

**AirHelp**

#1 in flight compensation

# Your guide to air passenger rights

2024 EDITION



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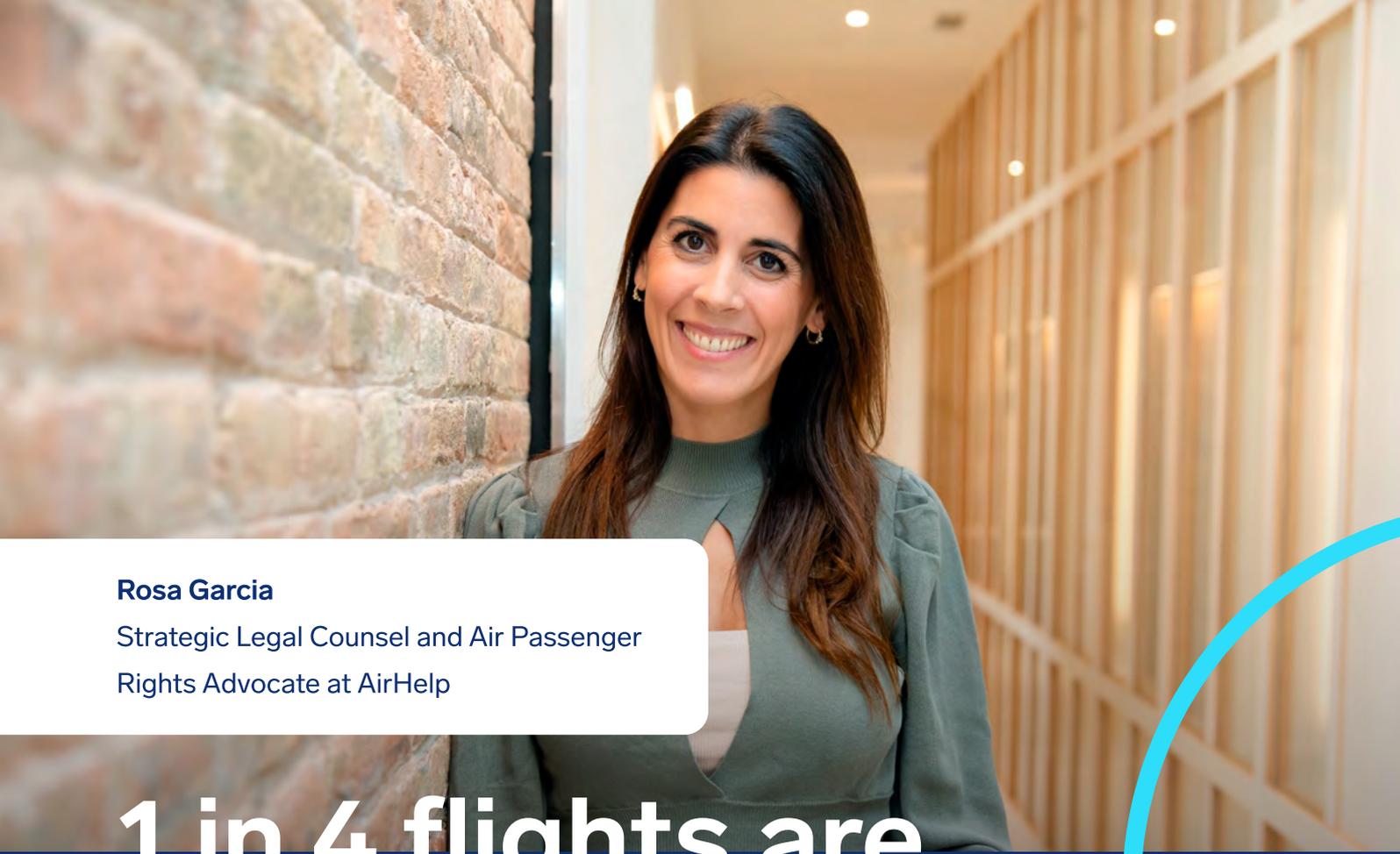
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**Rosa Garcia**

Strategic Legal Counsel and Air Passenger  
Rights Advocate at AirHelp

# 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.”

# What you're entitled to

You should get care and compensation when your flight's delayed or canceled. In most cases it's the law.

