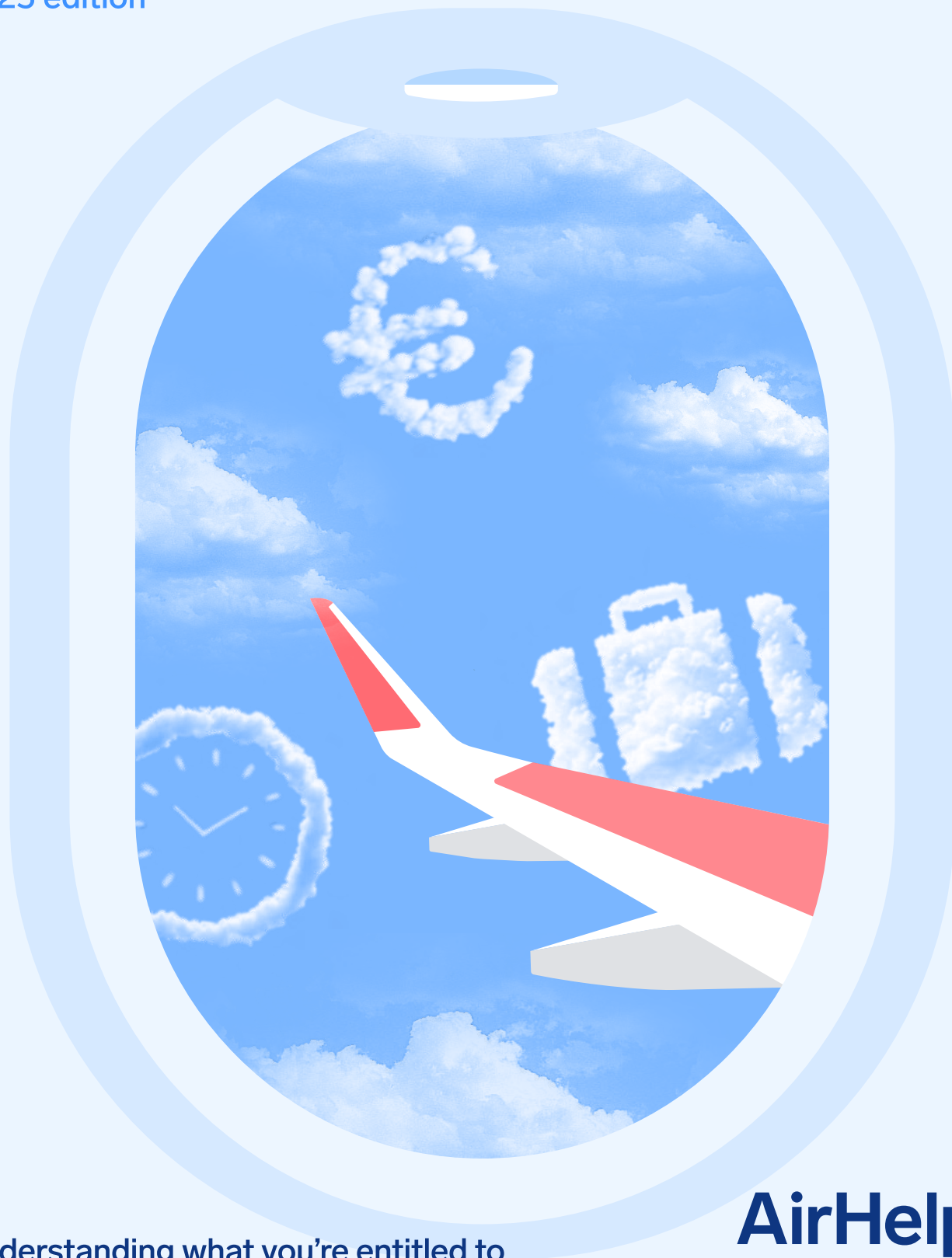


# Your guide to air passenger rights

2025 edition



Understanding what you're entitled to when flights are delayed or canceled.

**AirHelp**   
#1 in flight compensation

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# Your flight's delayed or canceled

What are your rights? And what are you entitled to?

