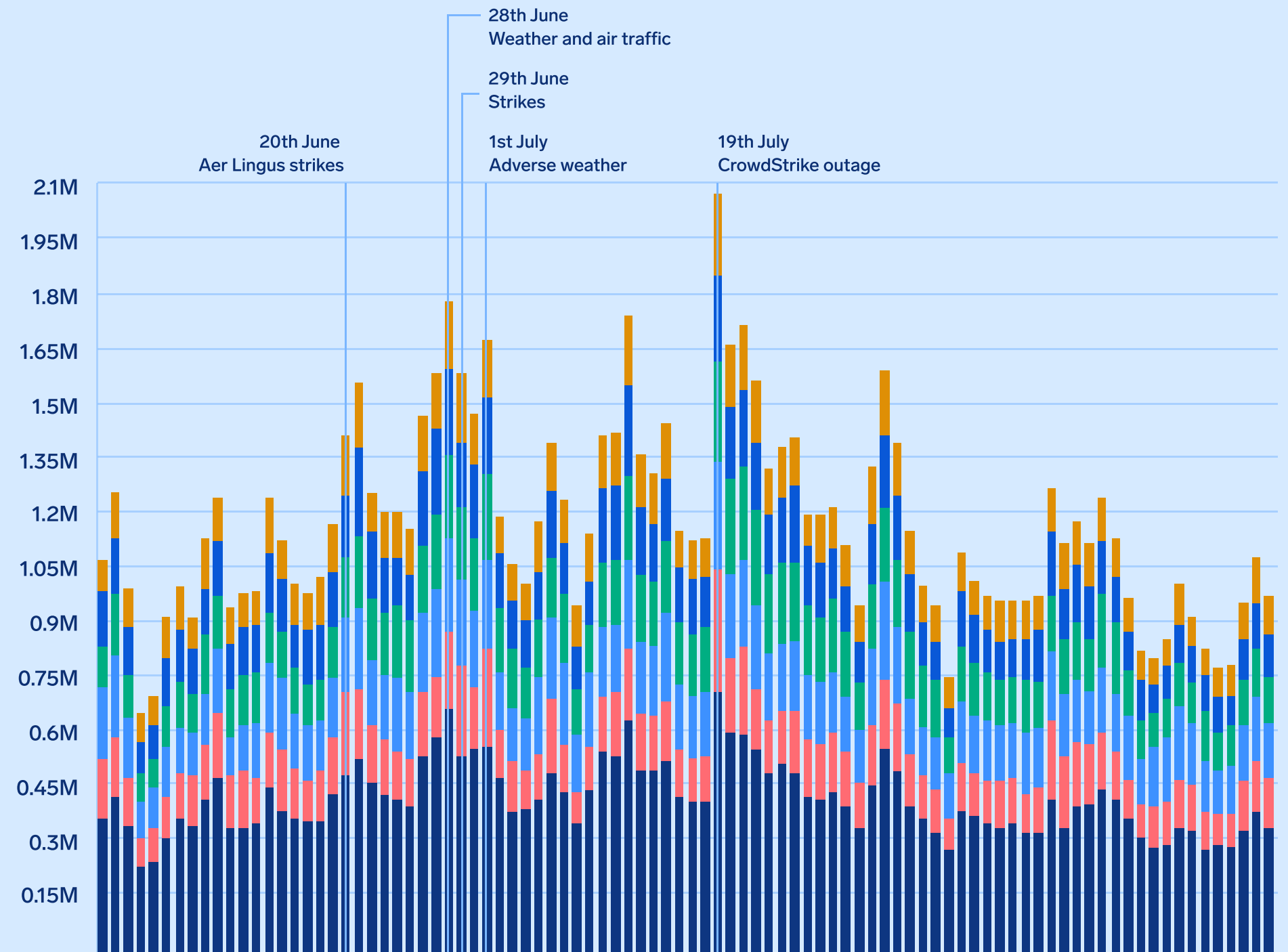
The Foreign Office of France released a travel advisory warning passengers traveling to France to expect heavy disruptions due to widespread air traffic control strikes and other industrial actions. ([Source](#)).

## 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.



↑ Disruptions → Date

Rest of Europe Spain UK Italy Germany France

# The best and worst for on-time performance

## Best

Departure airport

Day to fly

Destination

Ostend, Belgium

4th June

Chile

93% 

79% 

88% 

## Worst

Departure airport

Day to fly


Destination

Kefalonia, Greece

19th July

Mauritius

36% 

45% 

34% 

# France Overview





# France Overview

28.5M

Total passengers

184k

Total flights

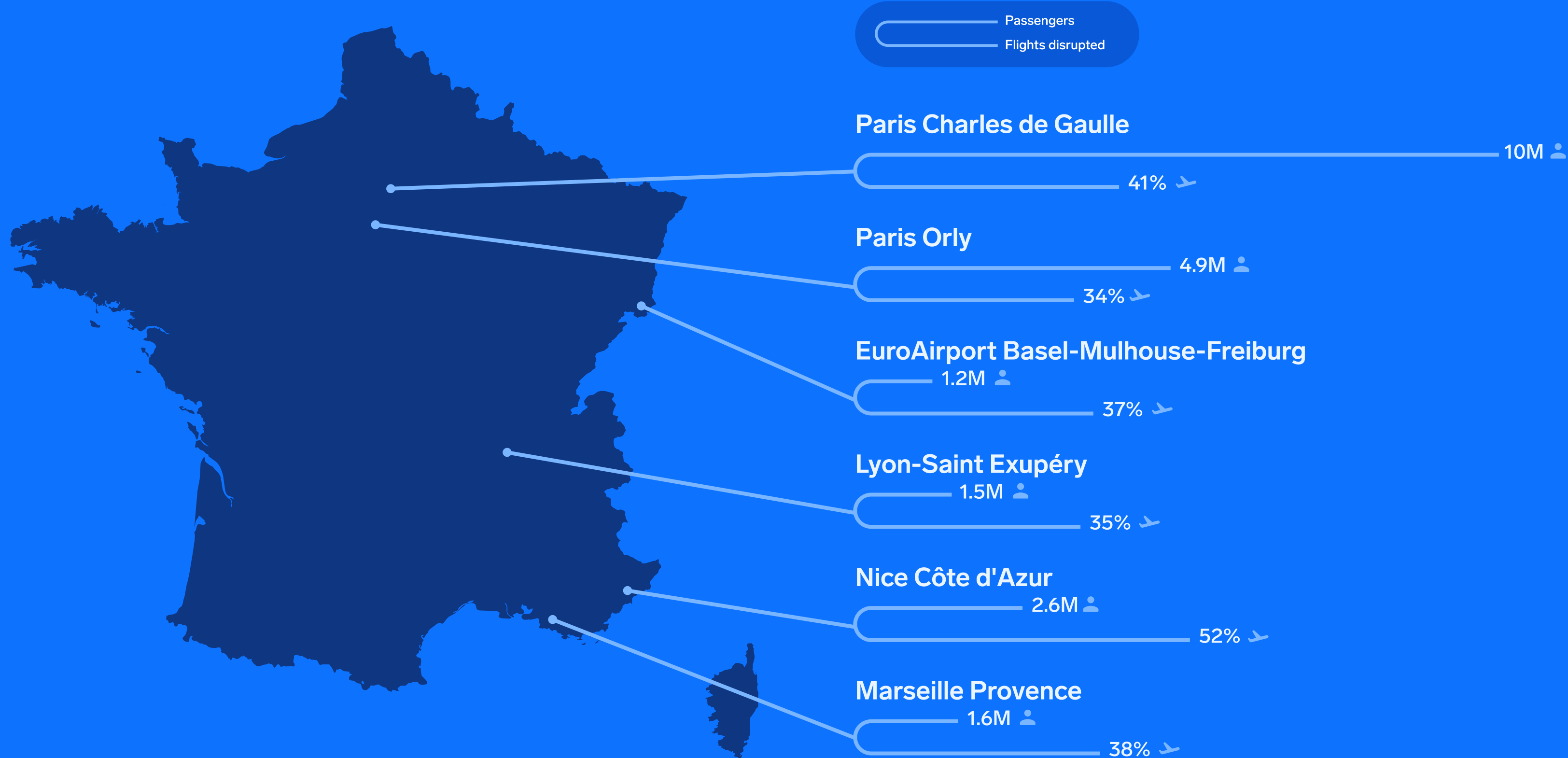
11M

Disrupted passengers

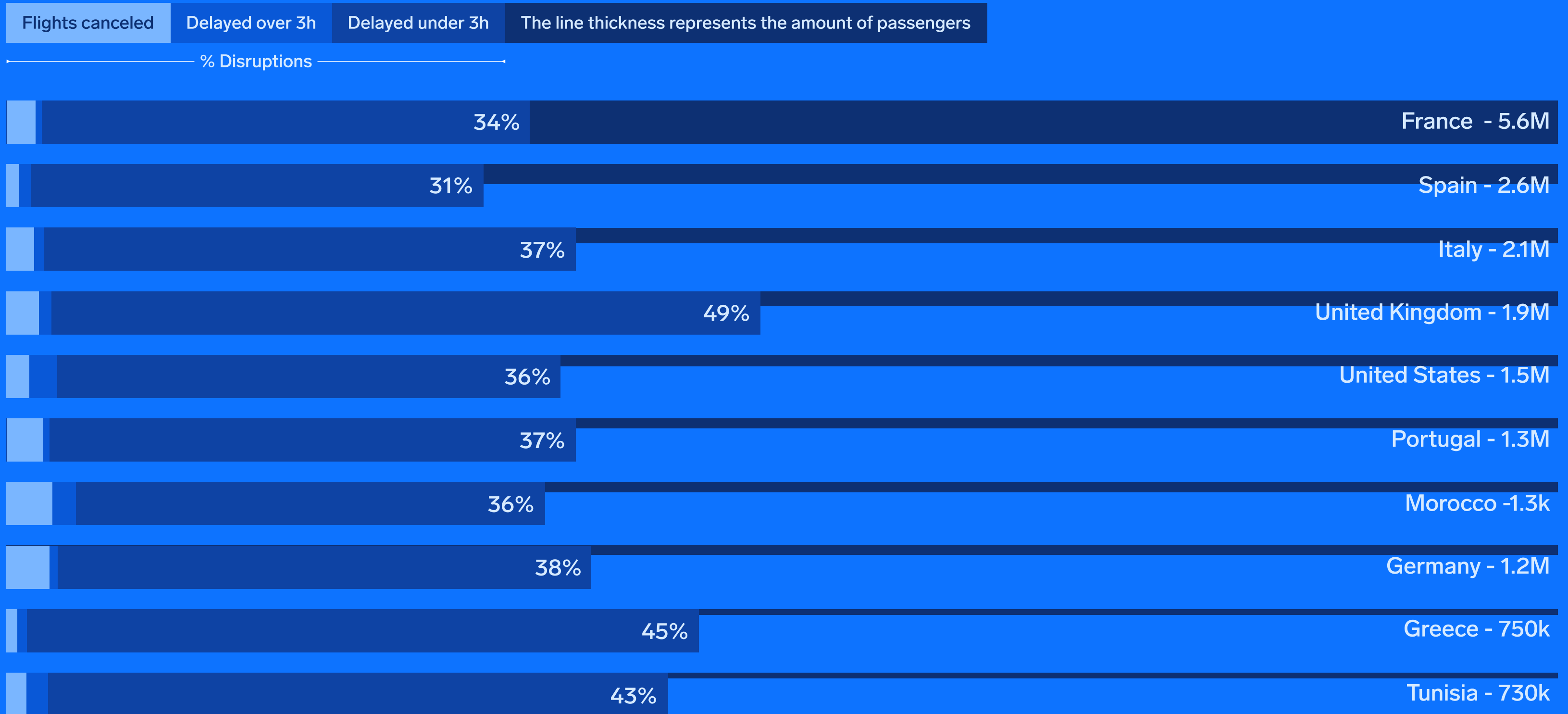
38%

Disrupted passengers

# Busiest national airports



# Most popular destinations from France



# The best and worst for on-time performance

## Best

Departure airport

Day to fly

Destination

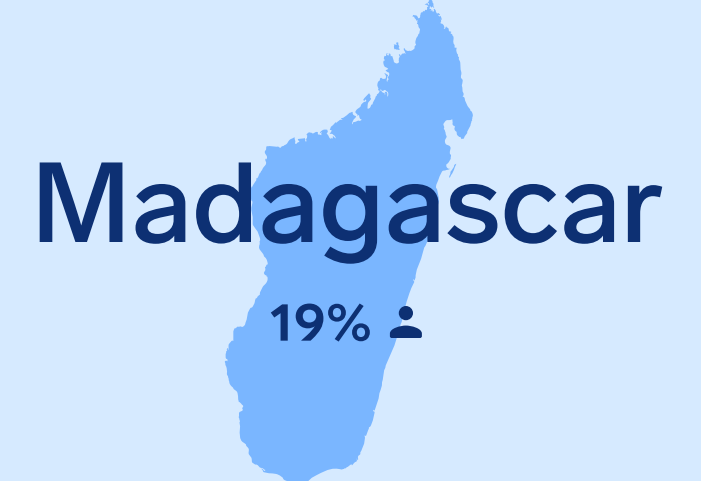
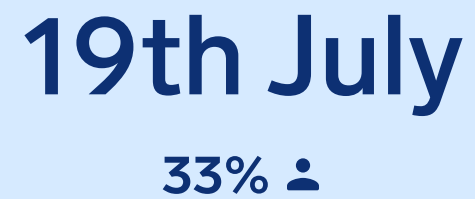
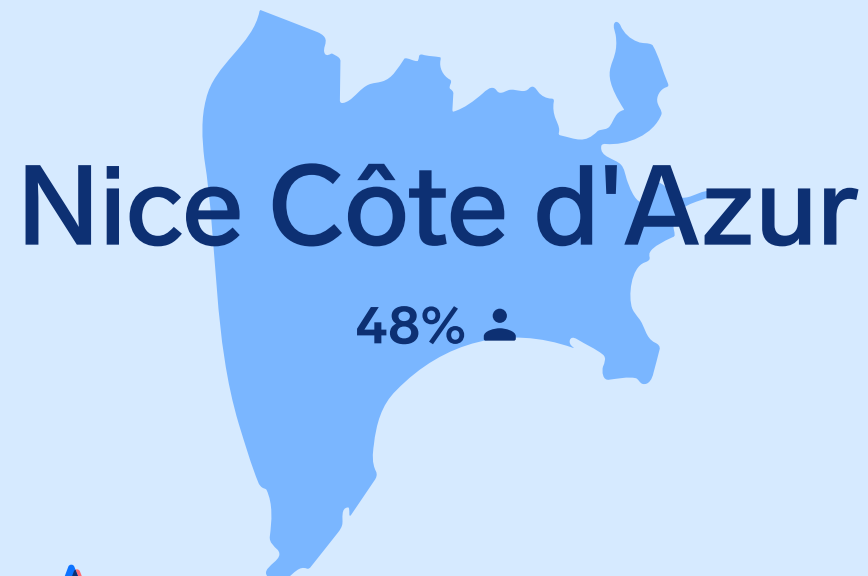