## Make sure you're taken care of



**1**  
**Food & drink**  
After a delay  
of a few hours



**2**  
**Accommodation**  
If you're delayed  
overnight



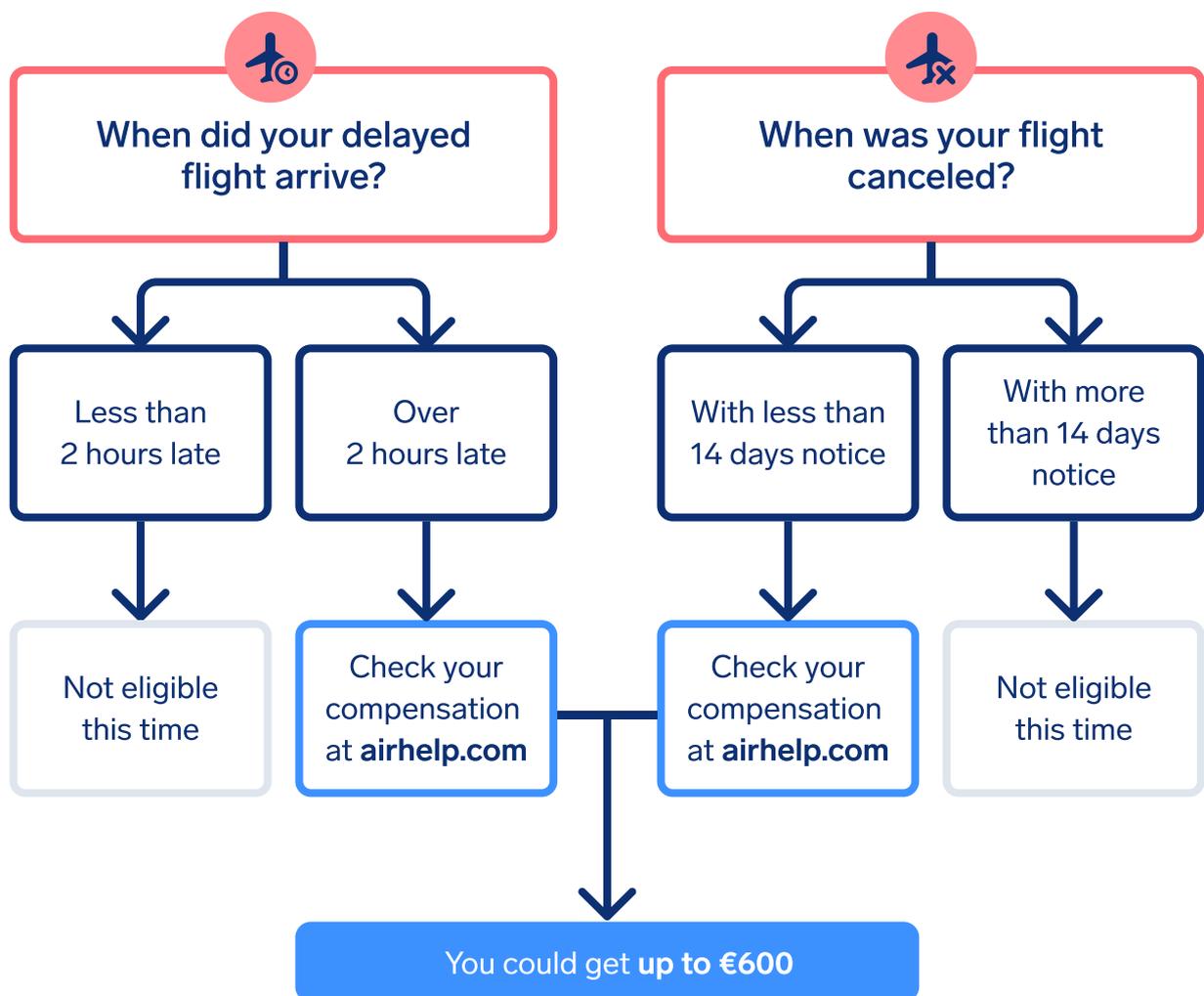
**3**  
**An alternative flight**  
If you still wish  
to travel

