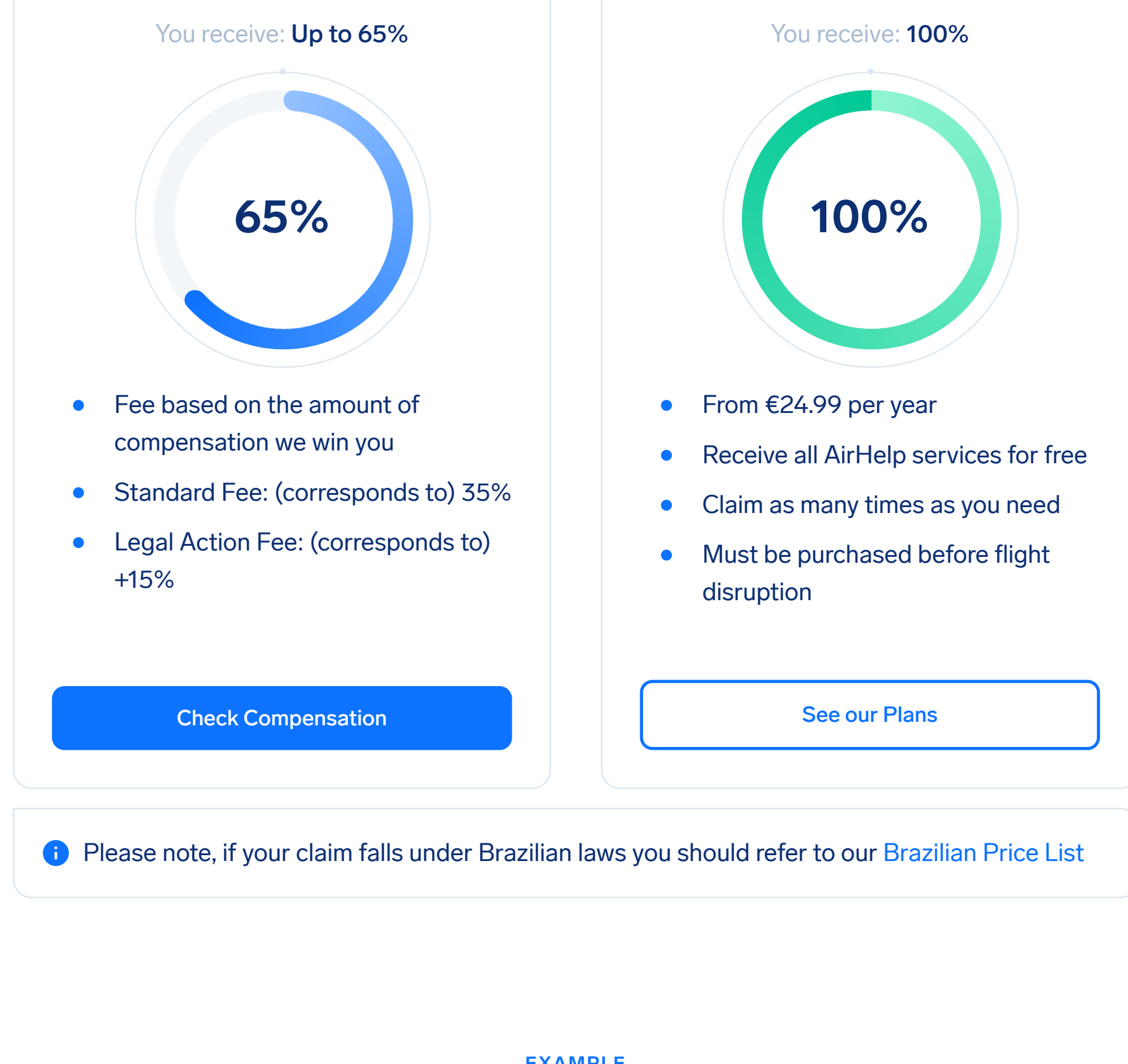


## HOW DO AIRHELP'S FEES WORK?

## AirHelp offers 2 affordable fee models:

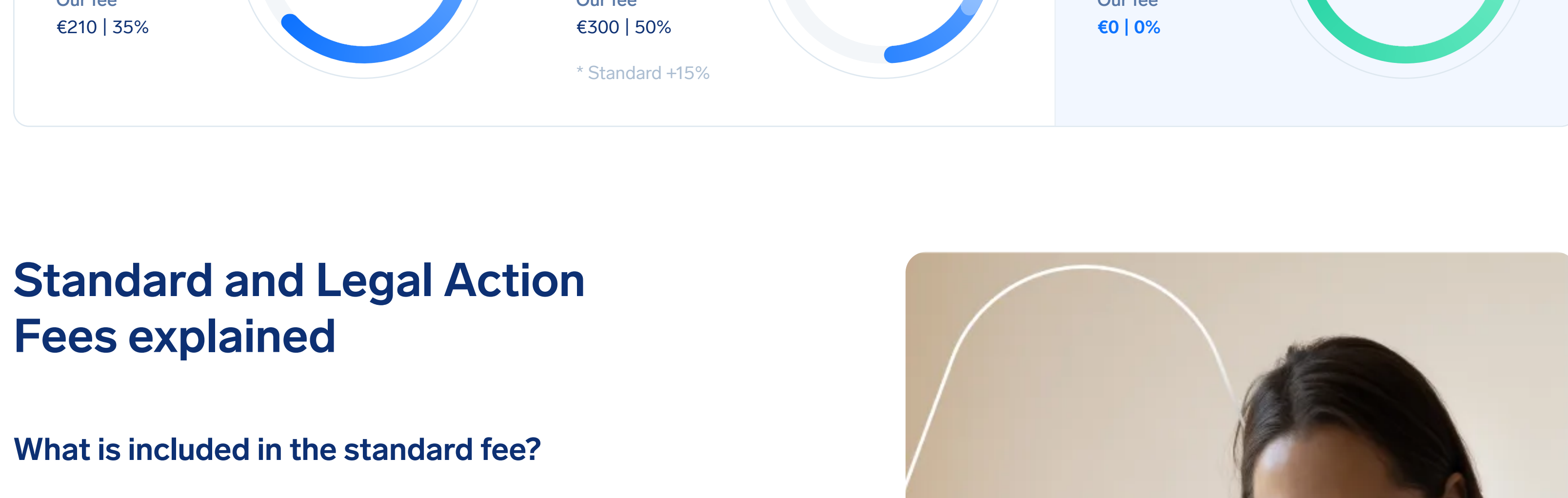
**No Win, No Fee**, where our fee is based on the compensation we get for you, or a low-cost annual membership: **AirHelp Plus**.



Please note, if your claim falls under Brazilian laws you should refer to our [Brazilian Price List](#)

## EXAMPLE

## Imagine AirHelp wins you €600 compensation



## Standard and Legal Action Fees explained

## What is included in the standard fee?

Our Standard Fee covers everything involved with getting your compensation in a standard claim.

Our team of 350+ AirHelpers are available to handle every element of your claim, from validating your documents and confirming details against weather and flight reports to putting together a case and negotiating with airlines.