## Food & drink



After a delay  
of a few hours

## Accommodation



If you're delayed  
overnight

## An alternative flight



If you still wish  
to travel

## Up to \$650 compensation



If the airline's responsible  
for the disruption

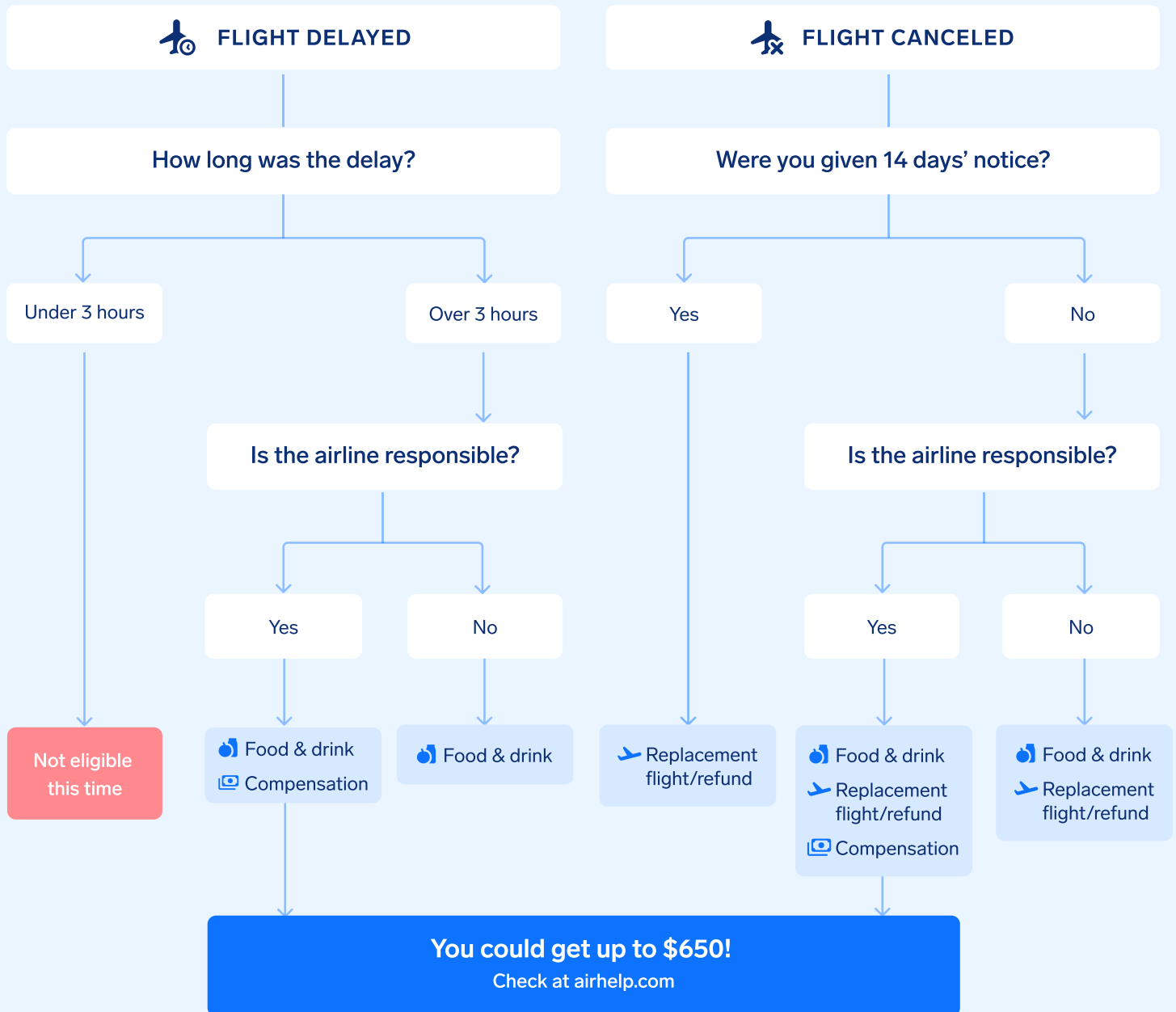


Always ask the airline for help and information



# What you're eligible for

A glimpse at what you get according to European law.