You might also be entitled to  
**monetary compensation!**



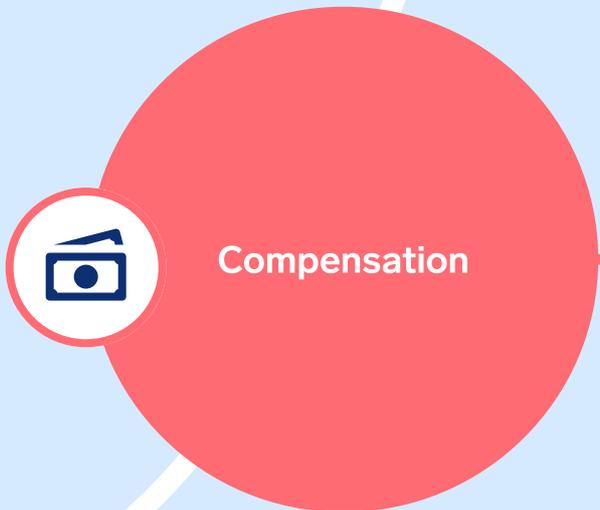
# When to check for compensation

The airline may owe you compensation for the inconvenience of your delay or cancellation, depending on the timings of the disruption.



AirHelp checks many laws around the world to see if you're owed compensation.

# Let's talk about money



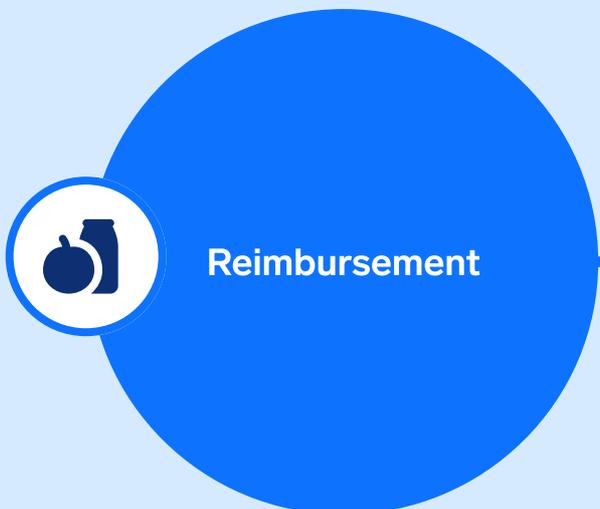
**Compensation**

Check if you're owed **compensation** on [airhelp.com](https://airhelp.com)