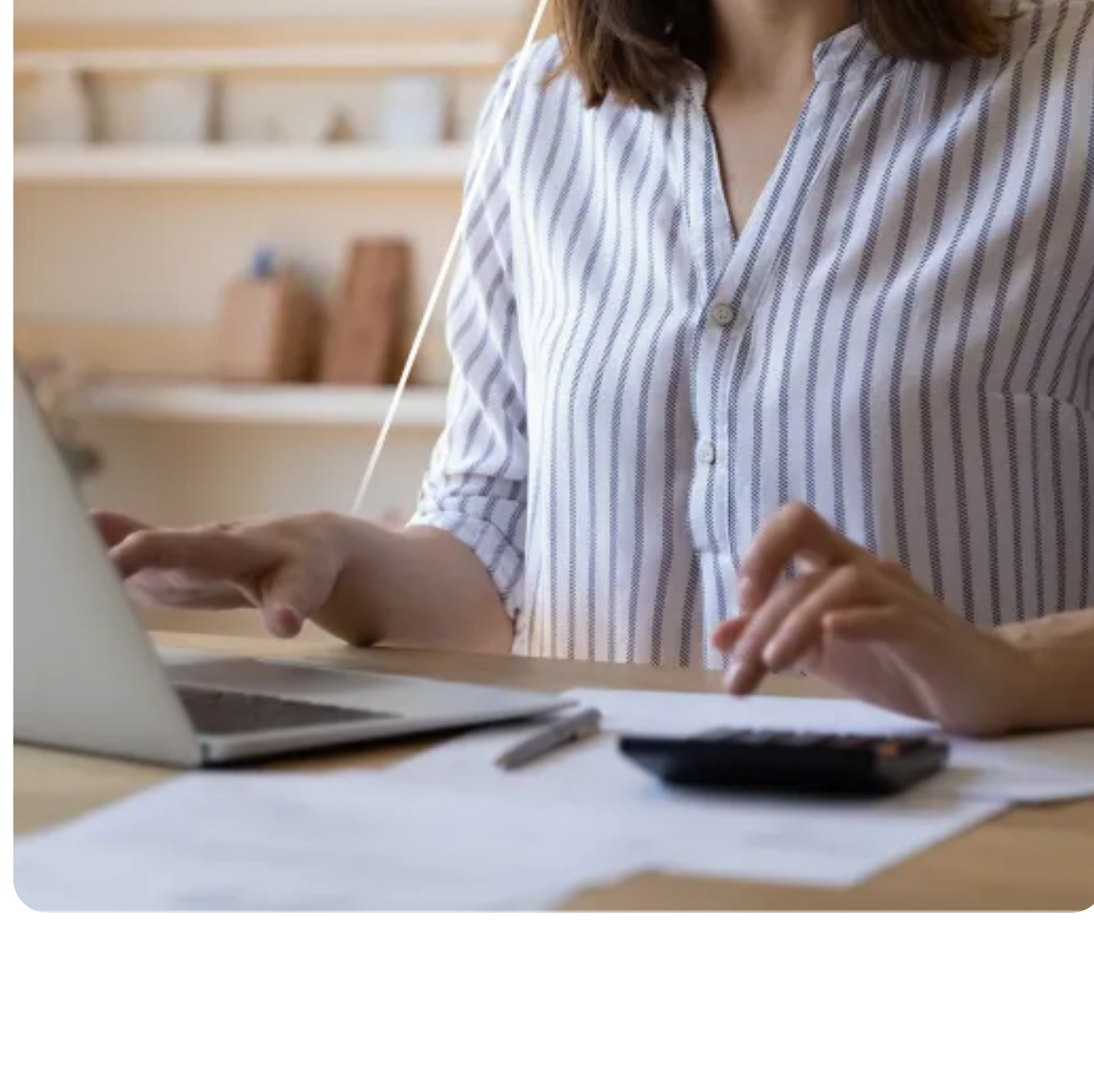
We'll keep you updated every step of the way, and we're also available 24/7 in case you have questions.

## What is included in the Legal Action Fee?

If an airline won't cooperate we're prepared to fight for your rights before a court.

Going to court can cost up to €1,000; from lawyers to court fees or official document translations, there are a lot of bills you'll never see. Instead we add a small 15% supplement to help offset these costs.

Remember, we will never take more than 50% of your compensation in our fees. And, if we don't win, you won't have lost a cent.



## Why choose AirHelp?

Claim by yourself	Claim with AirHelp	Use a Lawyer
<ul style="list-style-type: none"><li>Free</li><li>Time consuming and stressful</li><li>Have to deal with complicated airline processes alone</li><li>Need to learn the law yourself</li><li>Your time is wasted if you lose</li></ul>	<div>HASSLE-FREE</div> <ul style="list-style-type: none"><li>Affordable set fees</li><li>We handle the claim for you, including all paperwork and negotiations</li><li>Specialists in passenger rights and compensation</li><li>Risk free - nothing to pay if we don't win you compensation</li><li>We cover legal costs. Win or lose, AirHelp will pay all legal costs, which can amount to €1,000</li></ul> <div>Check Compensation</div>	<ul style="list-style-type: none"><li>Handles the claim for you</li><li>Costly lawyer and possible court fees</li><li>Most lawyers aren't specialized in passenger rights</li><li>Still have to pay fees if you lose — and you could have to pay the airline's attorney fees too</li></ul>

## FULL DETAILS

## Our fees

## 1. INTRODUCTION

1.1 Our Fees is our complete list of prices that detail how AirHelp will charge you in consideration for providing you with our Services. Please read them carefully.

1.2 We recommend that you do not engage with AirHelp for any of our Services until you have read and understood the [Terms](#), the [Privacy Statement](#) and Our Fees. If you have any questions, doubts or concerns, please contact us at [info@airhelp.com](mailto:info@airhelp.com) or check out our [FAQs](#).

1.3 Please note that should your Claim relate to a flight with a final destination or originating in Brazil, your use of the Services may be governed by the [Brazilian T&Cs](#) and our [Brazilian Price List](#) may apply.