You can also get compensation for **overbooking** and **strikes**. And if you're traveling with others — **friends, colleagues, or children** — they're eligible too!



# Compensation around the world

How much an airline owes you depends on a few things.

Where you're flying to and from

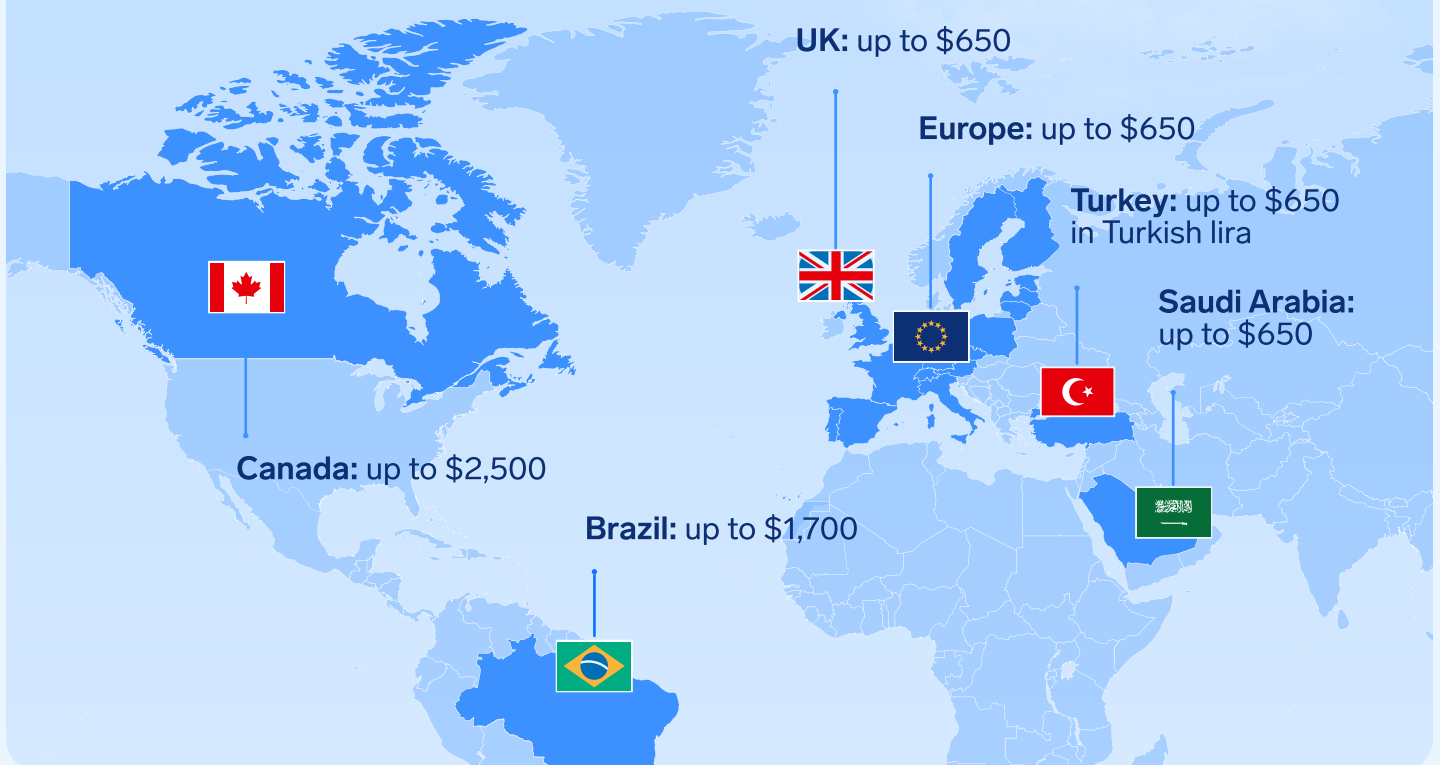
How significant your delay is

Whether or not the airline is responsible

How much notice you're given

Which passenger rights apply to your flight

## Key regulations that offer compensation

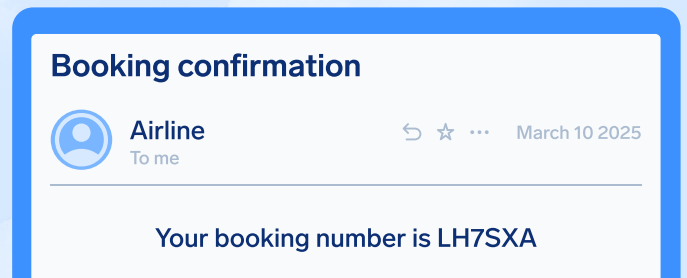
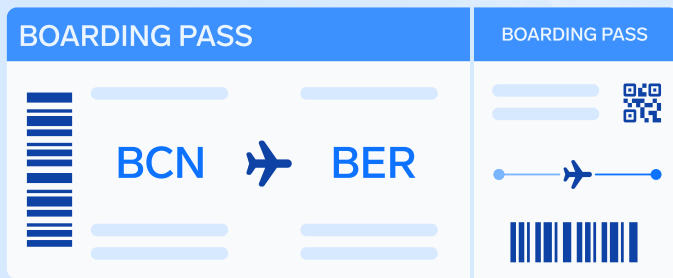


 We're fighting to improve regulations worldwide



# What you need to claim compensation

## The essentials



### Boarding pass

Keep your boarding pass (and any other boarding passes for alternative flights).

### Booking confirmation

Save the email or receipt from your booking as proof of your reservation.

## More you can do to support your claim

Ask why your flight was disrupted

Hold onto receipts for extra expenses

Note down the final arrival time of your flight

Save any emails or notifications from the airline

Take a photo of the flight information board



Airlines may offer you vouchers or air miles instead of cash compensation.

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



# Why AirHelp?

Claiming with AirHelp is easy and saves you all the hassle.

## How it works

1

Claim in 2 minutes

We make sure everything is quick, easy, and secure.

2

We handle everything

We'll build a strong case and negotiate with the airline so you don't have to.

3

You win compensation

The airline pays us and we make a transfer straight to your account.

## 😊 We get paid when you get paid

Our standard 35% fee only ever comes from the compensation you win – never out of your pocket.



# Compensation, refunds, and reimbursements



## Compensation

Money paid to make up for a flight problem and inconvenience. You can check what you're owed on [airhelp.com](https://airhelp.com)



## Refund

Money you get back for a flight ticket you paid for but didn't use. If you still wish to fly, you can get an alternative flight instead. Contact the airline directly for a refund.



## Reimbursement

Money paid back for any essential costs incurred because of the disruption. This includes food, clothing, medicine, and other necessities.