## Worst

Departure airport

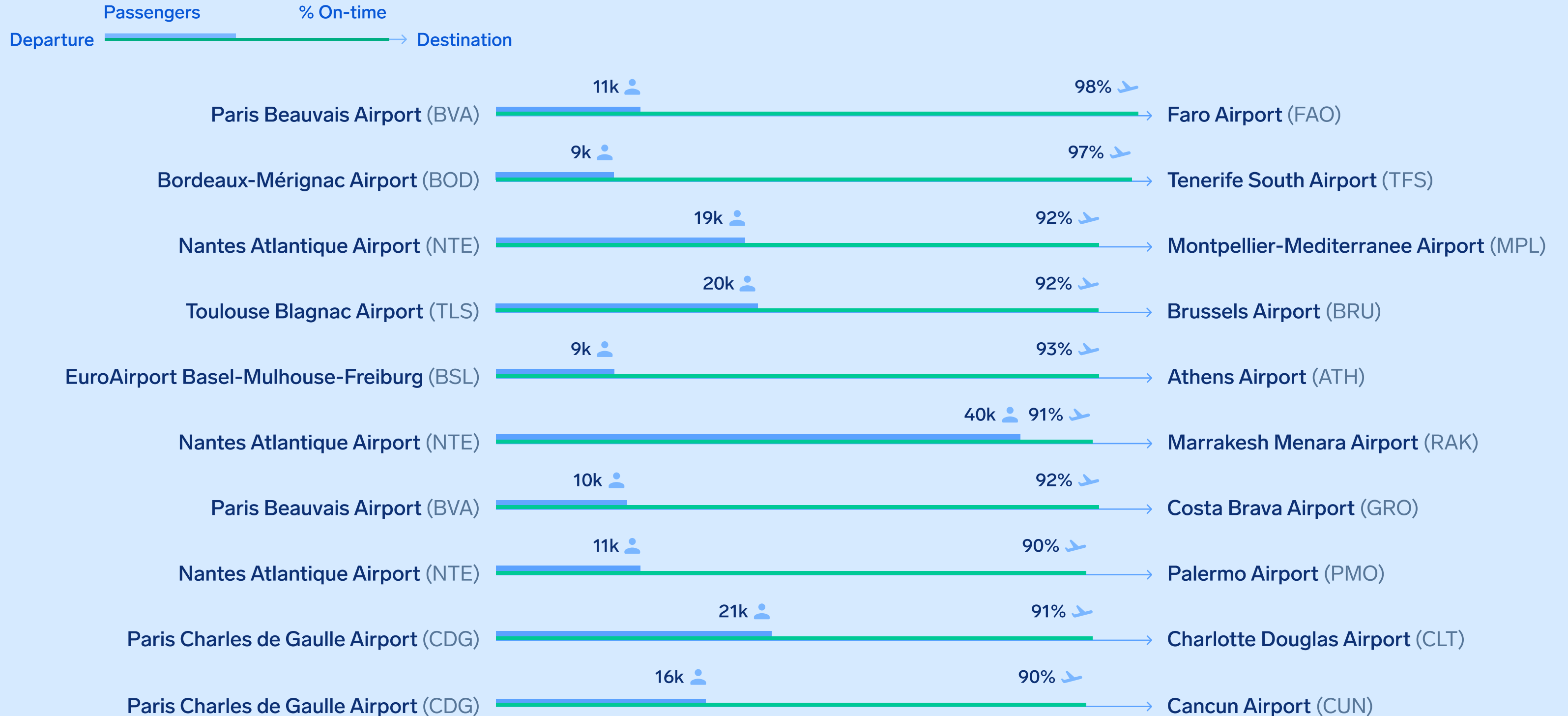
Day to fly

Destination

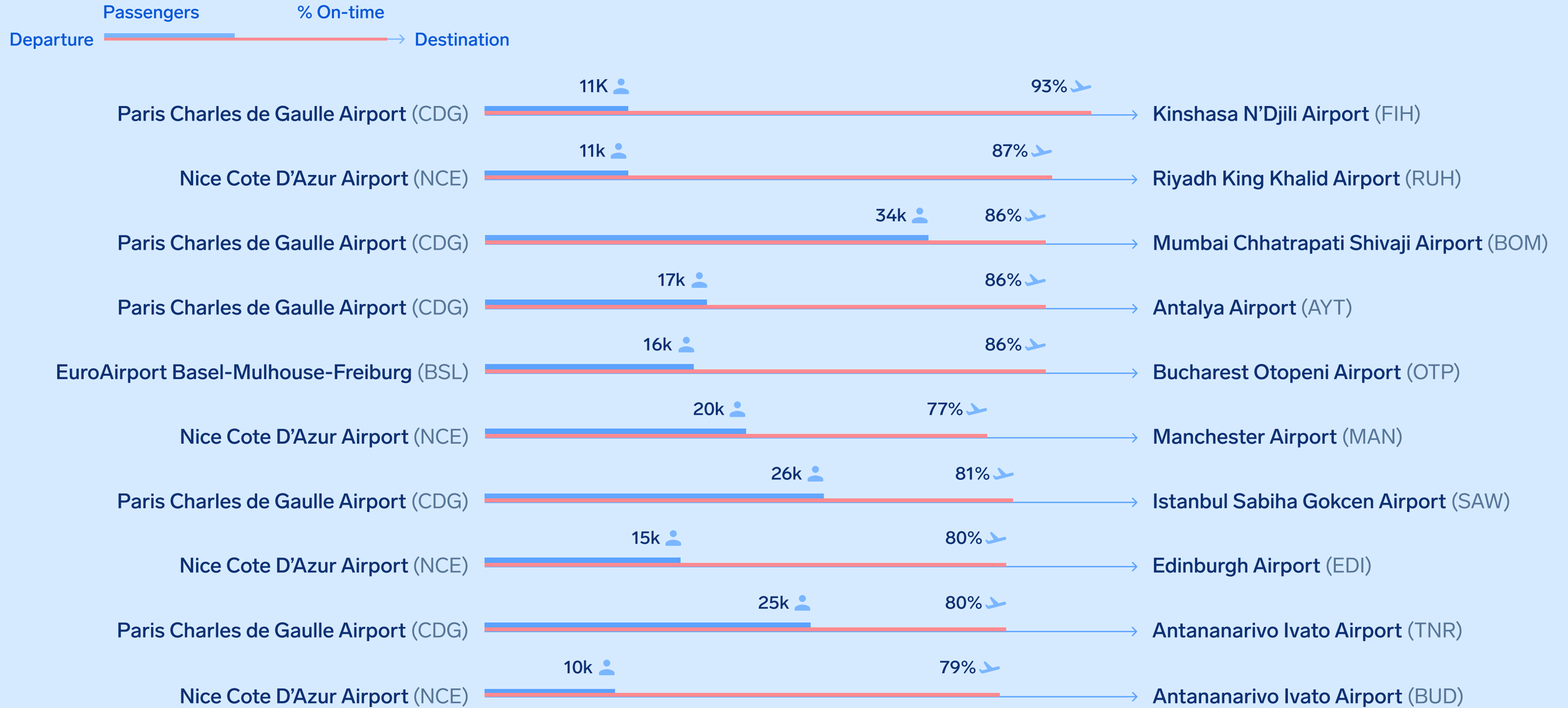




# Most on-time routes



# Most disrupted routes



# Germany Overview



# Germany Overview



30.6M

Total passengers

203k

Total flights

13.5M

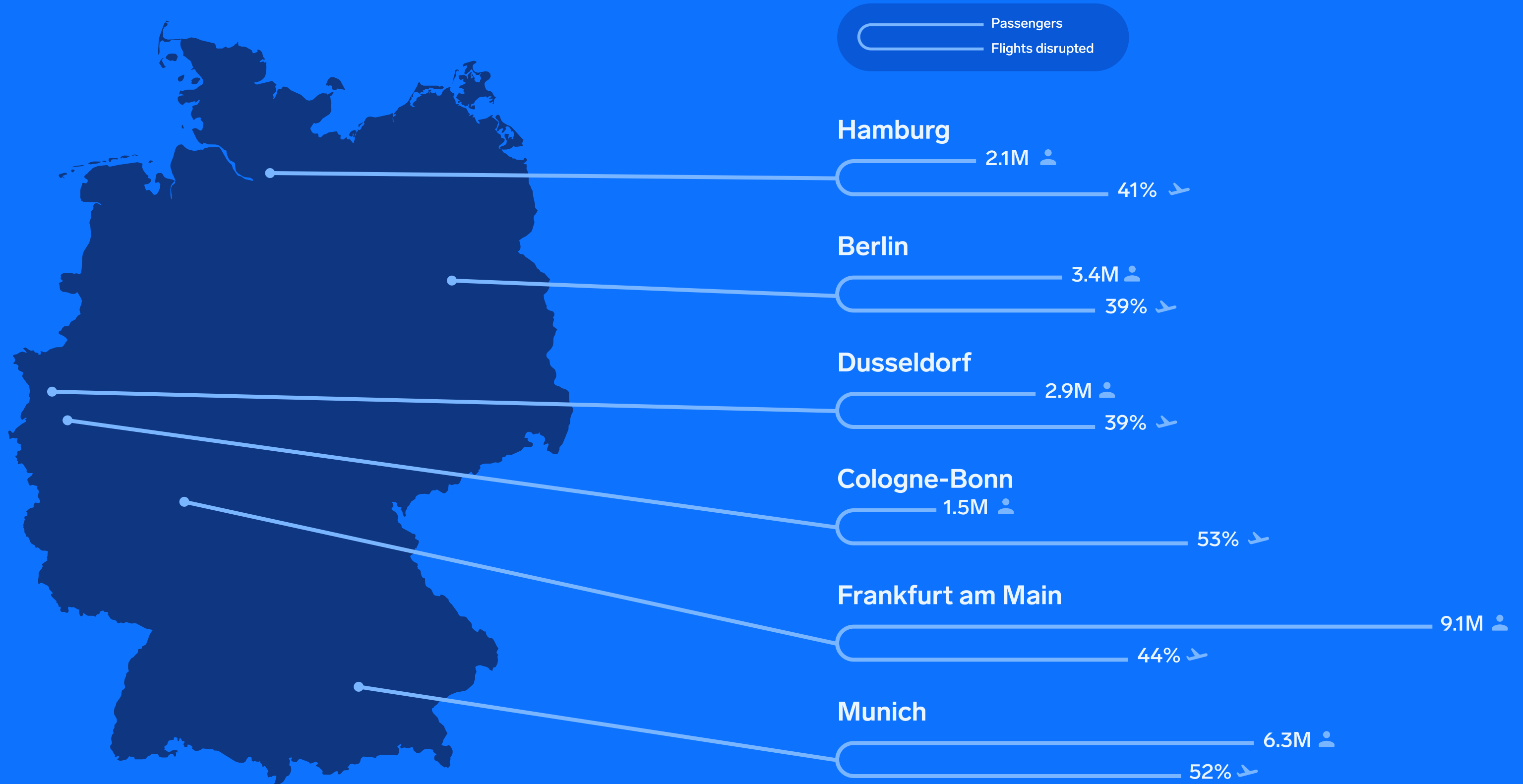
Disrupted passengers

44%

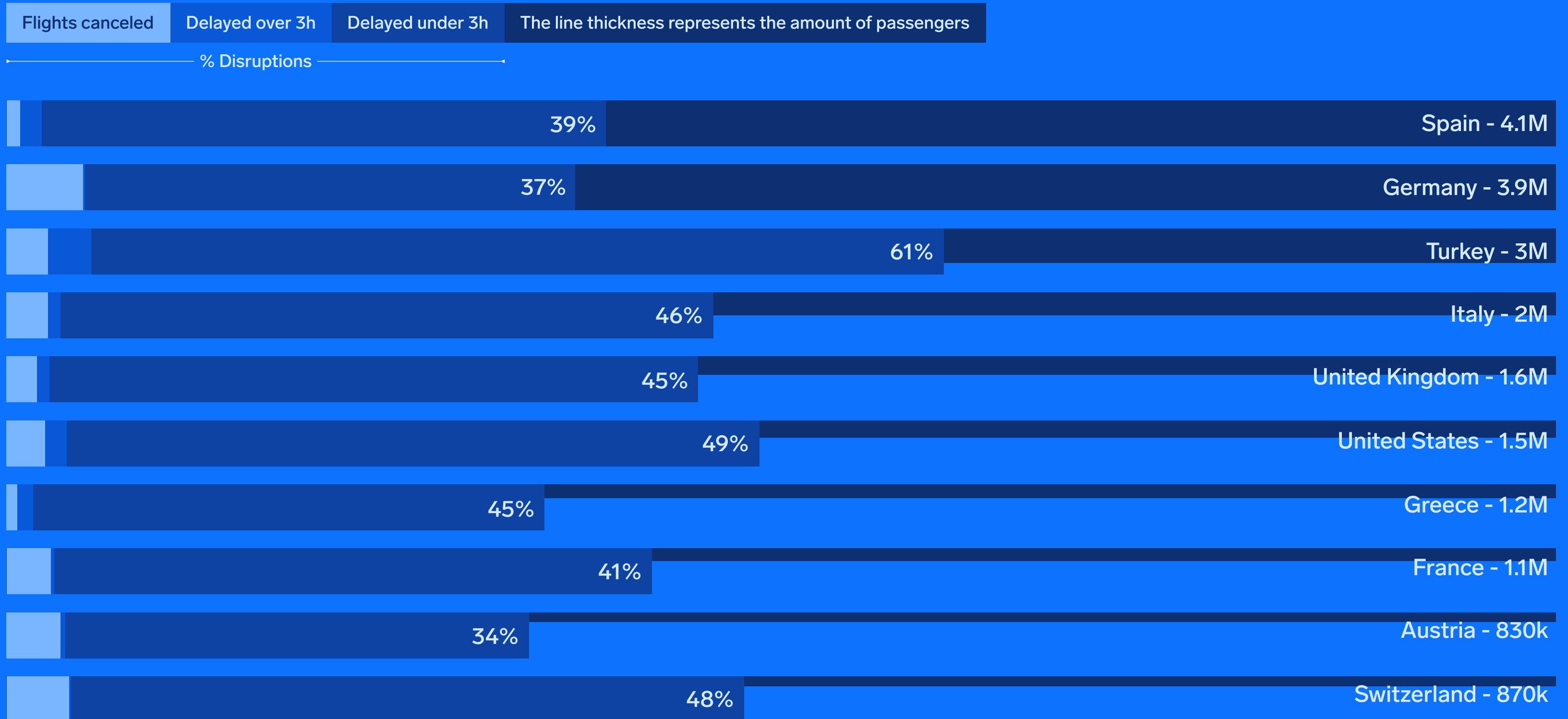
Disrupted passengers



# Busiest national airports



# Most popular destinations from Germany





# The best and worst for on-time performance

## Best

Departure airport



Day to fly

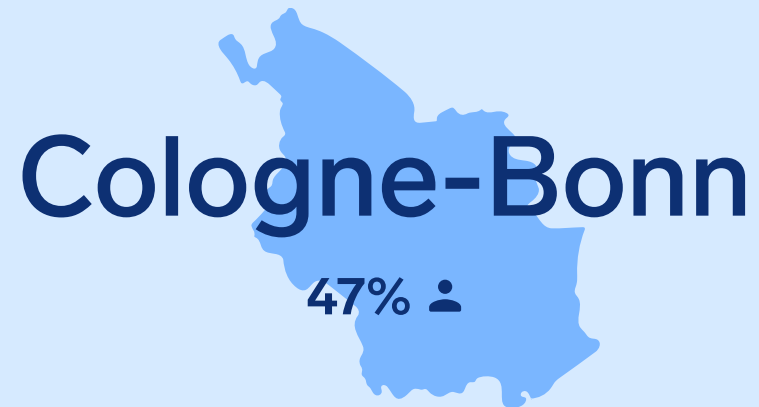


Destination



## Worst

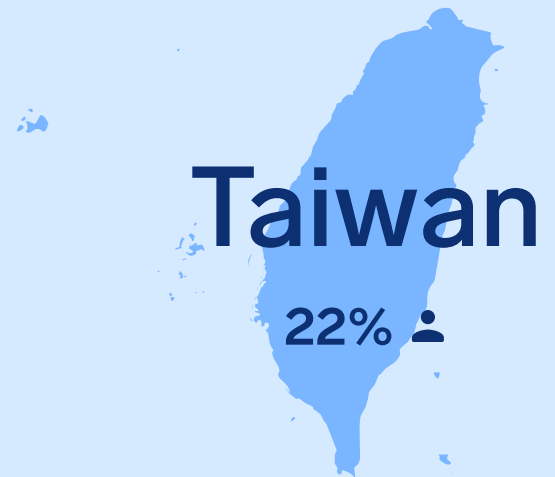
Departure airport



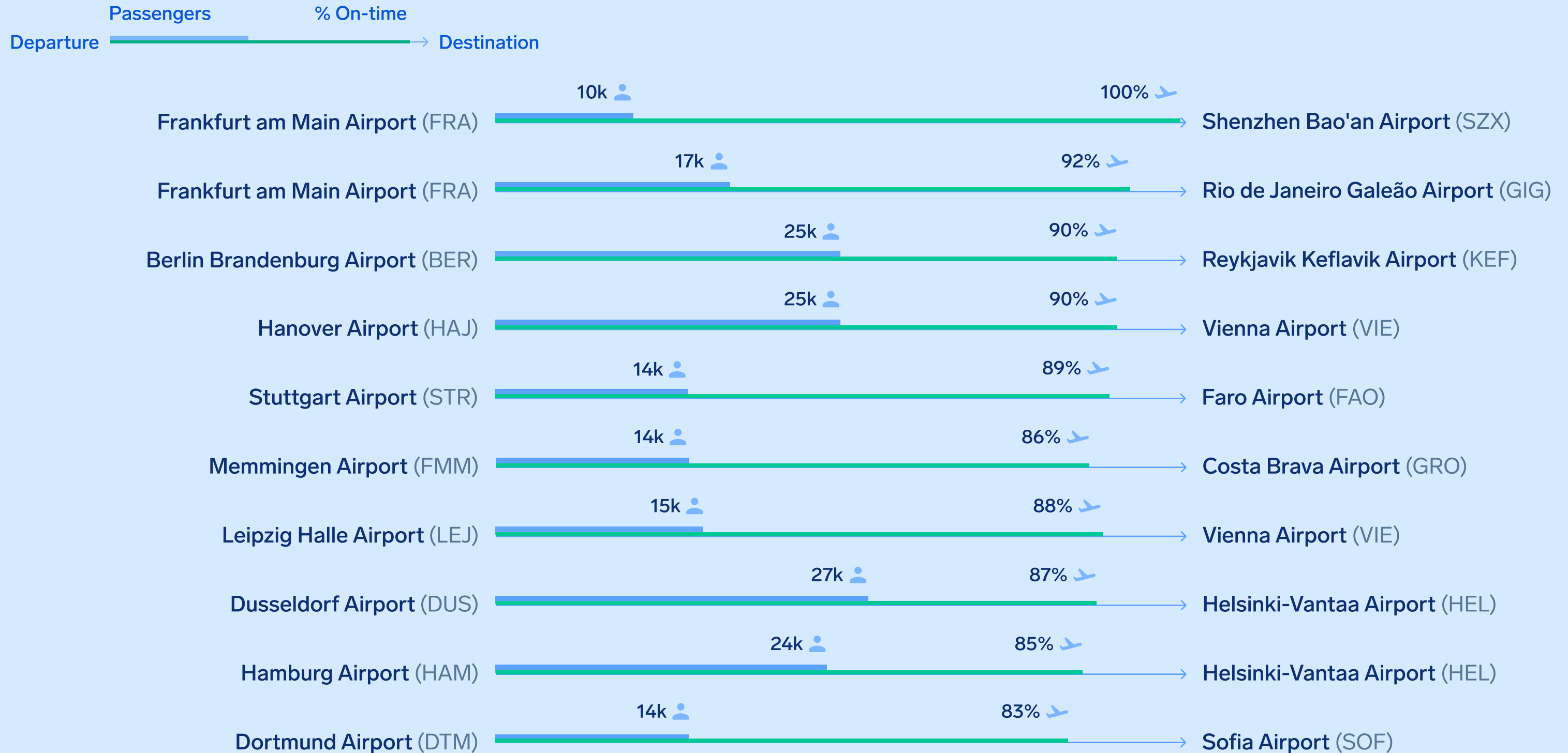
Day to fly



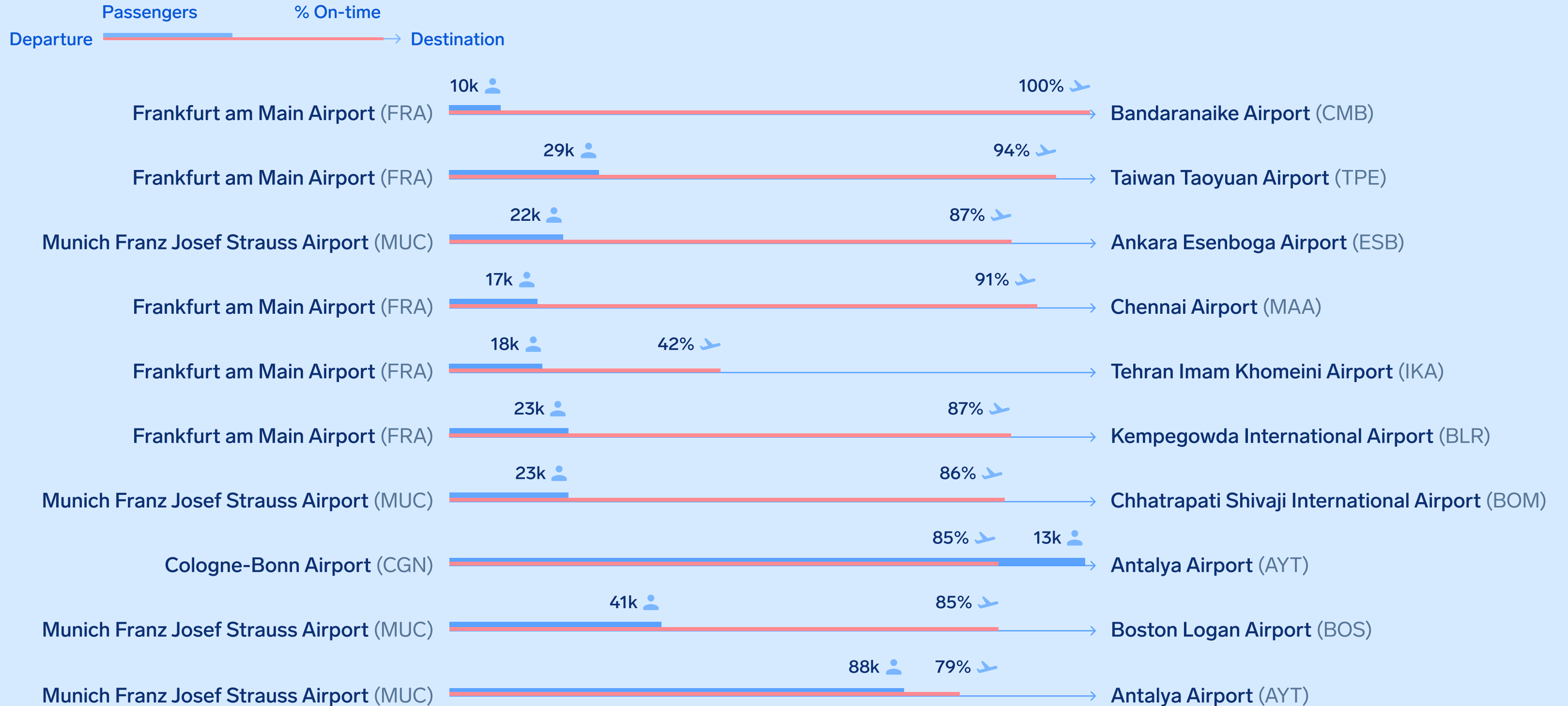
Destination



# Most on-time routes



# Most disrupted routes



# Ireland overview

SUMMER DISRUPTION REPORT 2024