## 2. DEFINITIONS

Our Fees should be read in conjunction with our [Terms](#), where you will find all the defined terms used in Our Fees.

## 3. SERVICES FREE OF CHARGE

AirHelp will not charge you any fee for the Eligibility Service, Information Service, or where the Compensation Service does not result in you receiving Flight Compensation.

## 4. COMPENSATION SERVICE FEES

4.1 The Compensation Service is where AirHelp helps you obtain Flight Compensation from the Airline. AirHelp's model is a no-win, no-fee model. This means that when we're providing the Compensation Service, AirHelp only charges you when we have obtained Flight Compensation for you from the Airline.

4.2 There are two types of fees that AirHelp may charge for the Compensation Service. First we charge the Service Fee, then depending on whether we are required to engage in Legal Action, we also charge the Legal Action Fee. These fees are deducted from the total amount of Flight Compensation AirHelp is able to obtain from the Airline.

**Compensation Service** (Fee as a portion of the Flight Compensation Amount)

Service Fee\*: 35%

Legal Action Fee\*: 15%

\*Including VAT

4.3 AirHelp Plus Members do not pay either the Service Fee or Legal Action Fee for the Compensation Service. AirHelp Plus Members pay the Membership Fees listed below.

How it works is explained in the clauses below:

## 4.4 Service Fee

For each Claim where we successfully obtain Flight Compensation, the Service Fee is 35% of the total Flight Compensation, including applicable VAT.

## 4.5 Legal Action Fee

The Legal Action Fee is a fee AirHelp only charges if Legal Action was necessary to provide the Compensation Service. The Legal Action Fee is 15% of the total Flight Compensation, including applicable VAT. It is deducted from your Flight Compensation **in addition to the Service Fee**.

## 4.6 Legal Expenses

Pursuing your Claim through Legal Action often requires AirHelp to incur Legal Expenses and, depending on the jurisdiction, to pay court fees. When this occurs, AirHelp will pay the Legal Expenses and court fees on your behalf. If AirHelp is able to obtain Flight Compensation through Legal Action, AirHelp will request that the court require the Airline to reimburse Legal Expenses and court fees. If the court awards Legal Expenses and/or court fees, AirHelp shall be entitled to keep those amounts. Alternatively, where AirHelp is not successful through Legal Action, the court may award Legal Expenses to the Airline. If this occurs, AirHelp will pay the Airline's Legal Expenses.

AirHelp will not charge you Legal Expenses or court fees, except as described in the Withdrawal and Termination sections of the [Terms](#), where AirHelp reserves the right to charge you for Legal Expenses only where you have Withdrawn from the Compensation Service after AirHelp has already commenced Legal Action or where you have breached the Terms.

## 4.7 Note to Danish Customers

If you are a Customer located in Denmark, the fees AirHelp charges you for the Compensation Service are fixed. The Service Fee is fixed at an amount that typically corresponds to 35% of the total Flight Compensation.

The Legal Action Fee is fixed at an amount that typically corresponds to 15% of the total Flight Compensation.

You can find the amounts here.

Both the Service and Legal Action Fee include VAT.

## 4.8 Note to Swedish Customers

If you are a Customer located in Sweden and your Claim is filed in Swedish court on your behalf, AirHelp will pay the application fee in your name. A Lawyer may be required to engage in Legal Action before the Claim is filed in court. The Legal Expenses for the Lawyer's time are in accordance with the applicable hourly cost standard. More information about the hourly cost standard is [available here](#).

If AirHelp wins your case through Legal Action, AirHelp may request, through the court, that the Airline reimburse the Legal Expenses. In this case the Legal Expenses awarded by the court will belong to AirHelp to cover the Legal Expenses initially paid by AirHelp. If AirHelp does not win your case, AirHelp is responsible for paying the Legal Expenses, and you shall not pay this fee to AirHelp.

## 4.9 Goodwill Claims

Where AirHelp has obtained Flight Compensation for a Goodwill Claim, we will charge you a fee of **US\$24.99**. AirHelp will waive this fee when the Flight Compensation is (i) monetary and less than US\$30.00, or (ii) in kind and less than 3,000 fidelity points.

## 5. AIRHELP PLUS MEMBERSHIP FEES

5.1 If you are an AirHelp Plus Member, as set forth in the [Terms](#), you are entitled to receive the AirHelp Plus Services, including the Compensation Service without having to pay either the Service Fee or the Legal Action Fee whenever you obtain Flight Compensation as a Member.