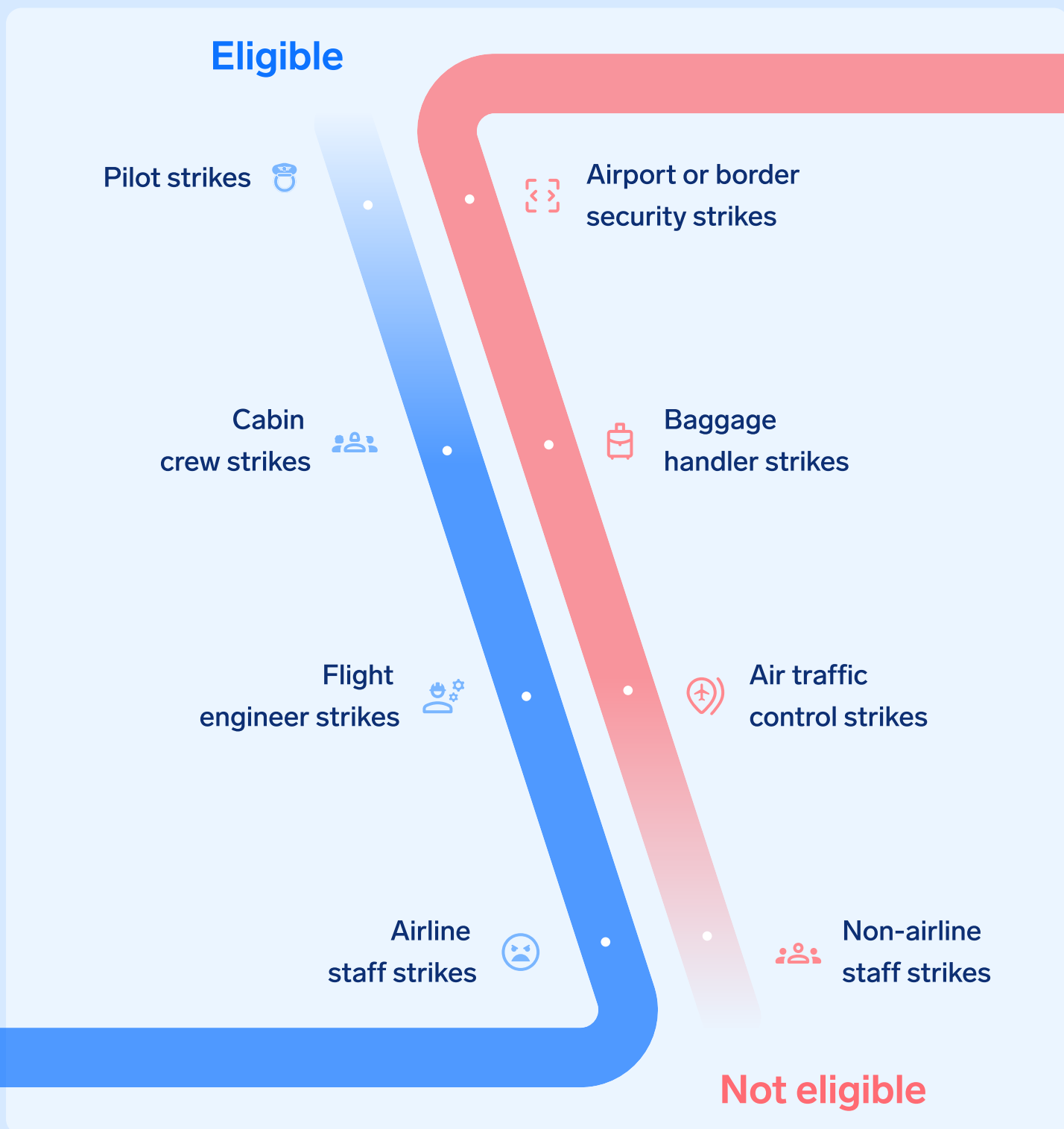
Compensation and refunds are not the same thing.  
**Sometimes you're entitled to both!**





# Which strikes are eligible for compensation?

Depending on the cause of a strike, you may or may not be eligible for compensation. Here's a breakdown of all potential causes.





# Compensation for lost or damaged luggage

You can get up to

# \$1,950

The airline is usually required to make it right because of the Montreal Convention, which is recognized by over 140 countries.

## What can you claim for?



### Damaged luggage

Airlines must repair, replace, or pay for damage.  
Claim within 7 days.



### Delayed luggage

Refunds for essentials.  
Claim within 21 days.



### Lost luggage

Compensation for contents.  
Claim within 2 years.

## What to do

- 1 Report the issue** to the luggage desk immediately.
- 2 Get a Property Irregularity Report (PIR)** — this is really important, so don't leave the airport without it.
- 3 Keep any receipts** of items you purchased because of your late luggage.