**Refund**

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



**Reimbursement**

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

# Gather evidence to support your claim

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

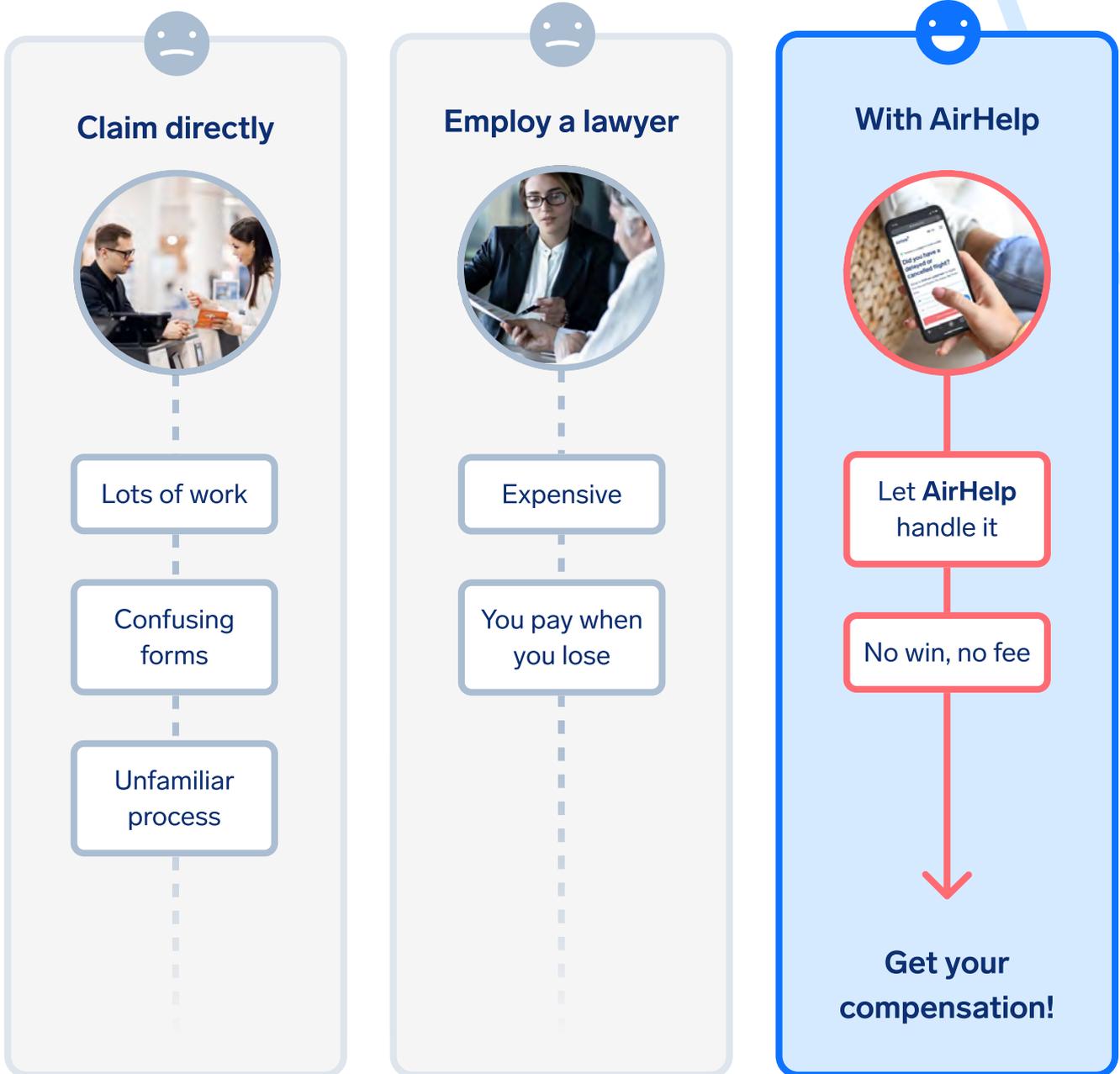


Don't accept vouchers unless you're satisfied you're getting a fair deal.



Airlines may offer vouchers or air miles when they're supposed to pay cash. Always request cash compensation.

# 3 ways to get compensation



★★★★★  
AirHelp has an Excellent rating on Trustpilot with over 180,000 reviews.





# You can claim compensation for **airline staff strikes.**

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

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

# The airline should look after you during a strike.

## That usually means:

1

**Food & drink**  
After a few hours

2

**Accommodation**  
If you're  
delayed overnight

3

**An alternative flight**  
To your destination  
(or a refund)

!

We thought **passengers deserved compensation for delays and cancellations caused by staff strikes**. In 2021, the European Court of Justice agreed with us.



That was a big victory for us and passenger rights!



# Compensation and refunds are not the same thing

Sometimes you're entitled to both.

## Compensation

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



## Refund

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

## Here's an example

### What happened

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

A refund for the flight you didn't take.



Compensation for the inconvenience.



**Cindy** · Los Angeles ✈️ Paris — 5h delay

**Received €390 compensation**

"We don't always know what our rights are. But that's what AirHelp is here for."



**Daniela** · Munich ✈️ Barcelona — flight canceled

**Received €325 compensation**

"I highly recommend them. The whole process was so easy."