5.2 If you are an AirHelp Plus Member and AirHelp decides to pursue a Goodwill Claim on your behalf, we will waive the Goodwill Claim fee.

5.3 The standard Membership fees for the different AirHelp Plus plans and subscription you have signed up for are as follows:

**Essential AirHelp Plus plan:**

Single Booking: \*

Yearly: 24.99 EUR

**Complete AirHelp Plus plan:**

Single Booking: \*

Yearly: 64.99 EUR

\*The fees for Single Booking Memberships will be agreed between you and the travel agencies or other companies who have sold you the Membership as described in the section below.

5.4 If you have received a special Membership fee, please refer to the terms of that offer for the applicable fee.

## 6. SPECIAL FEES FOR CUSTOMERS FROM TRAVEL AGENCIES OR OTHER COMPANIES

Your use of the AirHelp Services is always subject to the [Terms](#), but if you have entered into an agreement with a travel agency, travel management company, or other entity that entitles you to different payment terms, or where that entity will make payment to AirHelp on your behalf, then the fee structure, payout options, currency conversion, and Services included in your Membership may be different depending on those terms. However, in no event will the combined total of the Service Fee and the Legal Action Fee that applies to you exceed the combined total of the Service Fee and the Legal Action Fee as described above.

## 7. FULL FLIGHT COMPENSATION AMOUNT

7.1 AirHelp will always pay you the full amount that we have received for Flight Compensation for your Claim, minus Our Fees ("Your Full Amount").

7.2 If the Compensation Service is made under European Air Passenger Rights Regulations, AirHelp will pay you Your Full Amount in EUR (€).

7.3 If the Compensation Service is made under a different Air Passenger Rights Regulation, AirHelp will always pay you Your Full Amount in the currency required under that regulation or where offered to you by AirHelp, when you choose the currency of your place of residence.

7.4 In the event that the Airline pays Flight Compensation in a currency other than as specified above, the amount will be converted by the payment provider using their exchange rates provided by them or the financial institutions they work with. AirHelp will not charge you any additional banking commissions or charges.

7.5 The final amount will vary depending on the date when the Airline submitted the transfer to AirHelp.

## 8. INTERNATIONAL BANK TRANSFERS

8.1 AirHelp offers international bank transfers via an AirHelp Third Party free of any additional charges. However, AirHelp will not cover any additional fees or costs charged to you by other payment intermediaries or beneficiary banks. Your bank may charge a currency exchange fee.

8.2 In most cases, the Flight Compensation will be transferred to you in EUR (€). Therefore, you may receive a different amount in your bank account on receipt of Your Full Amount if the amount had to be exchanged into a different currency by your bank or other intermediary. AirHelp has no ability to control the currency exchange rates or determine how or when the amounts are converted into a different currency during transit or upon receipt.

## 9. Check Payments in USD

For residents of the USA, AirHelp offers check payments in USD as a payout method of your Flight Compensation. In these circumstances, AirHelp will not charge any additional fees for making the check payments in USD. However, AirHelp will not cover or be responsible for any additional fees or costs related to the cashing of the check.

## 10. Value Added Tax (VAT)

All fees and charges stated in Our Fees include applicable VAT, unless otherwise specified.

The English version of Our Fees shall prevail in case of inconsistency to any other language version.

Updated: June 5, 2023.

Version: F1.23\_EN

[Download as a PDF](#)

AIRHELP HAS BEEN FEATURED IN:

## APRA

AirHelp is a part of the Association of Passenger Rights Advocates (APRA) whose mission is to promote and protect passengers' rights.

Imprint

## KNOW YOUR RIGHTS

Air Passenger Rights

Flight Delay Compensation

Flight Cancellation Compensation

Missed Connection Compensation

Overbooking Compensation

Denied Boarding Compensation

Delayed Baggage Compensation

Airline Strike Compensation

Airlines

Airports

Coronavirus

## OUR PRODUCTS

Check Your Compensation

AirHelp Plus

Refer a Friend

AirHelp Score

Reviews

Overbooking Compensation

Help

Our fees

Airline Strike Compensation

Airlines

Airports

Coronavirus

## OUR COMPANY

About us

Blog

Press

Careers

Affiliate Program

Legal Partners

Become a partner

For Airlines

## OTHER

Terms and Conditions

Privacy Policy

Cookies