# Air passenger rights for people with disabilities or additional needs



**Your rights are protected by laws that vary by country, but aim to ensure you can travel with ease and dignity.**

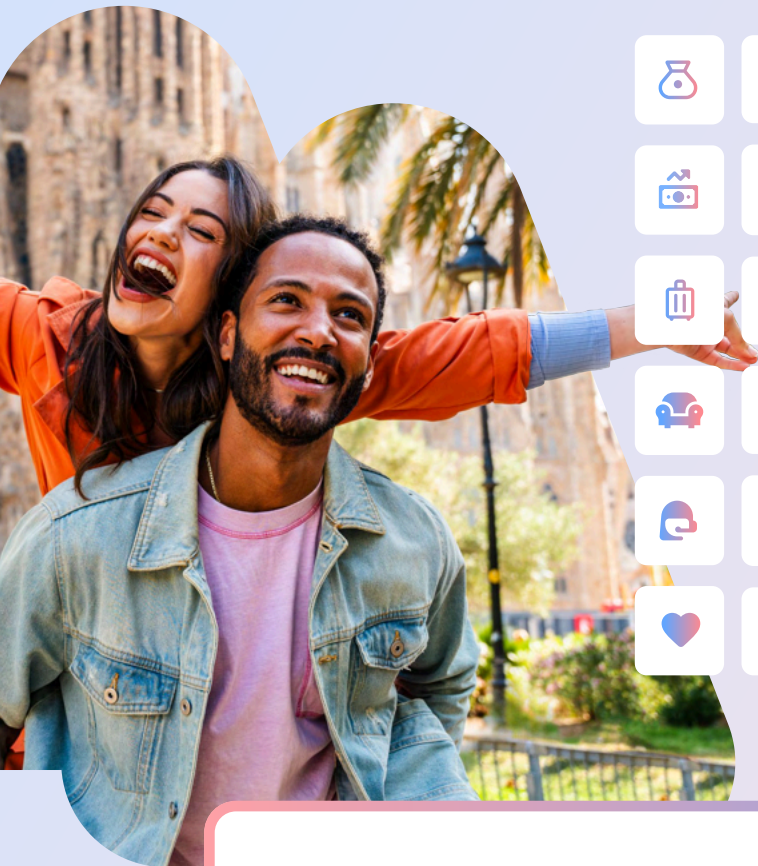
Some laws set standards of accessibility for airports and airplanes, while others guarantee your right to the assistance you need to travel.

Typically, laws give you the right to special assistance, whether that's wheelchair assistance or other forms of mobility help, or welcoming air passengers with service dogs.

Contact your airline or airport well in advance of your flight and ask them to arrange special assistance for you.

[Visit airhelp.com for more](https://airhelp.com)

# Relax. AirHelp+ is here to protect your flights in the future.



Get up to \$650 compensation with **no service fee**



**Fast €100** insurance payouts for disrupted flights



**Fast €100** insurance payouts for lost or delayed luggage



**Lounge comfort** for delays over 1 hour



Dedicated **24/7** support



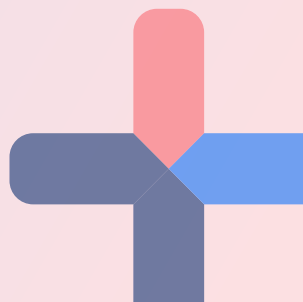
Great **discounts** & travel perks

- ✓ **Globetrotter?** Protect 9 trips with **AirHelp+ Pro**
- ✓ **Enjoy a regular vacay?** Protect 3 trips with **AirHelp+ Smart**



Over 9 million passengers already chose to fly with AirHelp+. Join them today.

[Become a member](#)





# World regulations in detail

Want the specifics? Look up the regulations that protect your flights.



## Compensation for flights from and within the USA



### Denied boarding

Less than 14 days before

Up to US\$2,150



### Luggage

Up to US\$4,700

 **No compensation** when a disruption is caused by extraordinary circumstances.

## Extra care you're entitled to



### Alternative flight or full refund

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



### Tarmac delays

Passengers waiting more than 2 hours onboard should have free access to a toilet, medical attention and food and drink, with a right to disembark unless there's a reason not to after 3 hours for domestic flights and after 4 hours for international flights.



### Further assistance

Airlines may provide assistance to passengers waiting for a flight, but there is no federal requirement to do so.