**Gregory** · Milan ✈️ Houston — missed connection

**Received €390 compensation**

"Thank you airhelp.com, you've really, really saved me from a headache."



We've got a high success rate and 2.3 million customers paid compensation!

# Lost & damaged luggage

If your bags get lost or damaged, get a  
Property Irregularity Report!

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.

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.

# You could get back up to €1,400 for:

## 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.



**Good to know:** Take photos of your luggage before you check it in. Keep receipts for your valuables, as well as any replacement items you had to buy.

This all helps prove your claim.

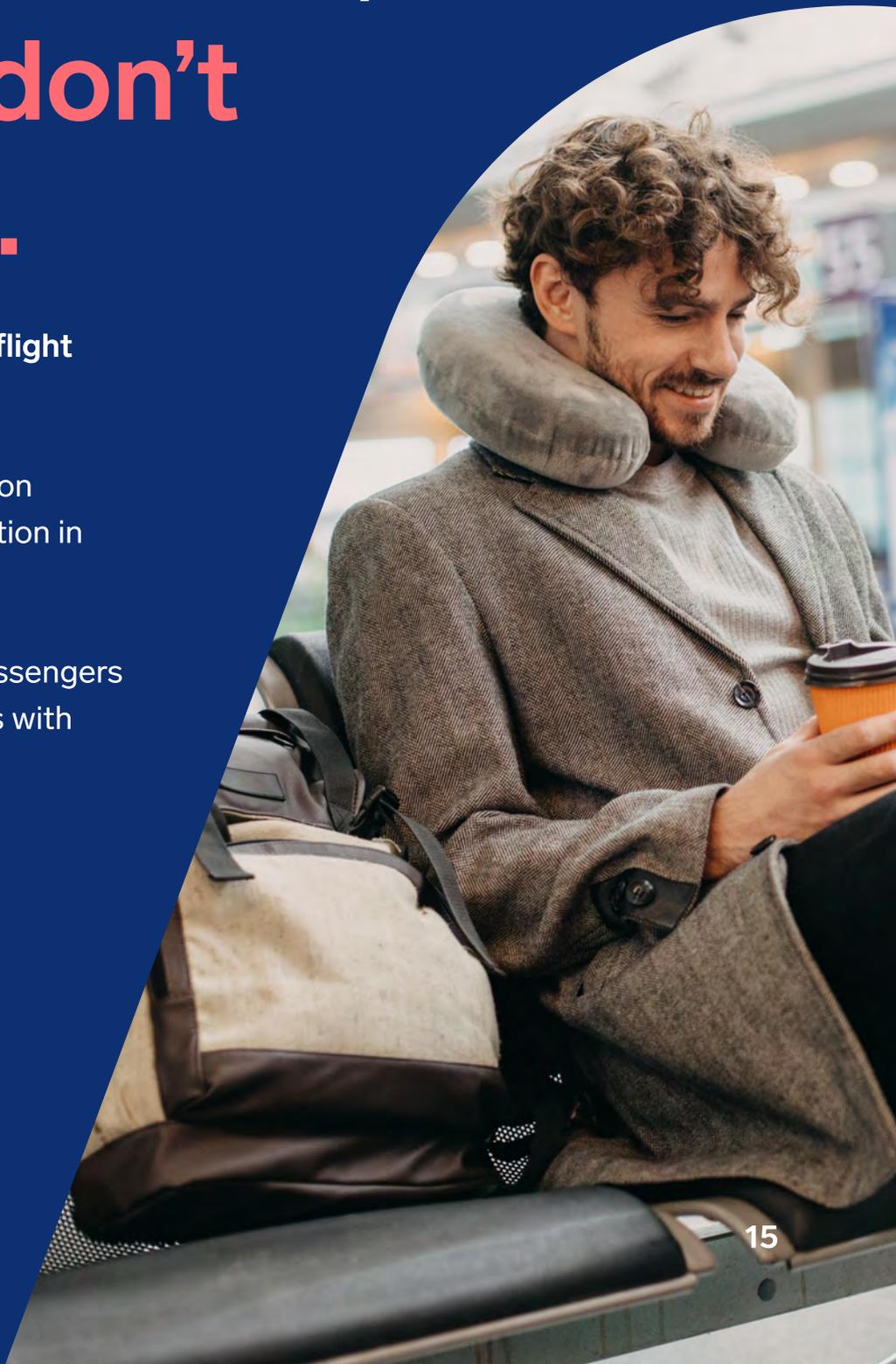


# We do the hard work of claiming compensation, so you don't have to.

We're the world No. 1 for flight compensation.