# Ireland overview



5.6M

Total passengers

37k

Total flights

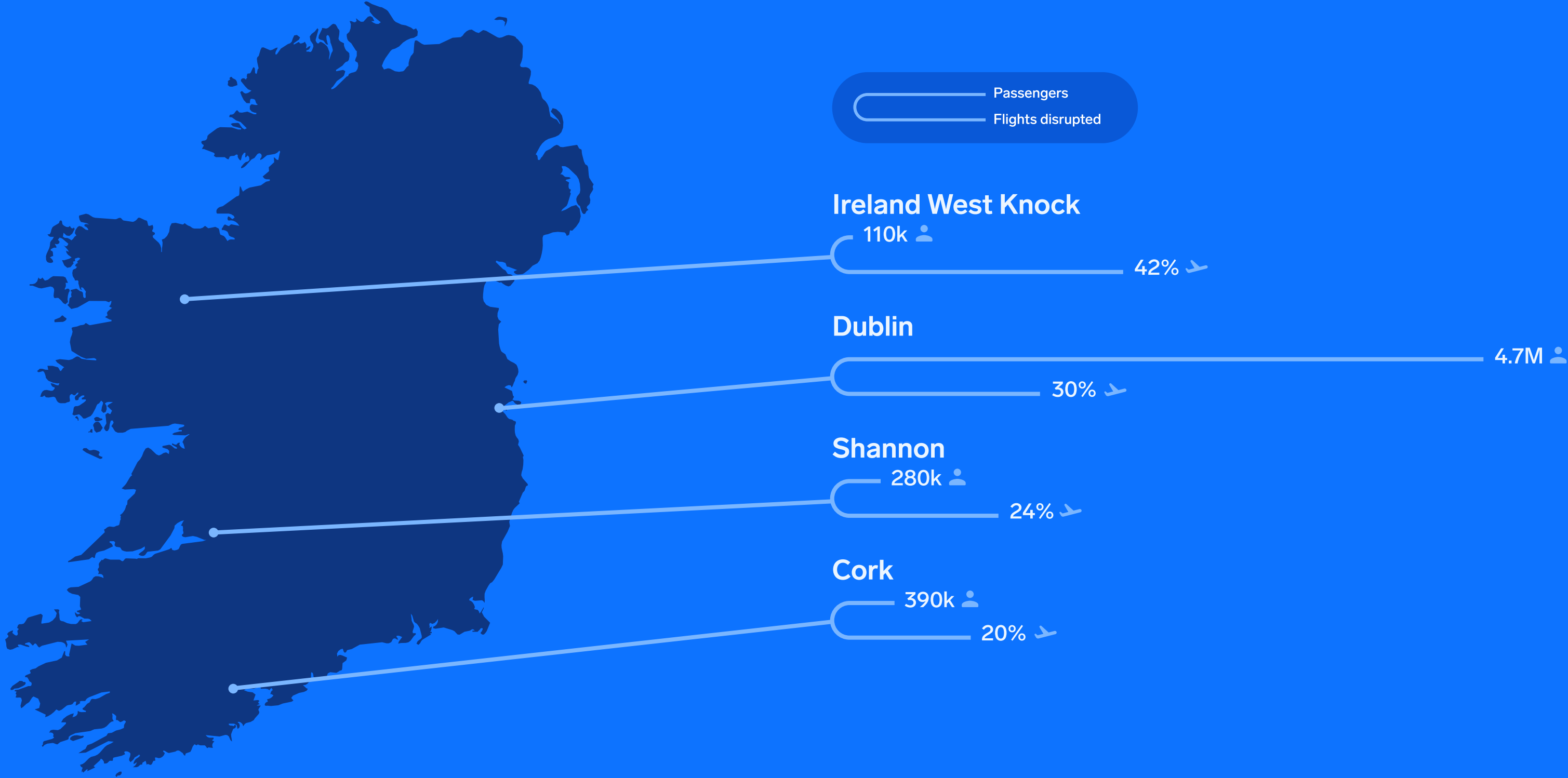
1.6M

Disrupted passengers

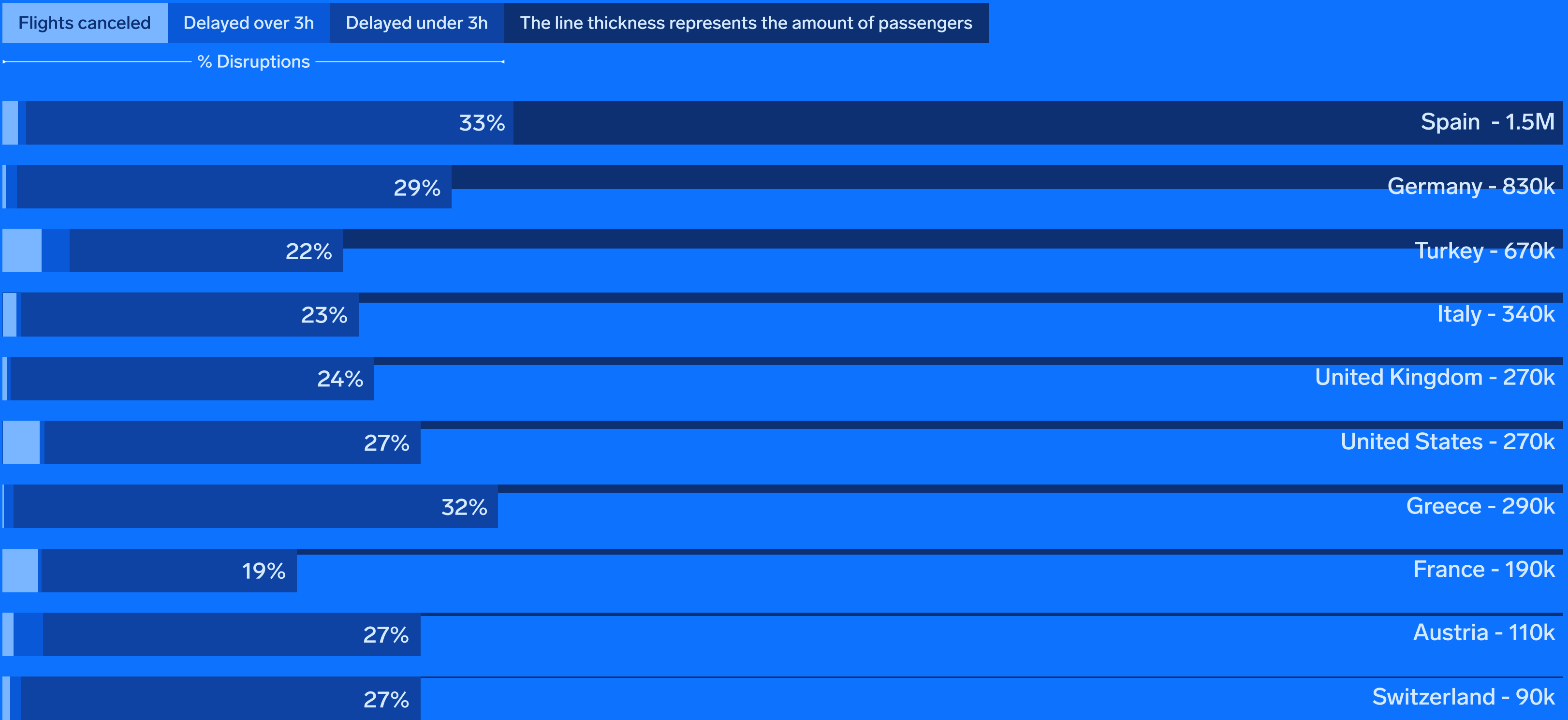
29%

Disrupted passengers

# Busiest national airports



# Most popular destinations from Ireland

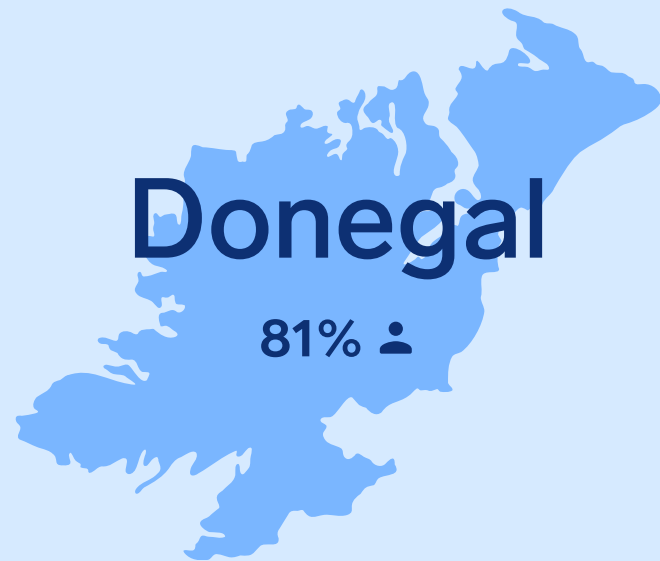




# The best and worst for on-time performance

## Best

Departure airport



Day to fly

**26th August**

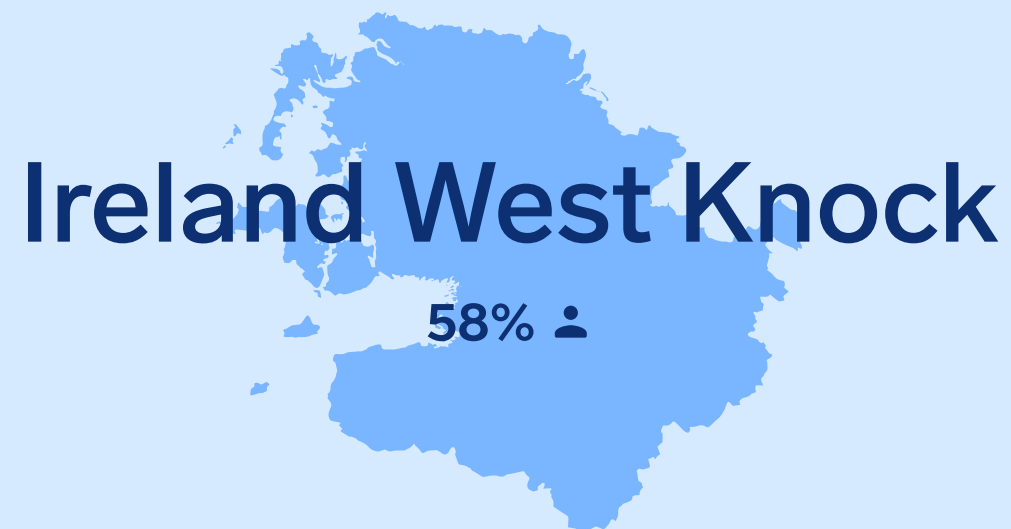
86% 🚶

Destination



## Worst

Departure airport



Day to fly

**9th July**

35% 🚶

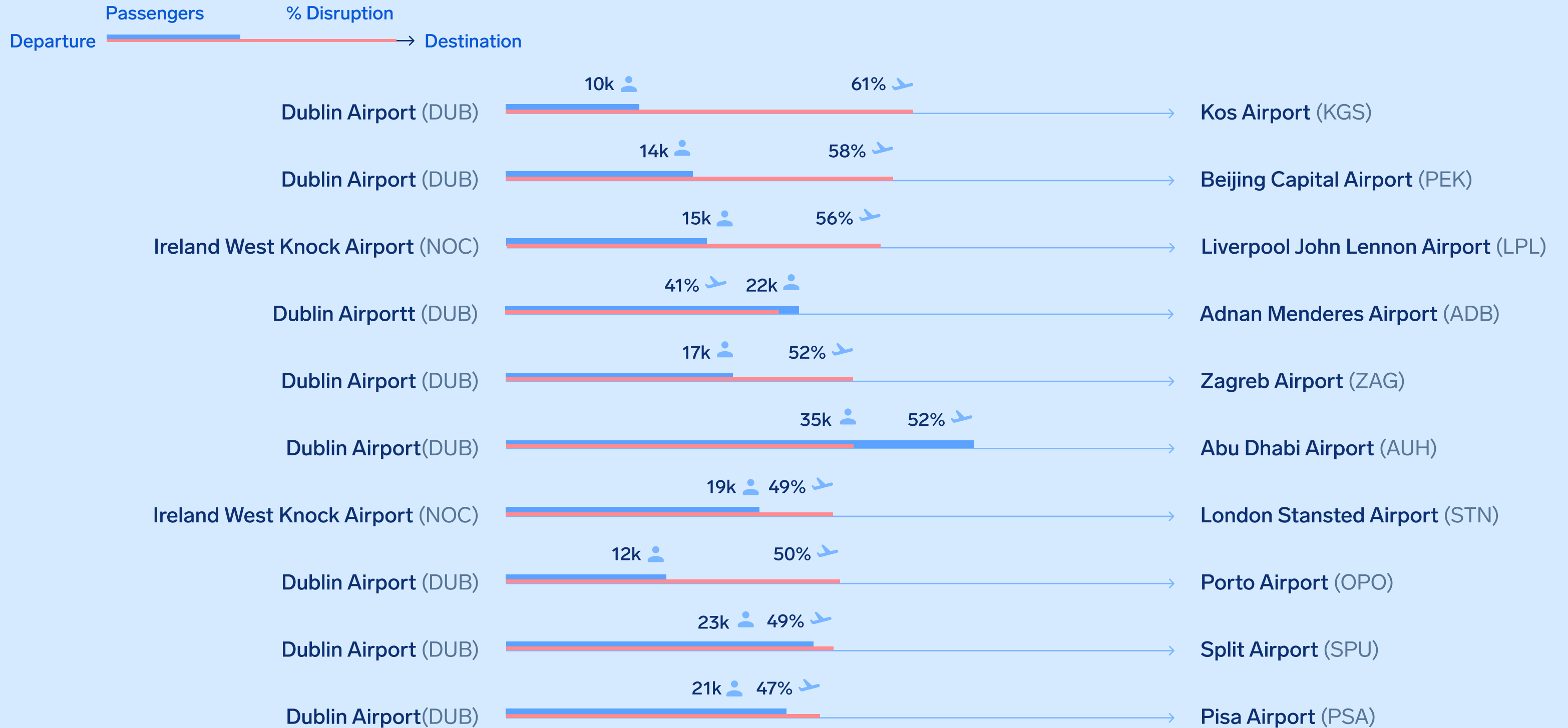
Destination



# Most on-time routes



# Most disrupted routes



# Italy Overview





# Italy Overview

32.3M

Total passengers

212k

Total flights

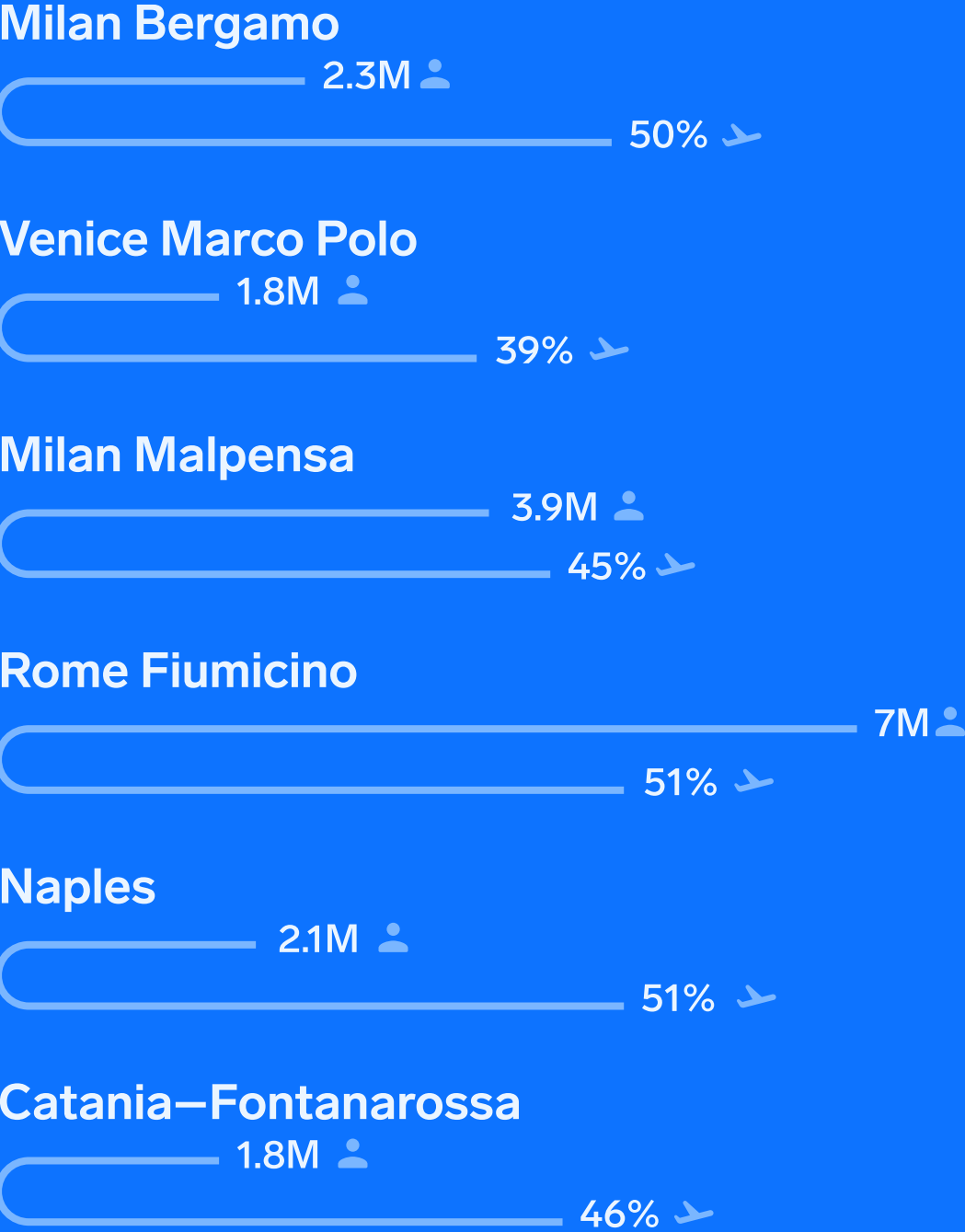
14.7M

Disrupted passengers

45%