## Compensation for flights to, from, and within Canada

### Delays

Over 3 hours  
Up to CA\$1,000

### Denied boarding

For overbooking  
Up to CA\$2,400

### Cancellations

Less than 14 days before  
Up to CA\$1,000

### Luggage

Reimbursed for delayed, lost, or damaged bags  
Up to CA\$2,800

 **No compensation** when a disruption is caused by extraordinary circumstances.

## Extra care you're entitled to

### Alternative flight

In all cases of denied boarding, cancellation, or delay over 3 hours. **Refunds** only offered in certain situations.

### Tarmac delays

Passengers should have access to a toilet, calls, and food and drink while waiting onboard. They have the right to disembark after 3 hours unless there's a reason not to.

### Accommodation + transfer for overnight delays\*

### A phone call or WiFi access for email after 2 hours\*

### Passengers must be informed of their rights

Plus flight status updates every 30 minutes.

### Children under 14 should sit near their parent or guardian for free

### 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.



# Europe EC 261

Regulation (EC) No. 261/2004 of the European Parliament and of the Council

## You could get up to €600 compensation for flights to, from and within the EU



### Delays

Over 3 hours



### Denied boarding

For overbooking



### Missed connections

Causing a 3-hour delay upon arrival



### Cancellations

Less than 14 days before



### Schedule changes

Less than 14 days before



**No compensation** when a disruption is caused by extraordinary circumstances.

## Extra care you're entitled to



### Alternative flight or full refund

In all cases of denied boarding, cancellation, or missed connection.



### Accommodation + transfer for overnight delays



### Passengers must be informed of their rights



### Two phone calls or emails



### Food & drink after a few hours



## Up to £520 for flights to, from, and within the UK

 **Delays**

Over 3 hours

 **Denied boarding**

For overbooking

 **Cancellations**

Less than 14 days before

 **Missed connections**

Causing 3-hour delay upon arrival

 **No compensation** when a disruption is caused by extraordinary circumstances.

## Extra care you're entitled to

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 **Alternative flight or full refund**

In all cases of denied boarding, cancellation, or missed connection.

 **Accommodation + transfer for overnight delays** **Passengers must be informed of their rights** **Two phone calls or emails** **Food & drink after a few hours**

# Mexico Ley de Aviación Civil

Ley Federal de Protección al Consumidor (The Civil Aviation Law)

## Get compensation of at least 25% of the ticket value on flights to, from, and within Mexico

### Delays

Over 4 hours

### Cancellations

### Denied boarding

For overbooking

### Missed connections

Resulting in a 4-hour delay upon arrival

 **No compensation** when a disruption is caused by extraordinary circumstances.

## Extra care you're entitled to

### Alternative flight or full refund

In all cases of denied boarding, cancellations, and delays over 4 hours

### Accommodation + transfer for overnight delays

### Passengers must be informed of itinerary changes quickly

### Phone calls and emails for all delays

### Food & drink after 1 hour



# Brazil ANAC 400

Brazilian National Civil Aviation Agency. Resolution N° 400

## Up to R\$10,000\* for flights to, from, and within Brazil

### Delays

Over 2 hours

### Denied boarding

For overbooking

### Missed connections

Causing a 2-hour delay upon arrival

### Cancellations

Less than 72 hours before

### Schedule changes

Less than 72 hours before

### Luggage

Reimbursement 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.

## Extra care 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

### Passengers must be informed of their rights

Plus flight updates every 30 minutes.

### Calls or emails after 1 hour

### Food & drink after 2 hours



# Turkey SHY Passenger

Regulation on Air Passenger Rights (SHY PASSENGER)

## Up to €600\* for flights to, from and within Turkey

### Delays

Over 3 hours

### Cancellations

Less than 14 days before

### Denied boarding

For overbooking

 **No compensation** when a disruption is caused by extraordinary circumstances.

## Extra care you're entitled to

### Alternative flight or full refund

In all cases of denied boarding, cancellation, or missed connection.

### Accommodation + transfer for overnight delays

### Passengers must be informed of their rights

Denied boardings or cancellations must be confirmed in writing.