We've helped over 2.3 million passengers get compensation in the EU and beyond.

And another 6.5 million passengers have protected their flights with AirHelp+.





### Smart claiming

Our tech makes it simple to submit a claim, and improves your chance of success.



### We fight for your rights

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



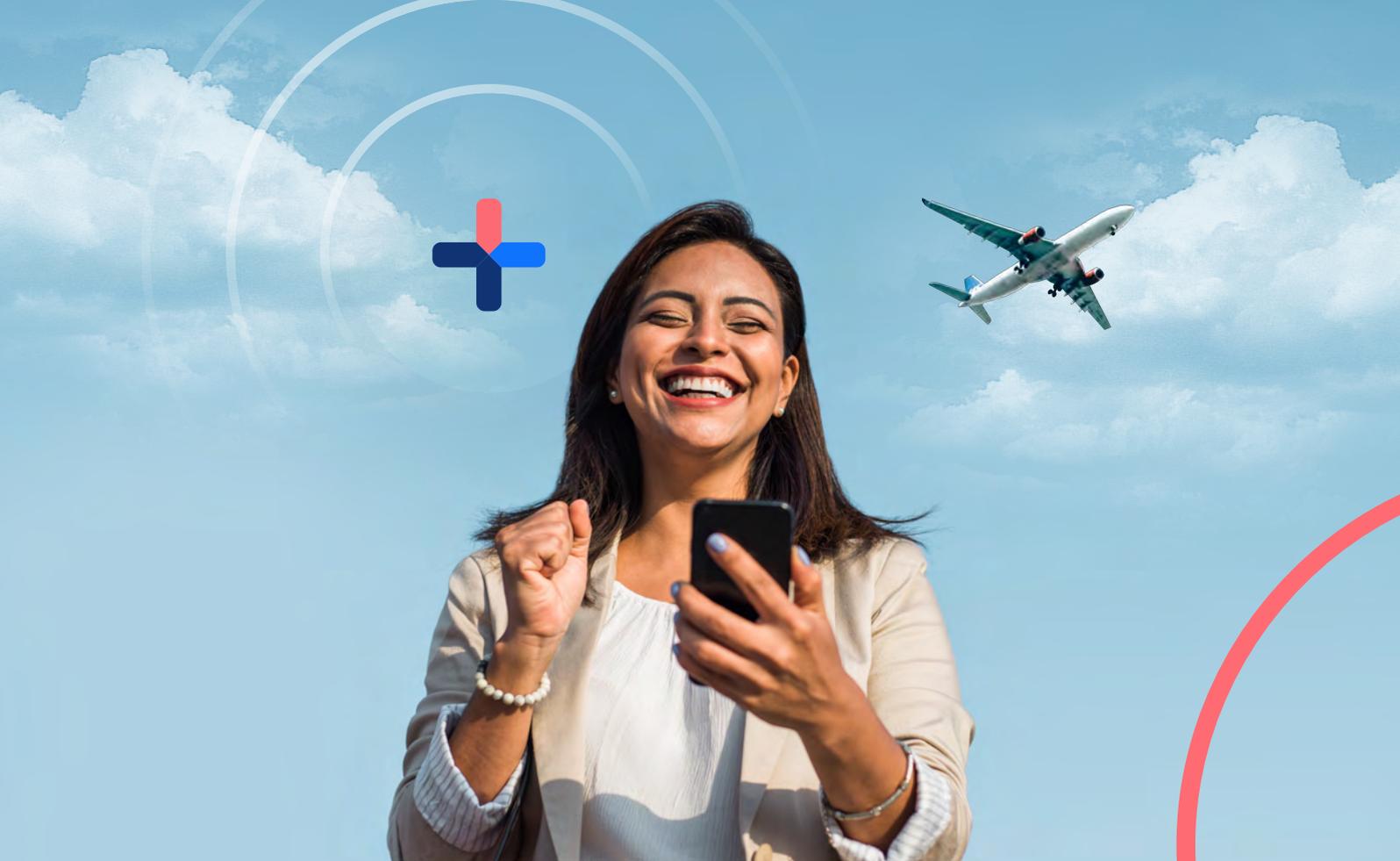
### No win, no fee

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

See if we can get you compensation at [airhelp.com](https://airhelp.com)

Our team gets passengers compensation **in the EU and globally.**





# Relax. AirHelp+ membership protects your flights.

No compensation fees | Disruption insurance | Fast €100 payouts  
Bag insurance | Lounge access | Dedicated 24/7 support



6.5 million passengers have  
chosen to fly protected with  
AirHelp+.



**Pay no fees on your compensation**

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



**€100 when your flight's disrupted**

Get €100 days after a disruption with AirPayout insurance.



**€100 for a lost or delayed bag**

Get a fast €100 when your bag's lost or delayed with AirLuggage insurance.



**Lounge comfort during delays**

Relax away from the crowds when your flight's delayed over 1 hour or canceled last-minute.



**Dedicated 24/7 support**

Enjoy prioritized assistance from our air travel specialists.



**Travel perks**

Get flight updates and save on eSIMs, car rental, and more.

**Become a member**

# Air passenger rights that will benefit you.

## Promise.

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

For even more information,  
visit [airhelp.com](https://airhelp.com).

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

Flights to, from and within Europe.

## 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

 **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.

## Where in the world

Flights to, from and within the UK.

## 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



### 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.

## 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

In all cases of denied boarding, cancellation, and significant flight changes including delays.

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

## 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

 **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

Flights to, from and within Turkey.

## 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.

 **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 restricted mobility or special 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 restricted mobility or special needs

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.