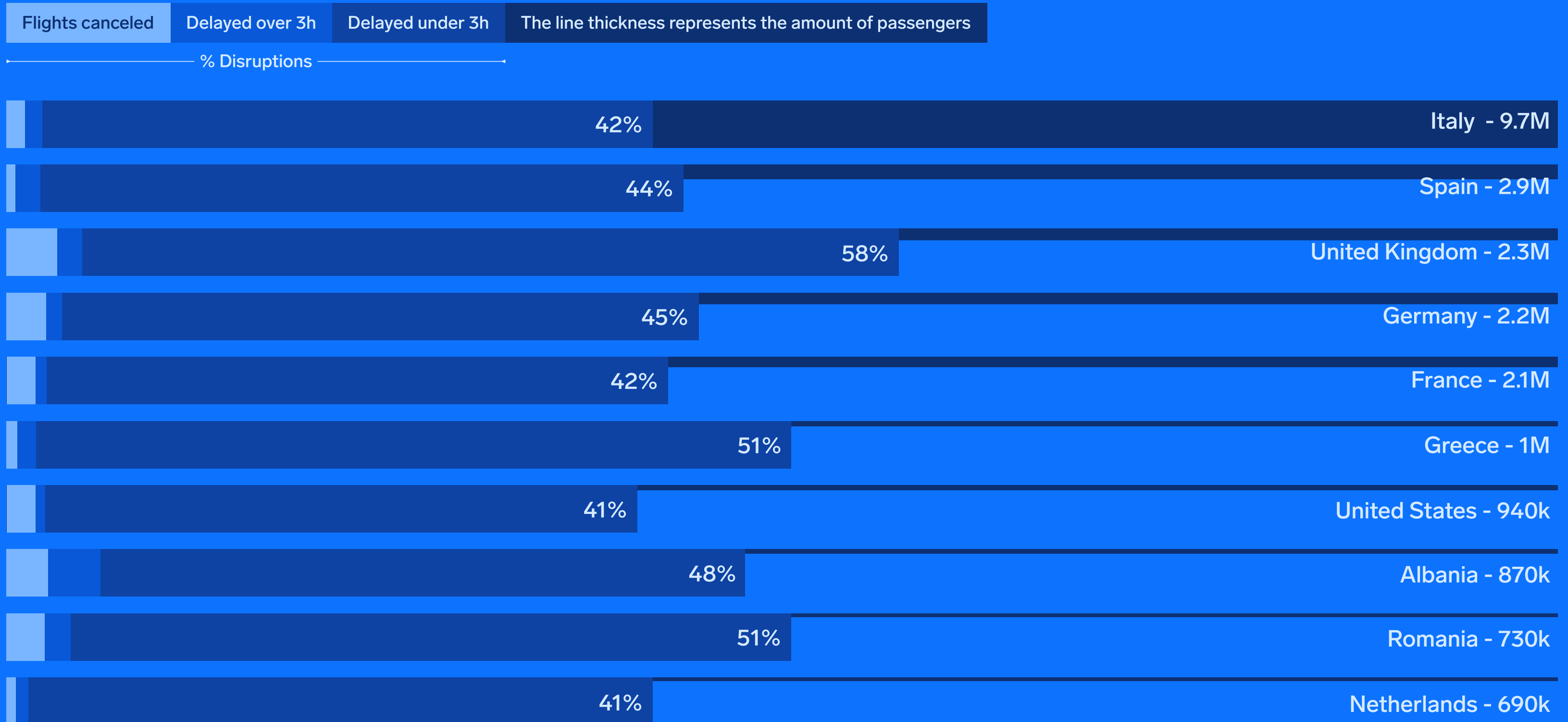
Disrupted passengers

# Busiest national airports





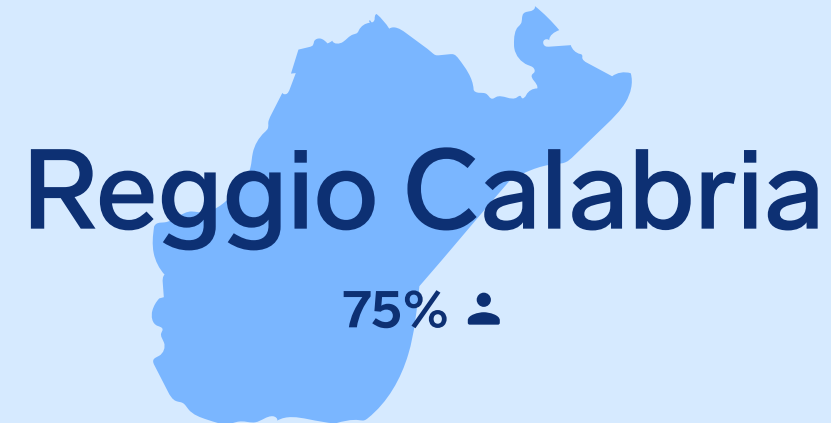
# Most popular destinations from Italy



# The best and worst for on-time performance

## Best

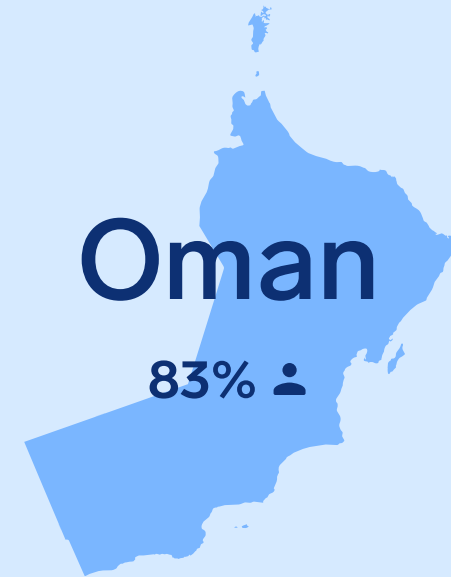
Departure airport



Day to fly

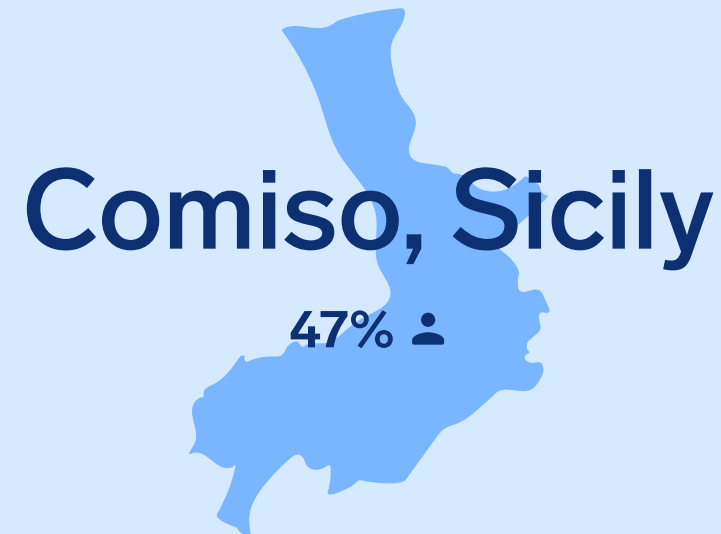


Destination



## Worst

Departure airport



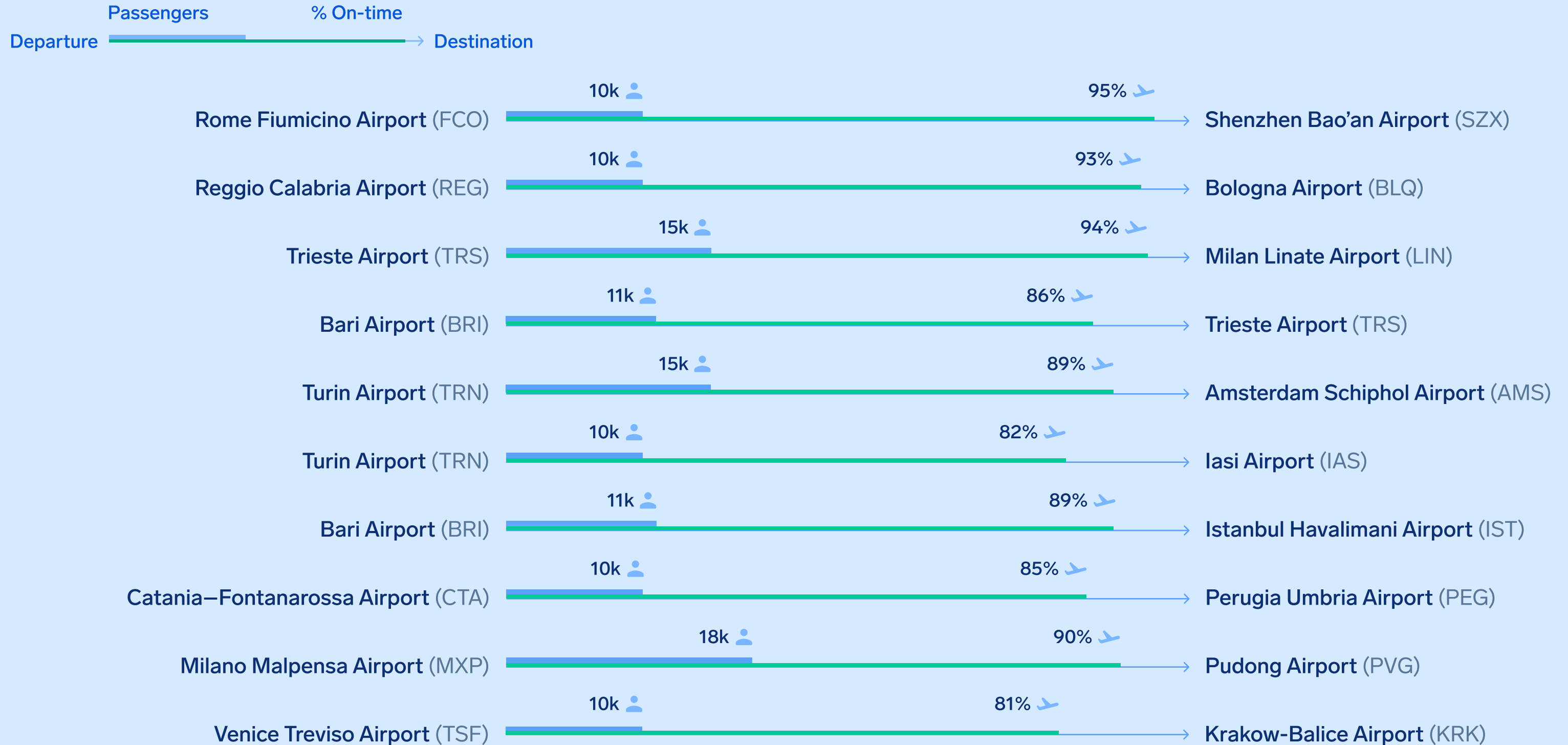
Day to fly



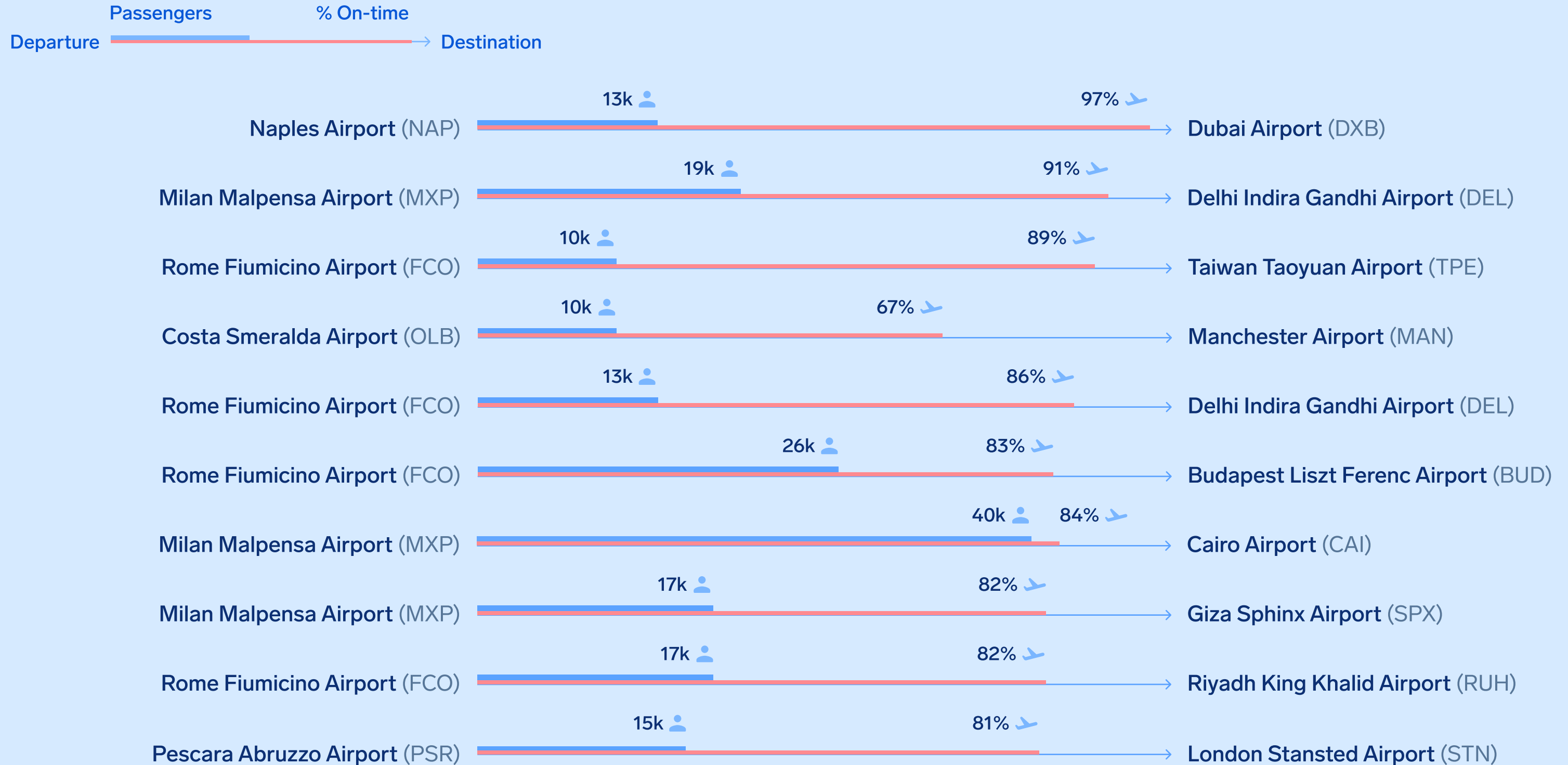
Destination



# Most on-time routes



# Most disrupted routes



# Poland Overview





# Poland Overview



7M

Total passengers

52k

Total flights

2.4M

Disrupted passengers

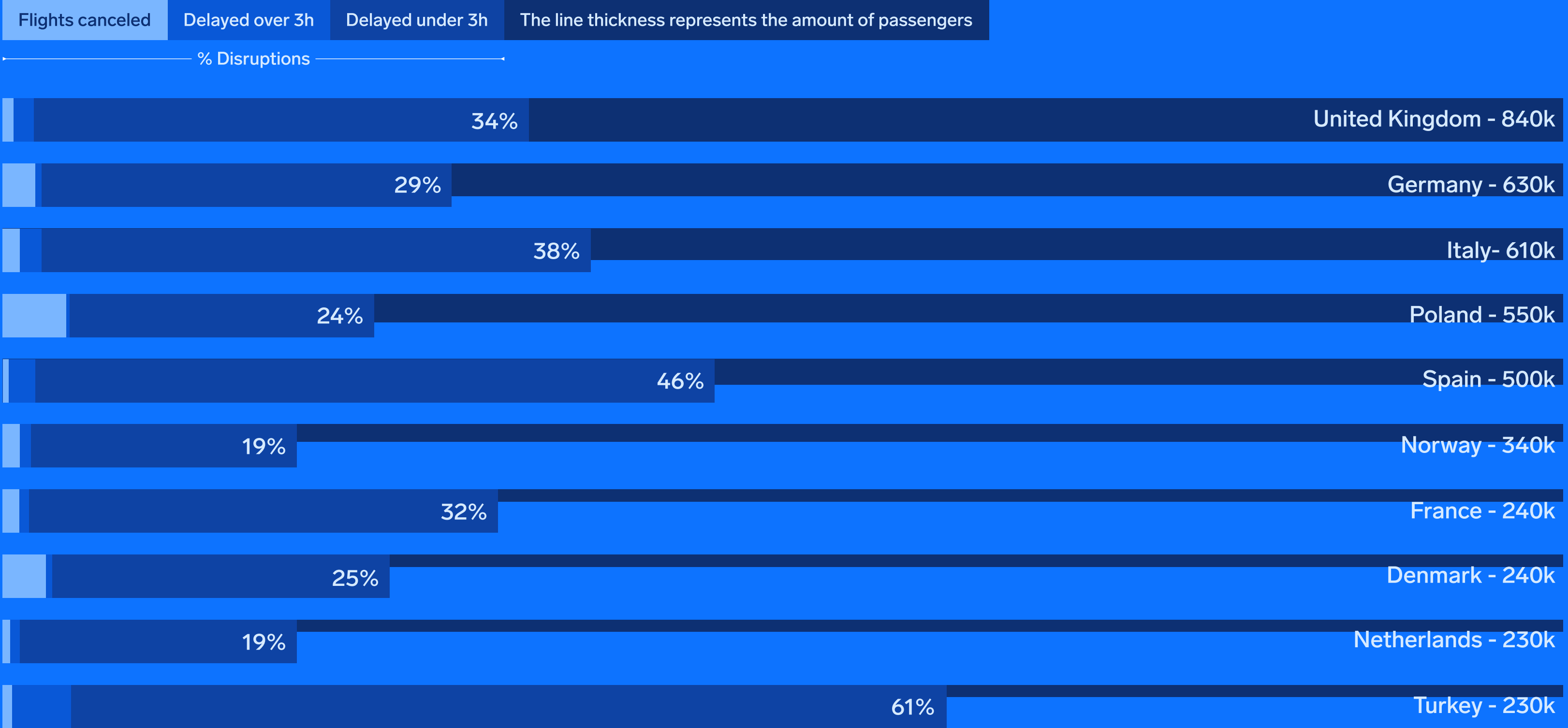
34%

Disrupted passengers

# Busiest national airports



# Most popular destinations from Poland



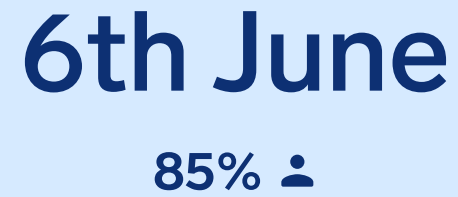
# The best and worst for on-time performance