### Destination changes

Airlines must bring passengers to their original destination

### Food & drink after a few hours

### Two phone calls or emails

\* Compensation can be paid in euros or Turkish lira



# China

Provisions on the Management of Flight Regularity

## Compensation for flights within, from, or stopping in China

### Delays

Over 4 hours

Up to ¥200\*

### Delays

Over 8 hours

Up to ¥400\*

 **No compensation** when a disruption is caused by extraordinary circumstances.

## Extra care you're entitled to



**Accommodation required by regulated airlines\*\***



**Changes in flight status should be communicated within 30 minutes**



**Food & drink required by regulated airlines\*\***



**Tarmac delays**

Passengers should have access to a toilet and food and water after 2 hours, and the right to disembark after 3 hours.

\* Amounts and terms are set by individual airlines and may differ. Some airlines do not offer compensation.

\*\* For international flights, airlines will help passengers find food and accommodation, but they will only pay for it if they caused the disruption.



## Your compensation for all flights to, from, and within India



### 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

 **No compensation** when a disruption is caused by extraordinary circumstances.

## Extra care you're entitled to



### Alternative flight or full refund

In all cases of cancellation, denied boarding, or delays over 6 hours.



### Accommodation + transfer for overnight delays



### Food & drink after 2 hours

Only if the passenger is waiting at the airport.



# Saudi Arabia PRPR

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

## Your compensation for flights to, from, and within Saudi Arabia



### Delays

Over 3 hours  
Up to 700 SAR



### Denied boarding

For overbooking  
Up to 200% of ticket



### Schedule changes

Over 3 hours  
Up to 700 SAR



### Cancellations

Less than 14 days before  
Up to 150% of ticket



### Luggage

Reimbursed for delayed, lost, or damaged bags  
Up to 6,200 SAR



### Additional stopovers

Not shown in the booking  
Up to 470 SAR

**No compensation** when a disruption is caused by extraordinary circumstances.

## Extra care 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 decides not to travel



### Tarmac delays

Passengers should have access to a toilet, calls, and food and drink while waiting onboard. They have the right to disembark after 3 hours unless there's a reason not to.



### Accommodation + transfer for overnight delays



### Passengers should be informed about disruptions, compensation, and care



### Drinks & snacks for delays over 1 hour

Meals for delays over 3 hours



# Oman

The Passenger Rights Protection Regulation, approved by the Oman Civil Aviation Authority by Decision No.757/2024 on 25 August 2024.

## Your compensation for flights to, from, and within Oman

### Delays

Over 6 hours

Up to 260 OMR

### Cancellations

#### International flights

Fewer than 14 days notice

Up to 260 OMR

#### Domestic flights

Fewer than 7 days notice

Up to 100% of ticket value

### Luggage

Reimbursed for delayed, lost, or damaged bags

Up to 750 OMR

### Denied boarding

For overbooking resulting in delays of 2 to 6 hours

Up to 50% of ticket value

For overbooking resulting in delays over 6 hours

Up to 260 OMR

 **No compensation** when a disruption is caused by extraordinary circumstances.

## Extra care you're entitled to

### Alternative flight or full refund

In all cases of denied boarding and cancellation

### Accommodation & transfer for delays over 6 hours

### Passengers must be informed of their right to care and support

### Drinks after 2 hours and food after 3 hours

### Additional compensation for passengers with restricted mobility or special needs

In cases of denied boarding and cancellation you may be eligible for compensation equivalent to **200% of the ticket value**.





# Worldwide MC99

The Montreal Convention 1999

## Your compensation for all international flights between the 140+ countries that have adopted the Convention

### Delays

Claim back costs

Up to US\$8,200

### Cancellations


Claim back costs

Up to US\$8,200

### Luggage

Reimbursed for delayed, lost, or damaged bags

Up to US\$1,950

-  **No compensation** if the airline can prove the disruption was out of their control and they took reasonable measures to avoid disruption.

## Extra care you're entitled to

The Montreal Convention allows passengers to claim for “damages” but does not include provisions on what care airlines must provide.

# AirHelp. Here to help.

12k 

Flights checked  
every day

205k 

'Excellent' reviews  
on Trustpilot

2.7M 

Customers paid  
compensation



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