## 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 disruption lasting 2 hours and only if the passenger is waiting at the airport.

## What else it covers



### Passengers with restricted mobility or special needs

Have priority.



### Destination changes

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



# Saudi Arabia PRPR

The General Authority of Civil Aviation's Passenger Rights Protection Regulation

## Where in the world

Flights to, from and within Saudi Arabia.

## Your compensation



### Delays

Over 3 hours

Up to €180



### Cancellations

Less than 60 days before

Up to 150% of ticket



### Denied boarding

For overbooking

Up to 200% of ticket



### Schedule changes

Over 3 hours

Up to €180



### Additional stopovers

Not shown in the booking

Up to €120



### Luggage

Reimbursed for delayed, lost, or damaged bags

Up to €1,400



No compensation when a disruption is caused by force majeure.

## Care that you're entitled to



### Alternative flight or full refund

In all cases of denied boarding and cancellation.

Refund for delays over 2 hours and tarmac delays over 3 hours if a passenger no longer wants to travel.



### Accommodation

For delays over 6 hours.



### Information

Passengers must be informed of a disruption promptly, and told about the compensation and care they're entitled to.



### Food & drink

Drinks and snacks for delays over 1 hour.

Meals for delays over 3 hours.

## What else it covers



### Passengers with restricted mobility or special needs

Such passengers have additional protection in cases of denied boarding and priority during tarmac delays.



### Tarmac delays

Passengers must have free access to toilets, adequate ventilation and air conditioning, food and drink, and communication. Passengers are allowed to disembark after 3 hours unless there's a reason not to.



### Downgrades

If downgraded, passengers should be reimbursed the difference in fare, plus 50% of the amount as compensation. If the downgrade isn't accepted, the passenger receives a full refund plus 200% of the ticket price as compensation.

# 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 €6,000**



### Cancellations

Claim back costs

**Up to €6,000**



### Luggage

Reimbursed for delayed, lost, or damaged bags

**Up to €1,400**



**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** 

**Happy travels!**

**We're here to help  
if you need us.**



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

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