## Best

Departure airport



Day to fly

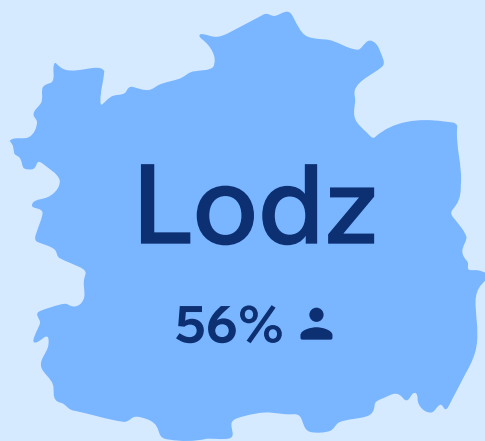


Destination

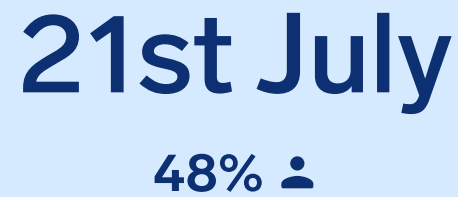


## Worst

Departure airport



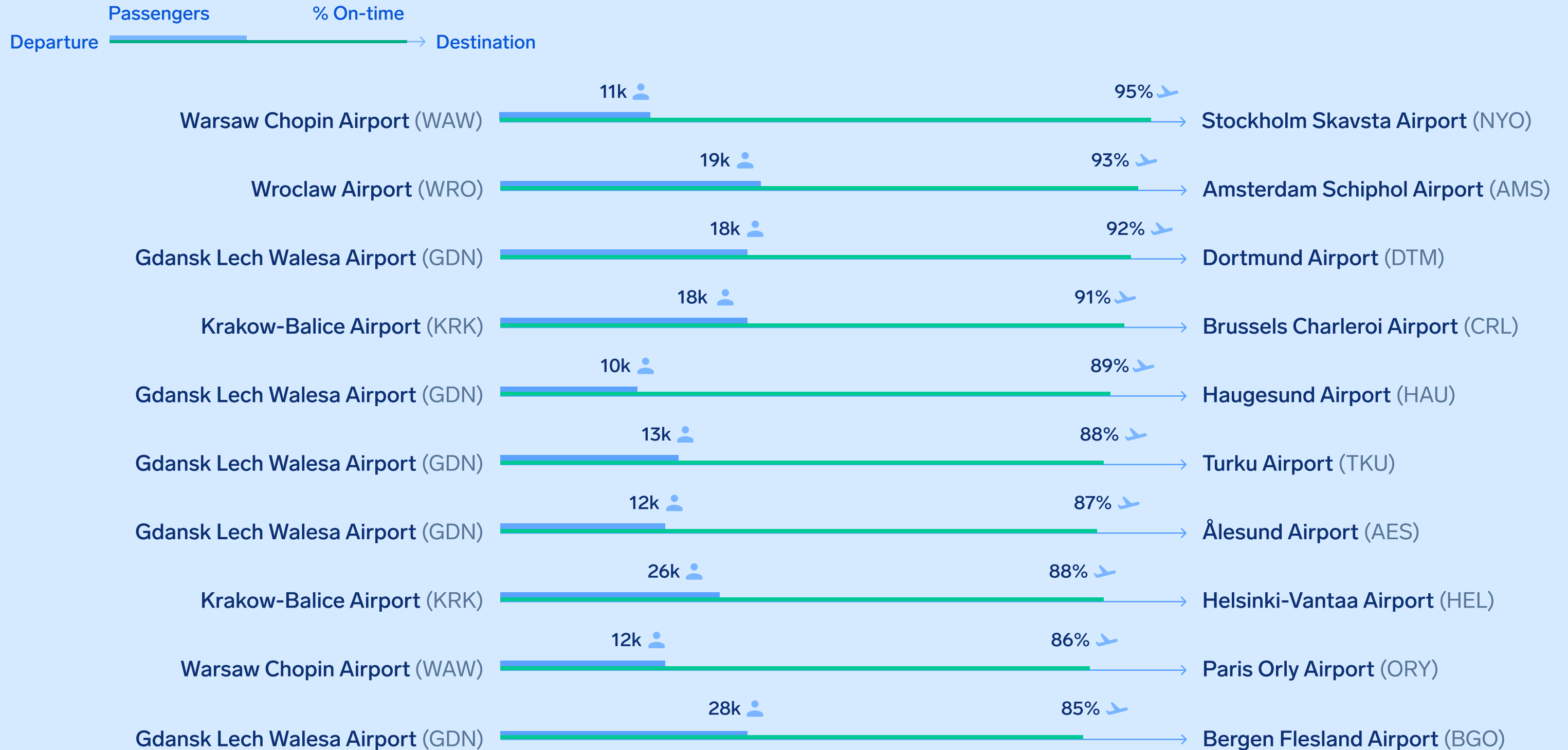
Day to fly



Destination

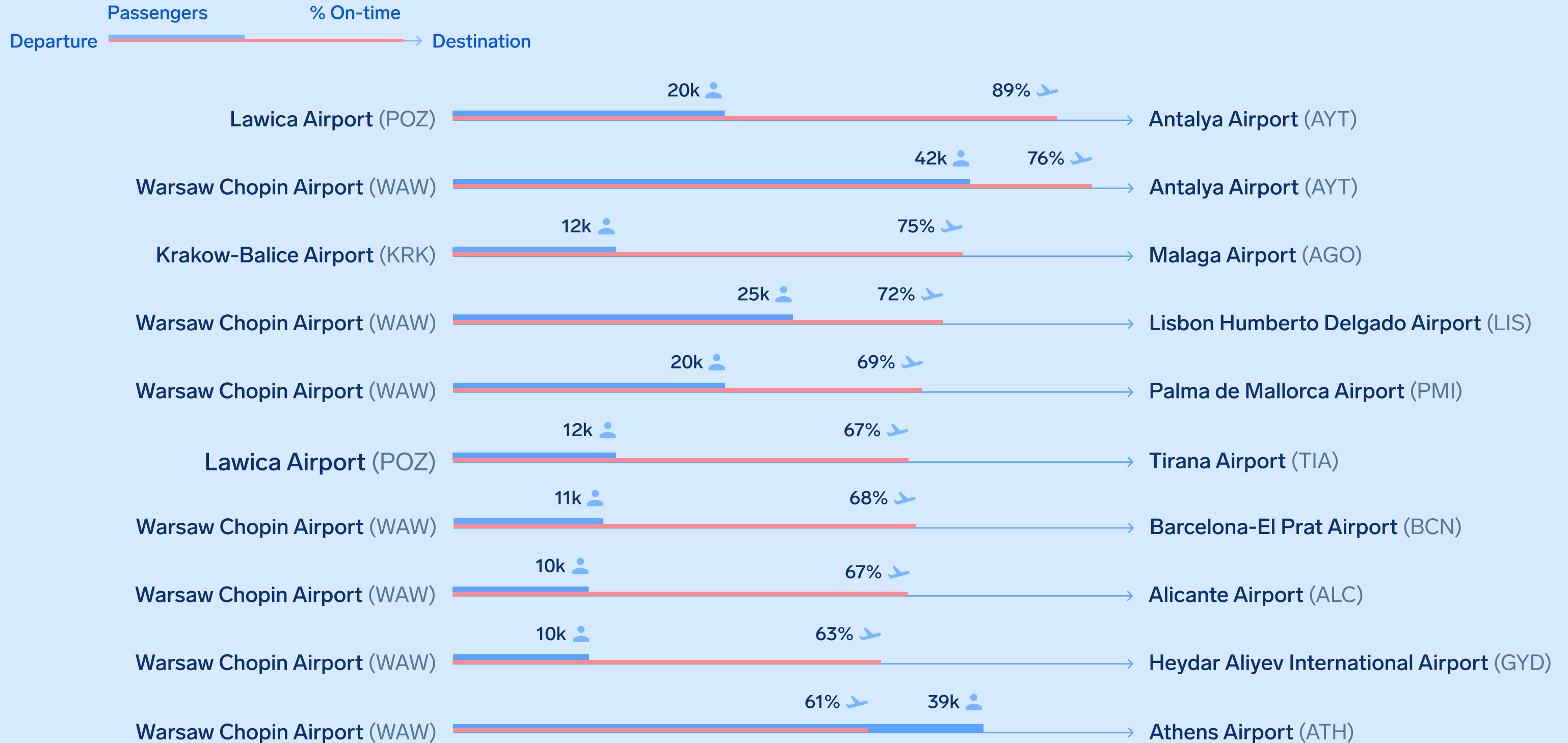


# Most on-time routes





# Most disrupted routes



# Portugal Overview



# Portugal Overview

10.2M  
Total passengers

70k  
Total flights

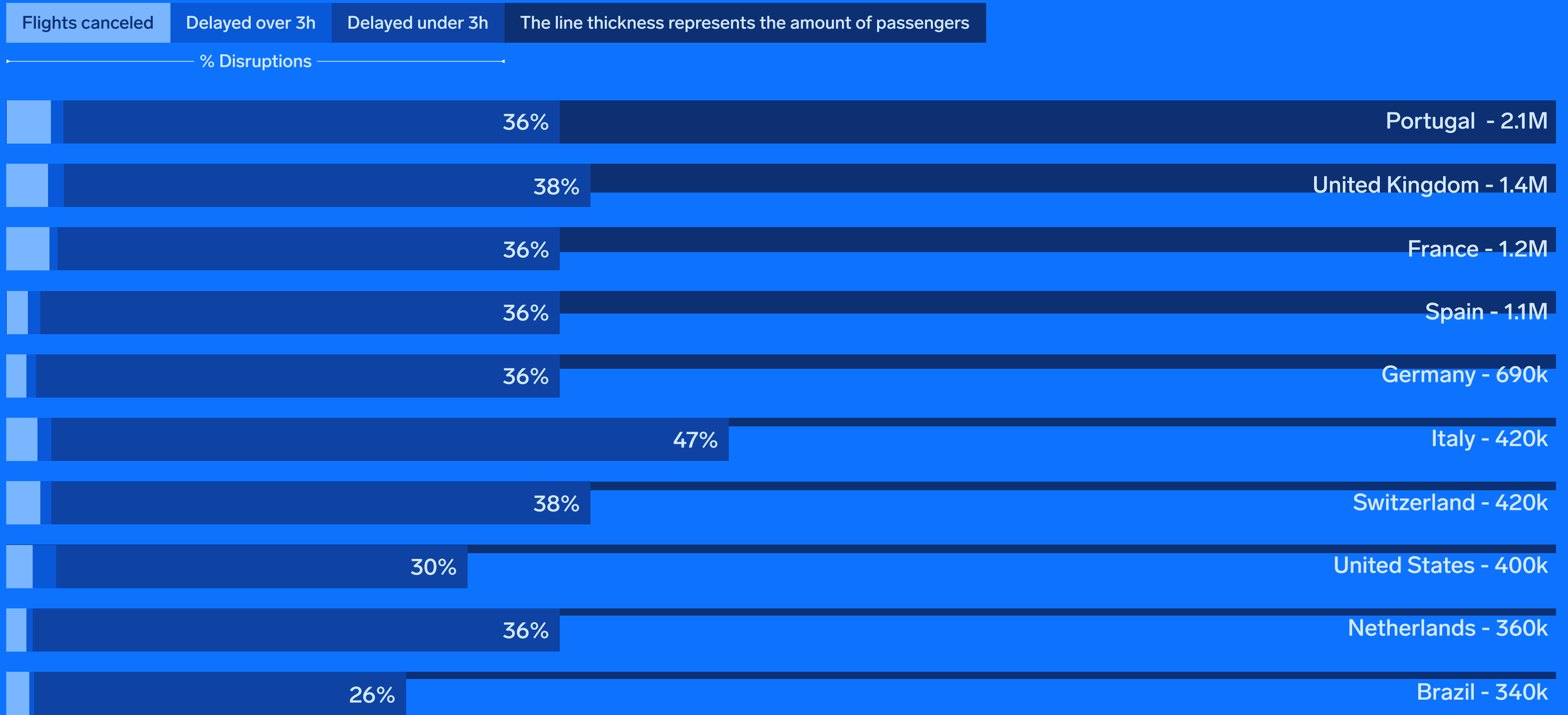
3.7M  
Disrupted passengers

36%  
Disrupted passengers

# Busiest national airports



# Most popular destinations from Portugal





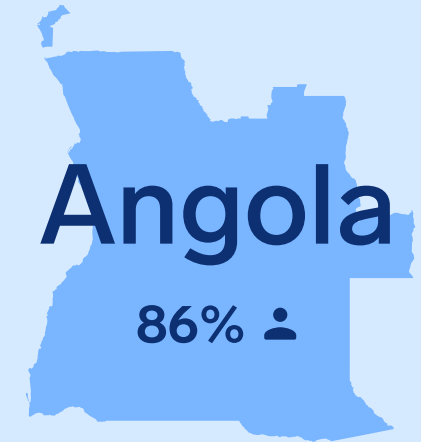
# The best and worst for on-time performance

## Best

Departure airport

Day to fly

Destination

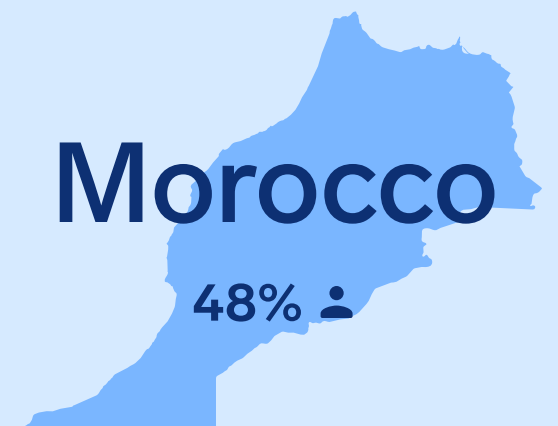
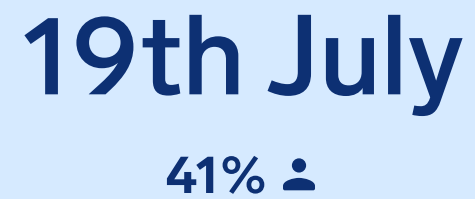
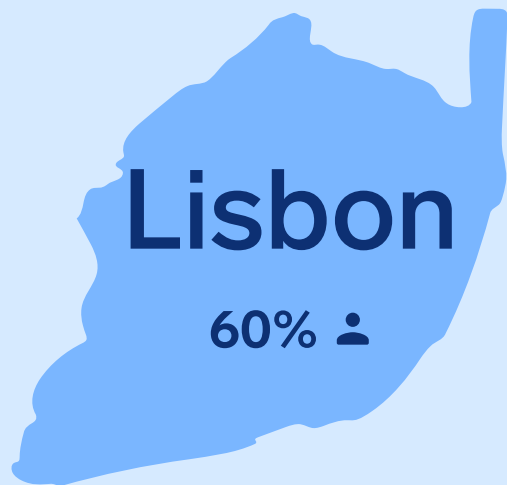


## Worst

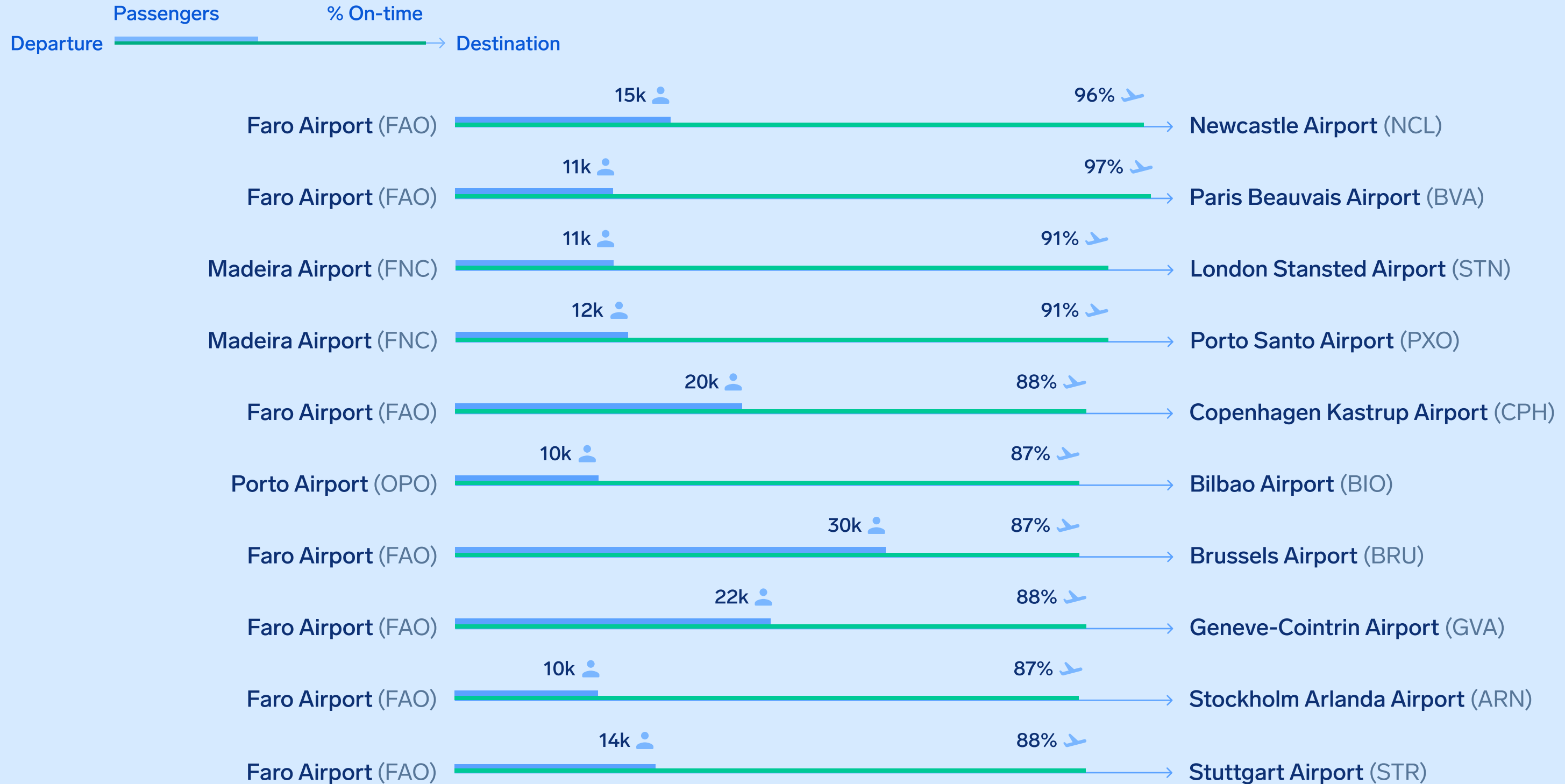
Departure airport

Day to fly

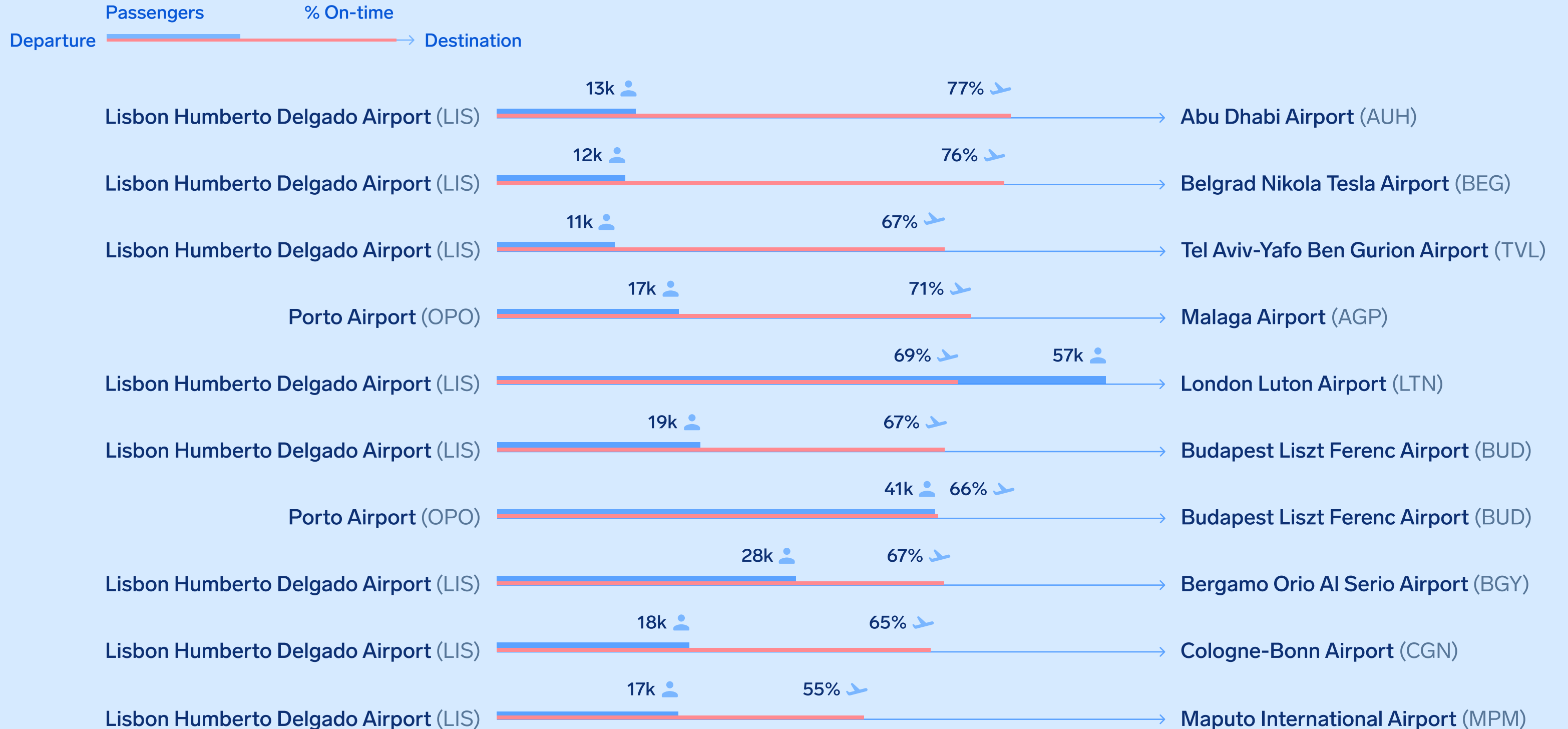
Destination



# Most on-time routes



# Most disrupted routes



# Spain overview





# Spain Overview

43M

Total passengers

290k

Total flights

14M

Disrupted passengers

33%

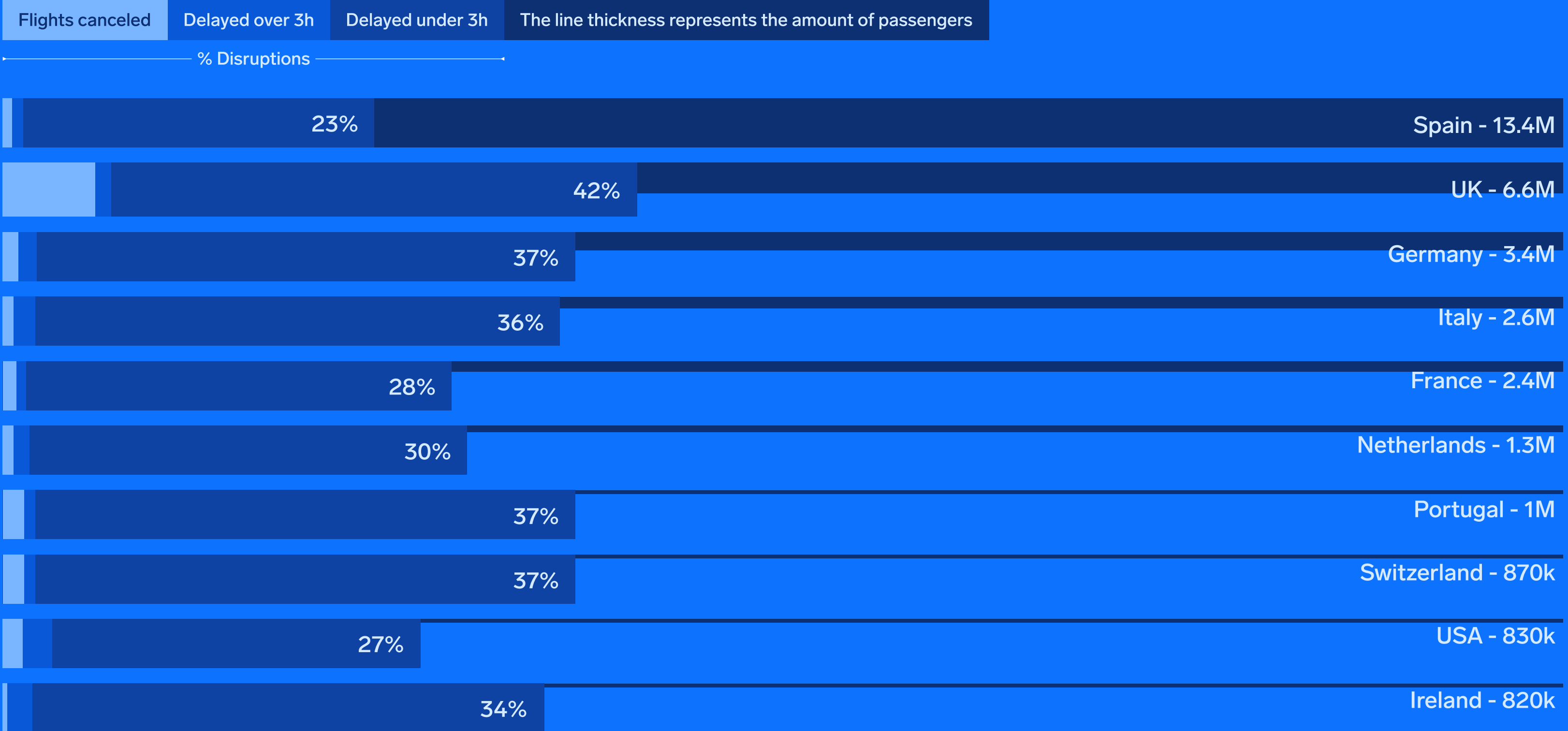
Disrupted passengers



# Busiest national airports



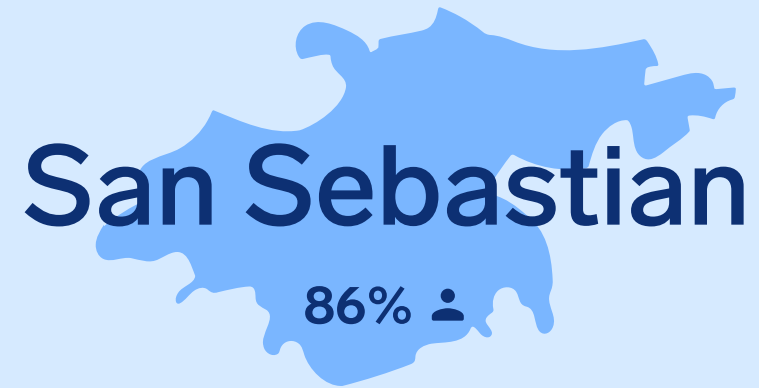
# Most popular destinations from Spain



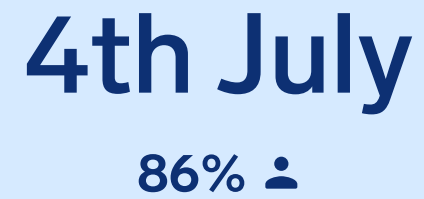
# The best and worst for on-time performance

## Best

Departure airport



Day to fly

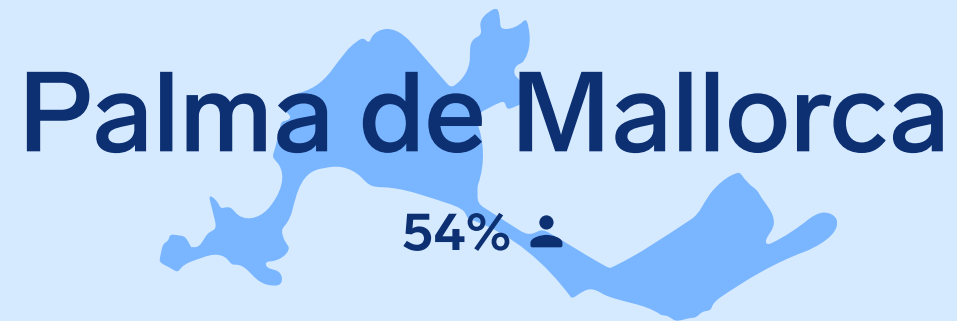


Destination

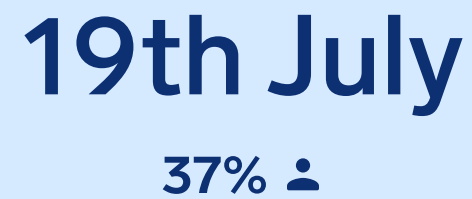


## Worst

Departure airport



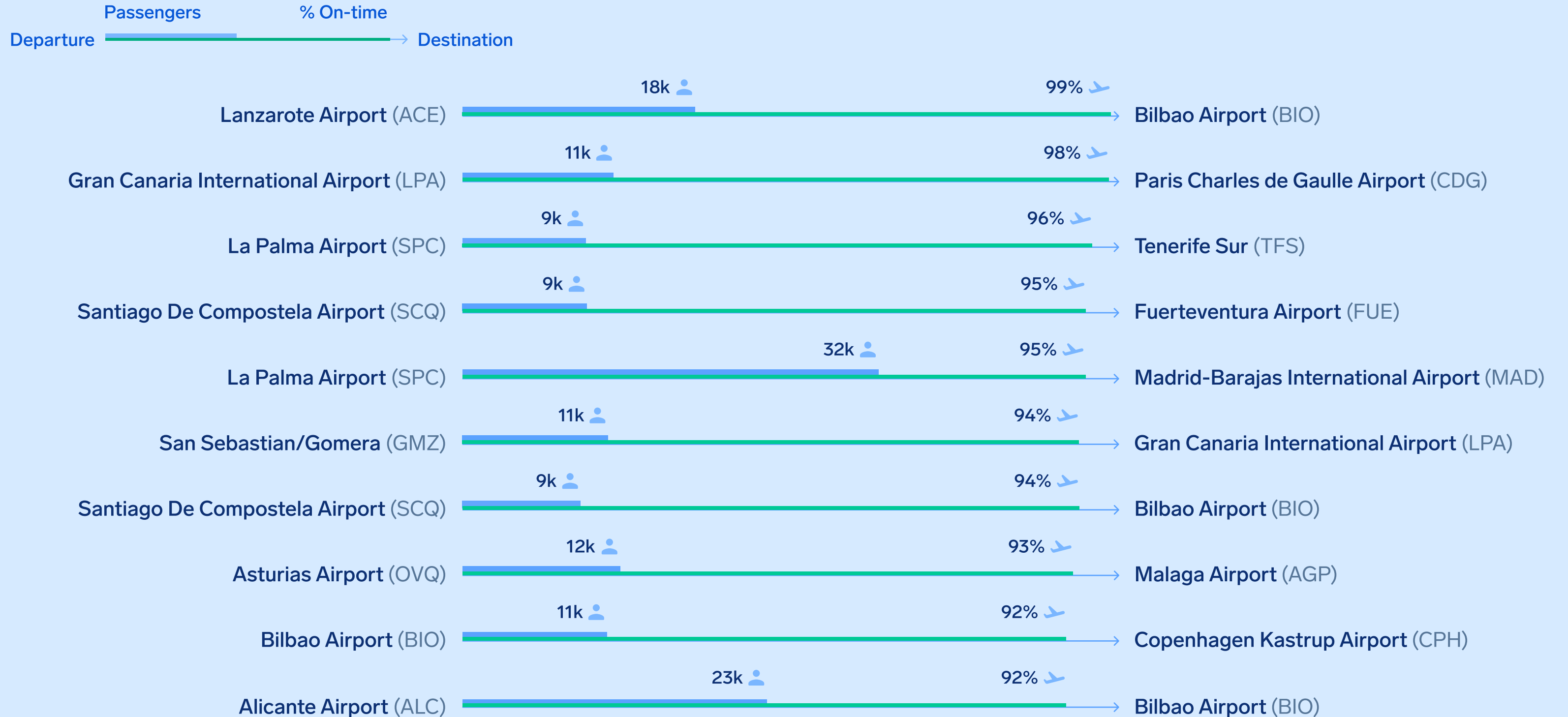
Day to fly



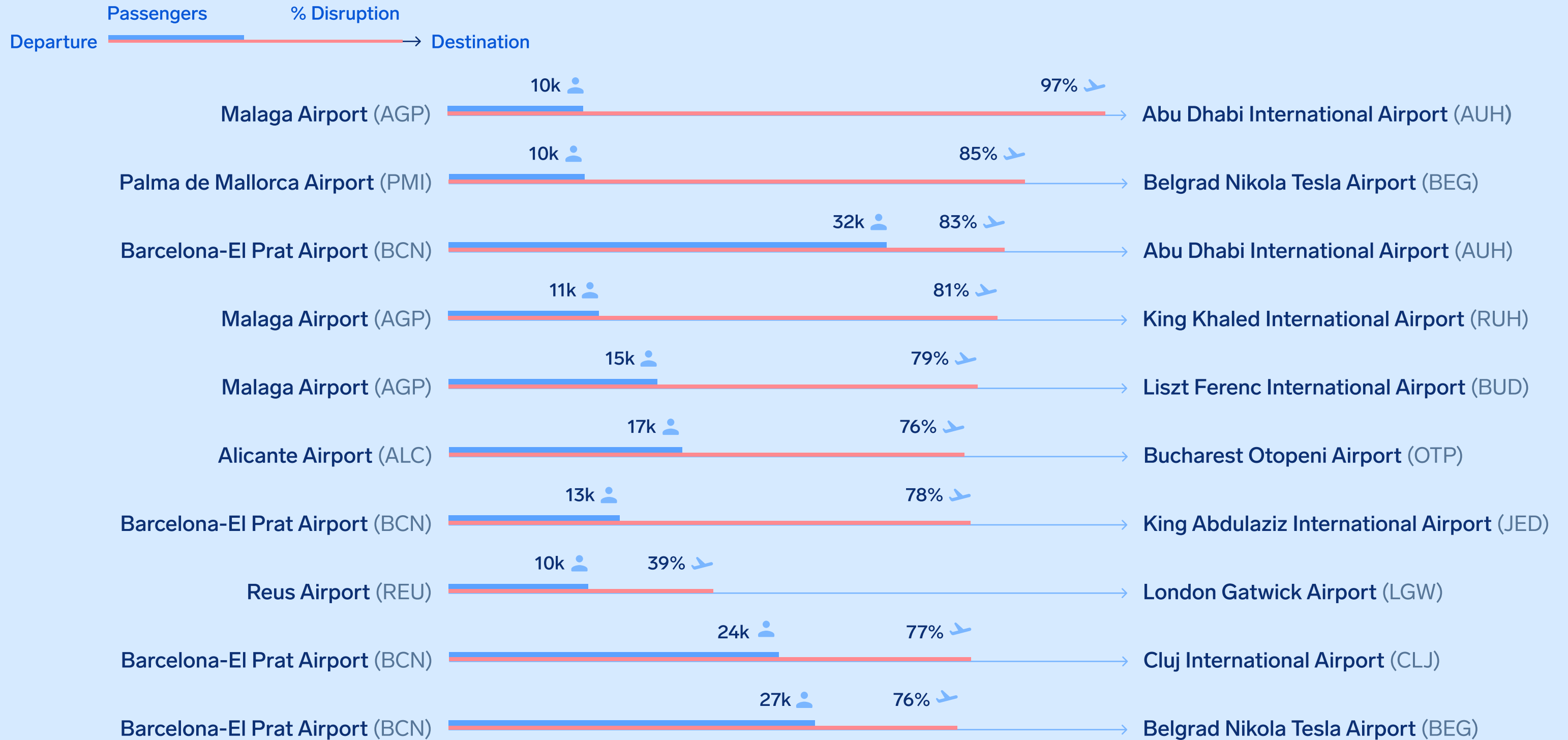
Destination



# Most on-time routes



# Most disrupted routes





# United Kingdom overview

SUMMER DISRUPTION REPORT 2024



# United Kingdom overview



41.7M

Total passengers

265k

Total flights

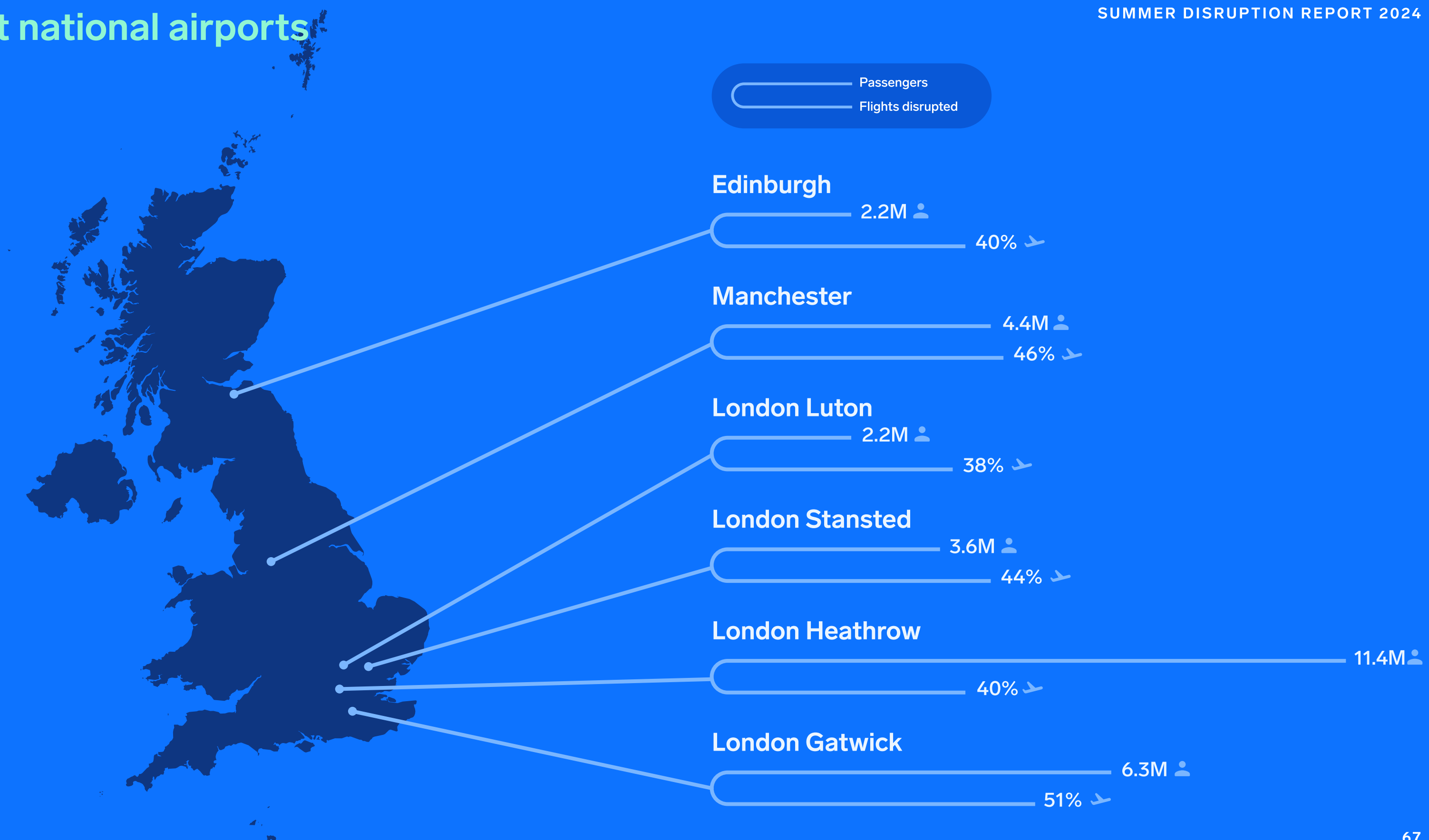
17.2M

Disrupted passengers

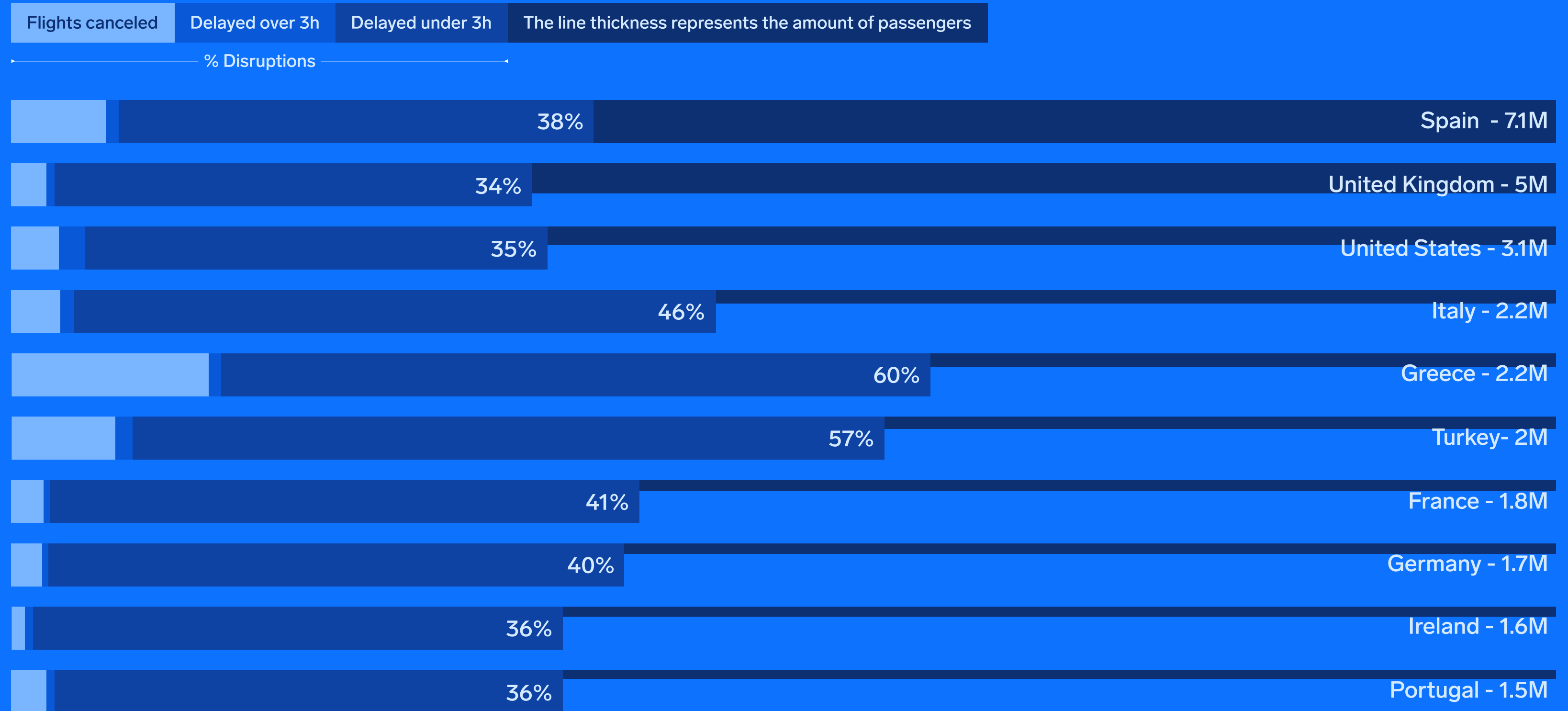
41%

Disrupted passengers

# Busiest national airports



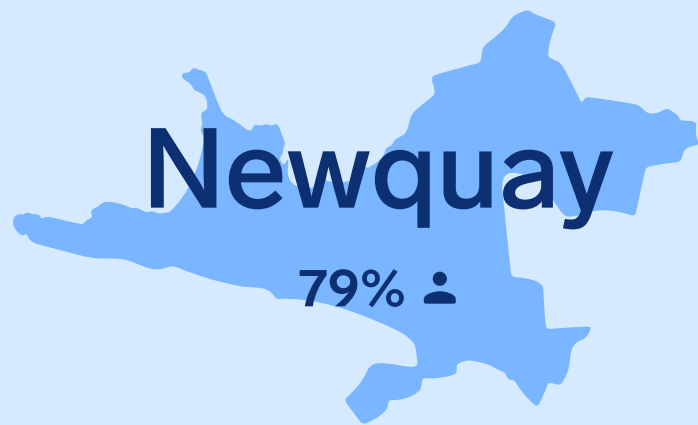
# Most popular destinations from United Kingdom



# The best and worst for on-time performance

## Best

Departure airport



Day to fly

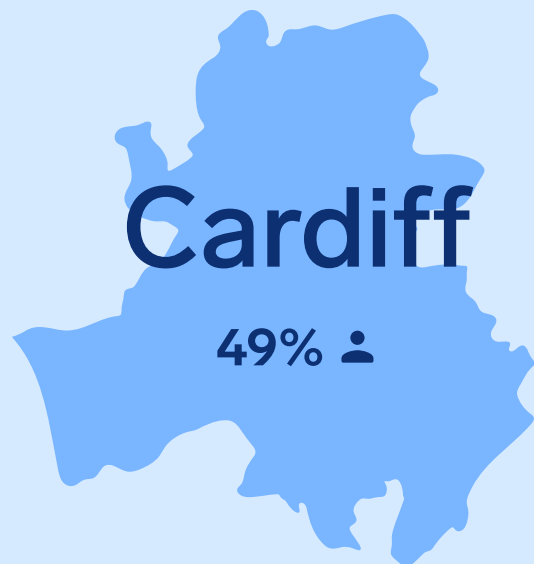


Destination

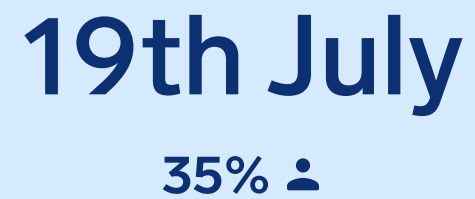


## Worst

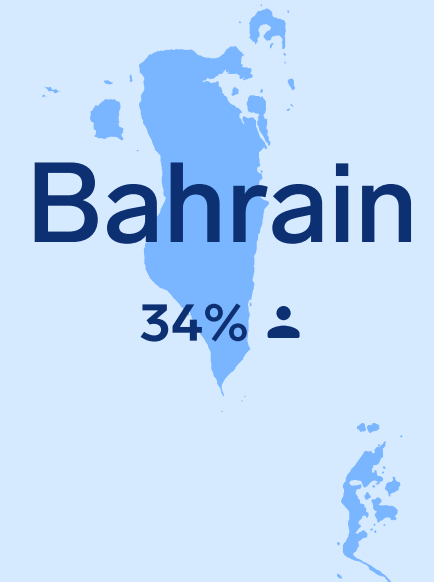
Departure airport



Day to fly

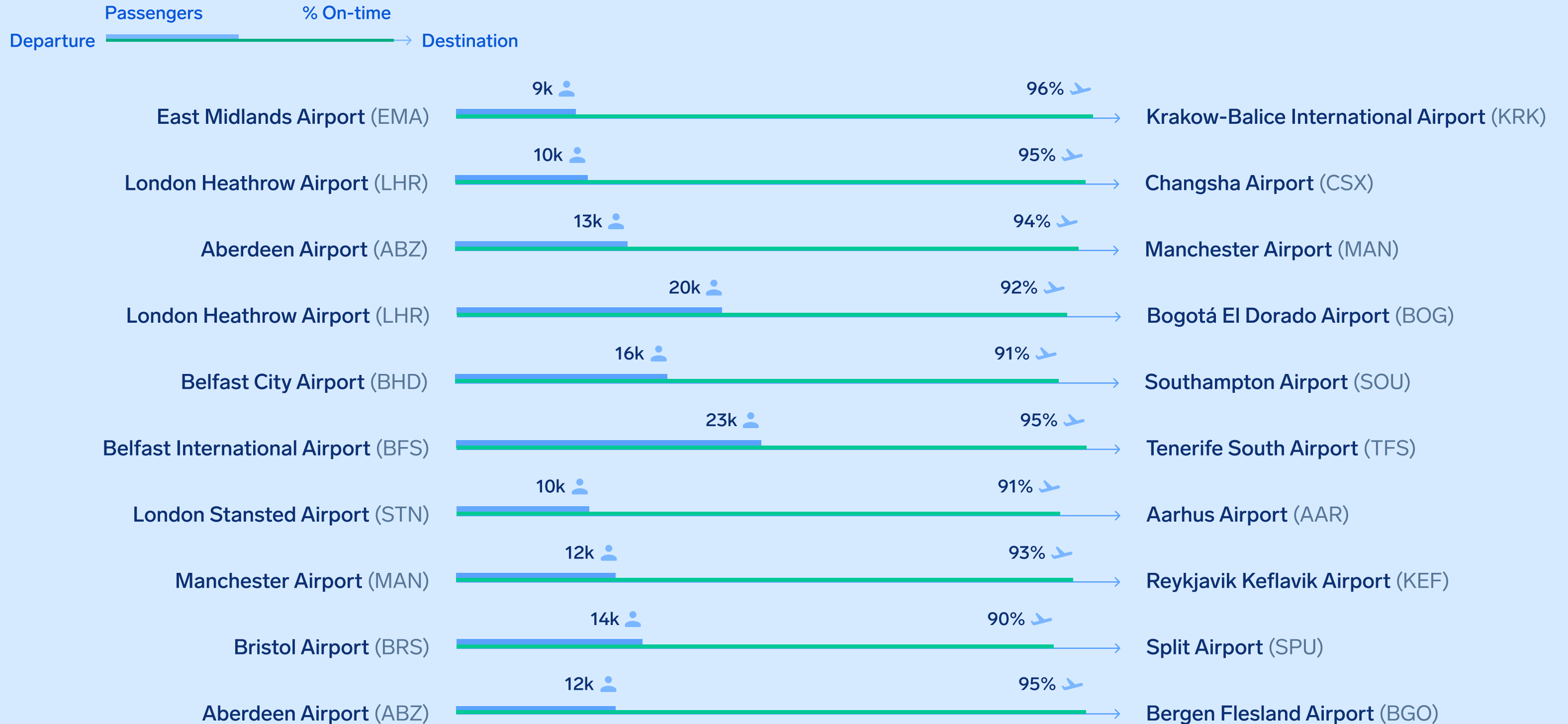


Destination



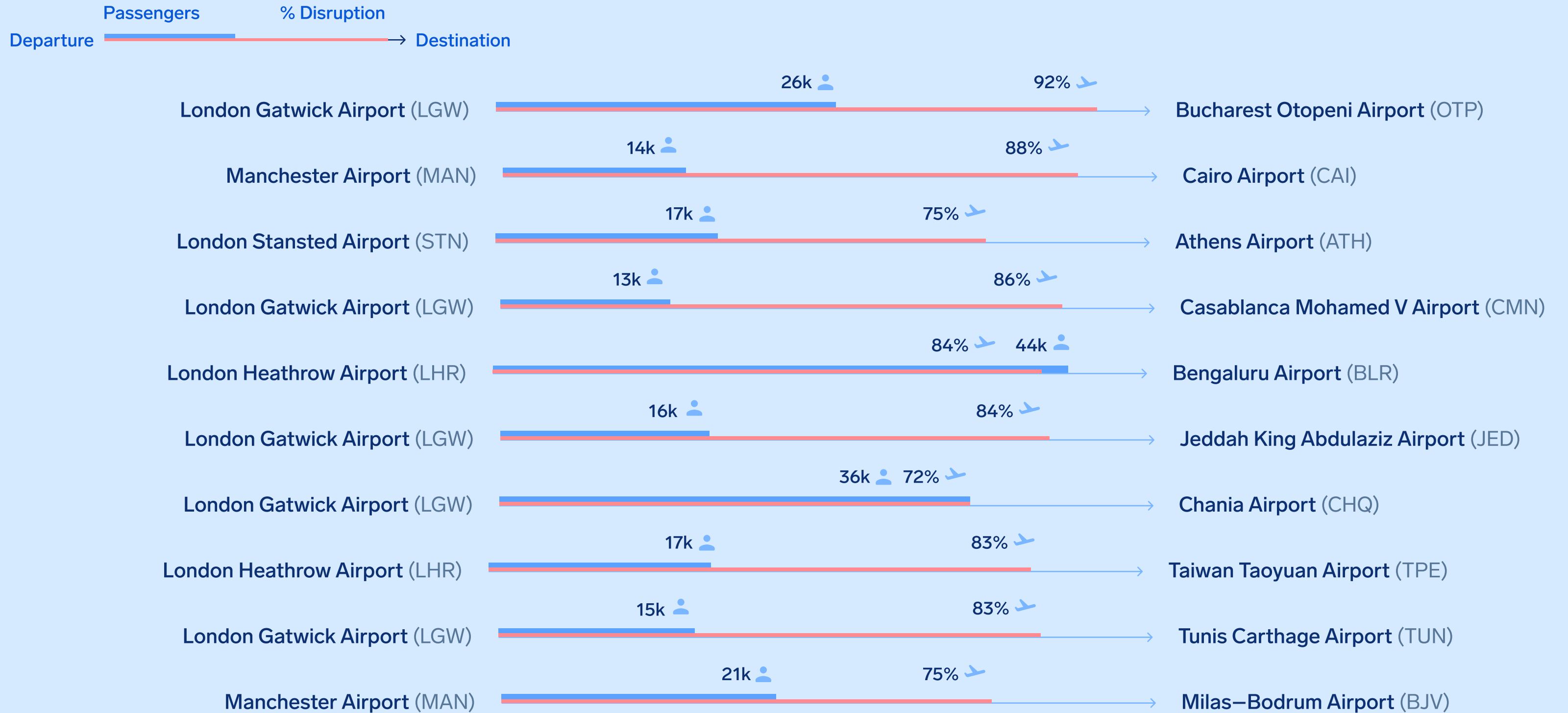


# Most on-time routes





# Most disrupted routes



# United States overview



# United States overview

281.7M

Total passengers

2.2M

Total flights

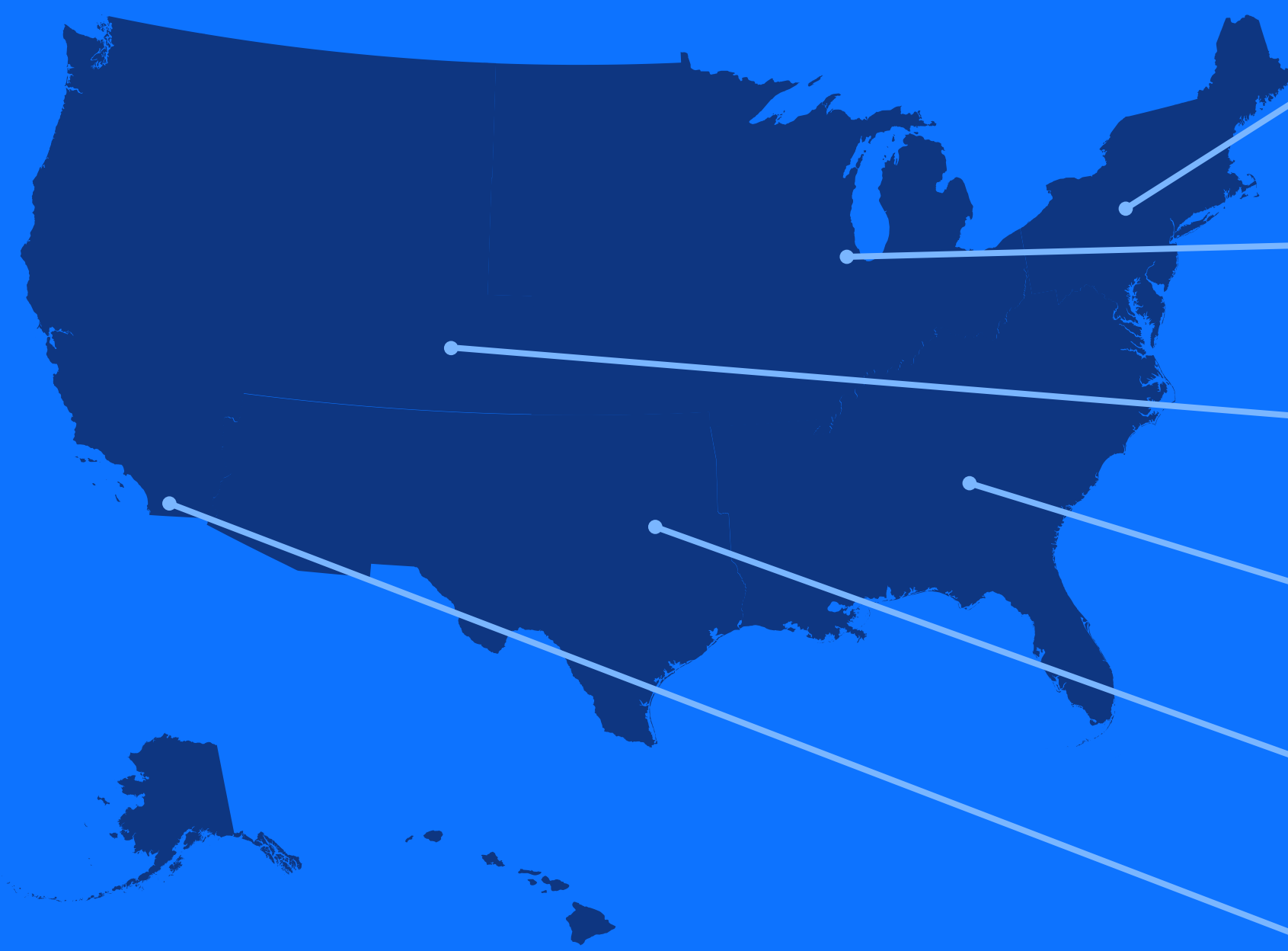
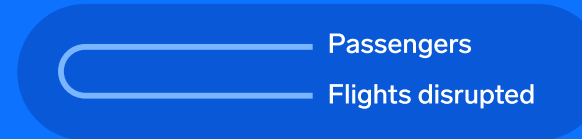
81.4M

Disrupted passengers

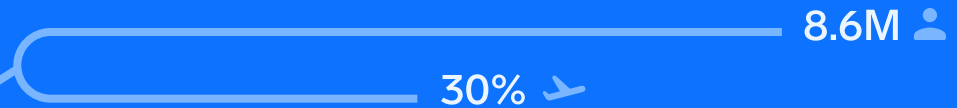
29%

Disrupted passengers

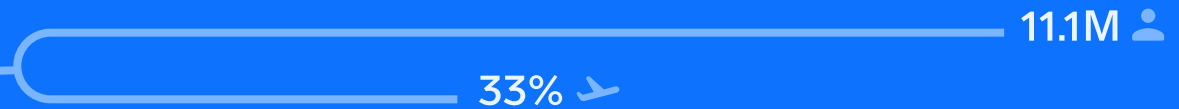
# Busiest national airports



## New York John F. Kennedy



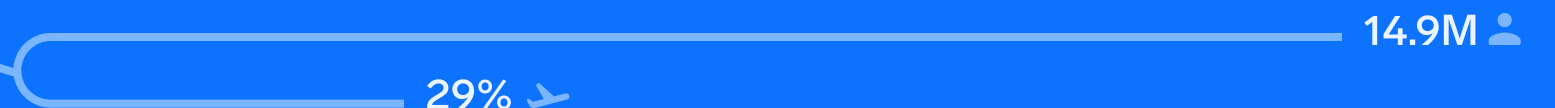
## Chicago O'Hare



## Denver



## Hartsfield-Jackson Atlanta



## Dallas Fort Worth

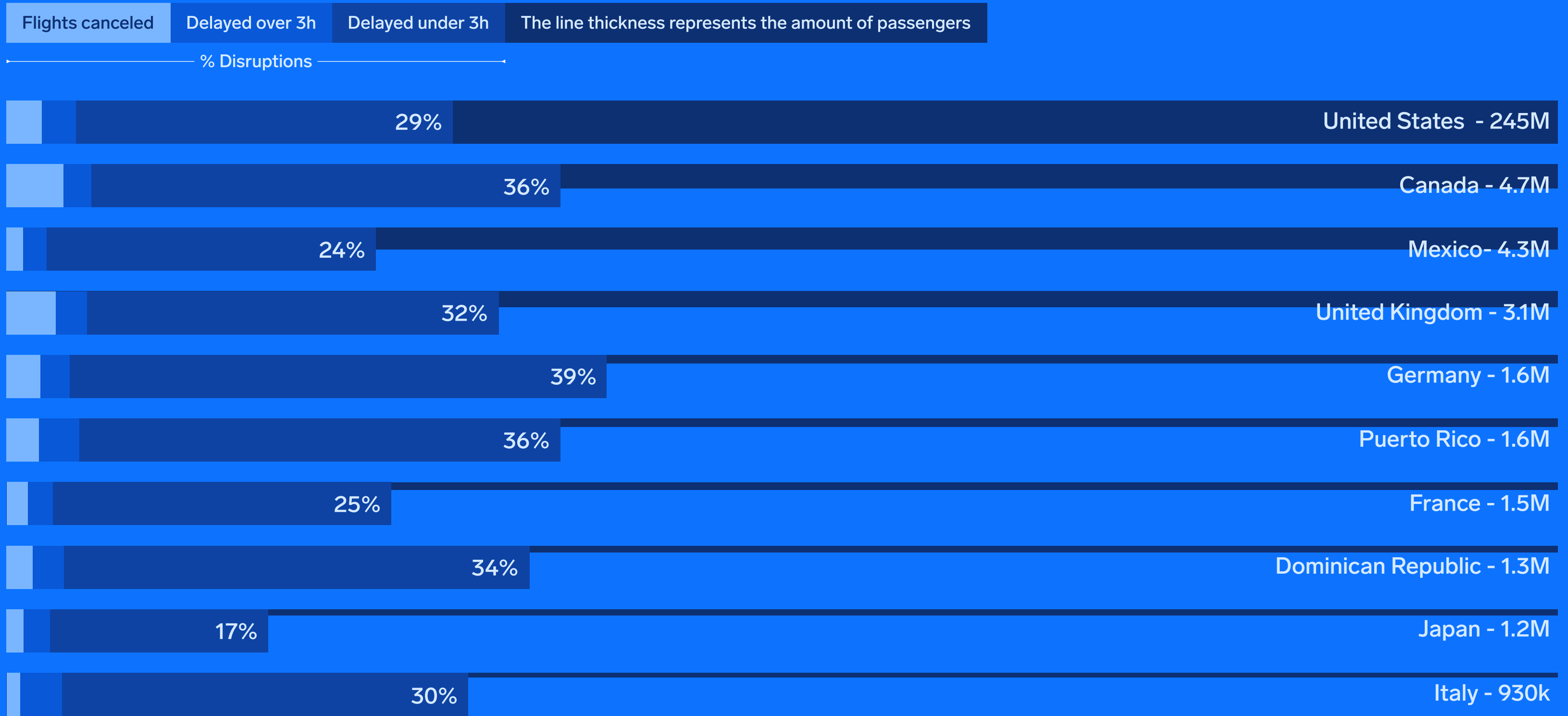


## Los Angeles





# Most popular destinations from United States

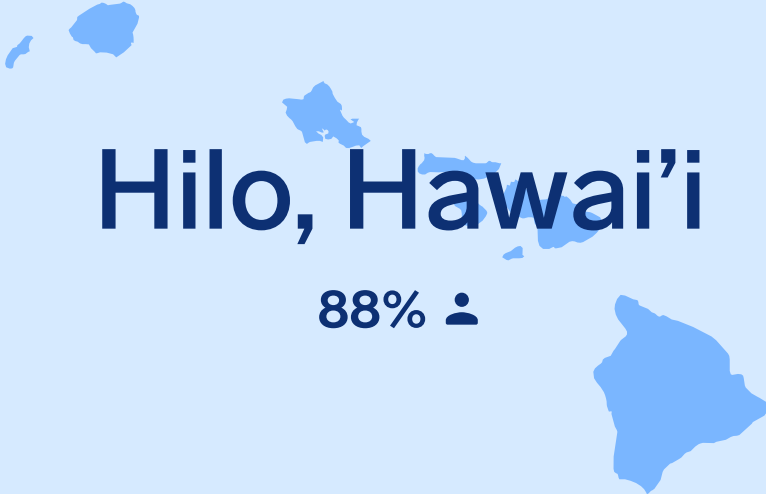


\*United States destination is 30 times smaller.

# The best and worst for on-time performance

## Best

Departure airport



Day to fly

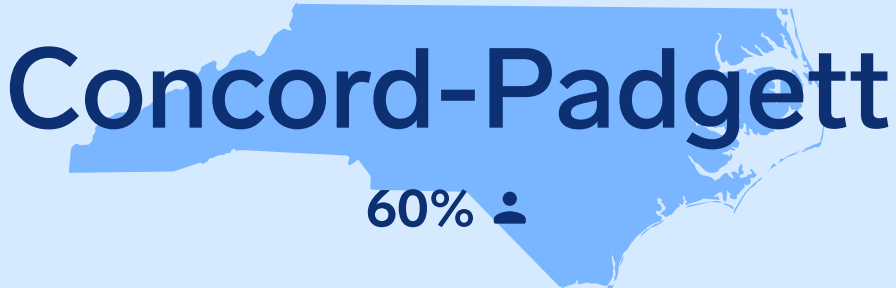


Destination

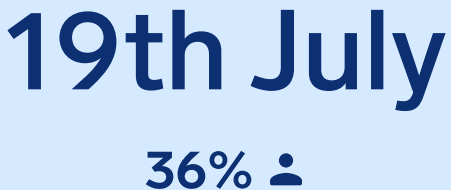


## Worst

Departure airport



Day to fly

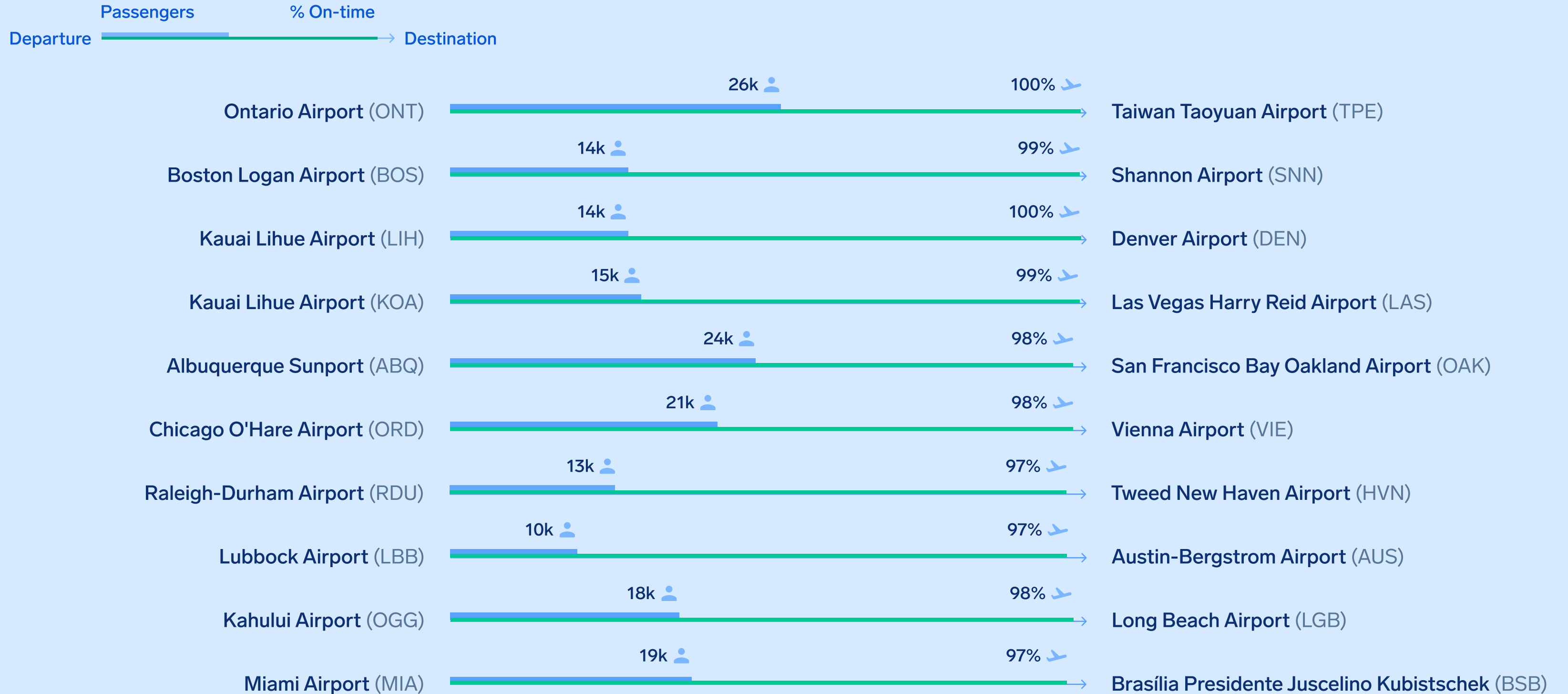


Destination

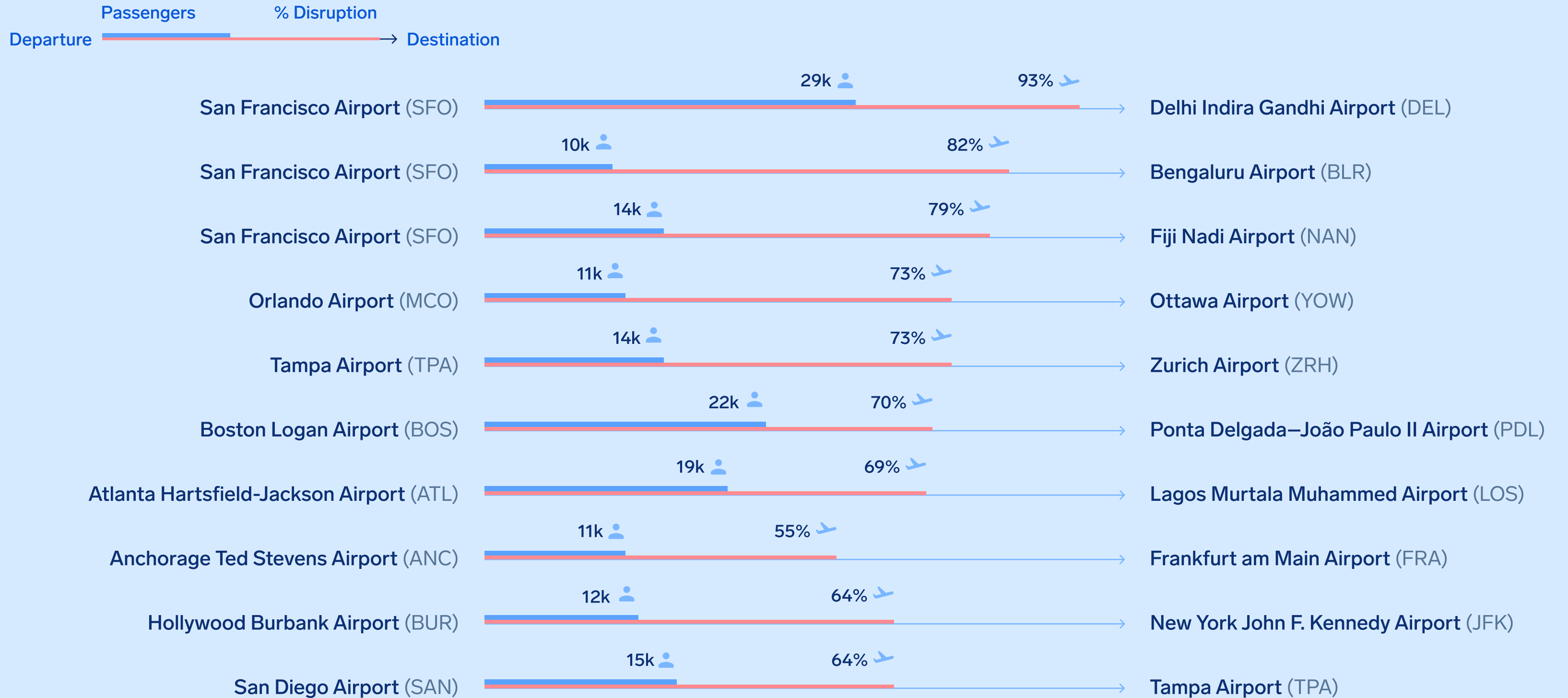




# Most on-time routes



# Most disrupted routes





# 12.8M

Passengers could be eligible  
for up to €600 compensation



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



# 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**.
- i** 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**.
- i** 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**.

**i** 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.
- **Alternative flight or full refund** in all cases of cancellation, denied boarding, 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**.



# 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.
- i** 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.





# About AirHelp<sup>▲</sup>

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](https://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](https://airhelp.com)

