

Your guide to air passenger rights

2026 EDITION



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

AirHelp 

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Your rights when your flight is delayed or canceled

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



Track your flights in our app and we will guide you through your rights

Check what you're entitled to

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

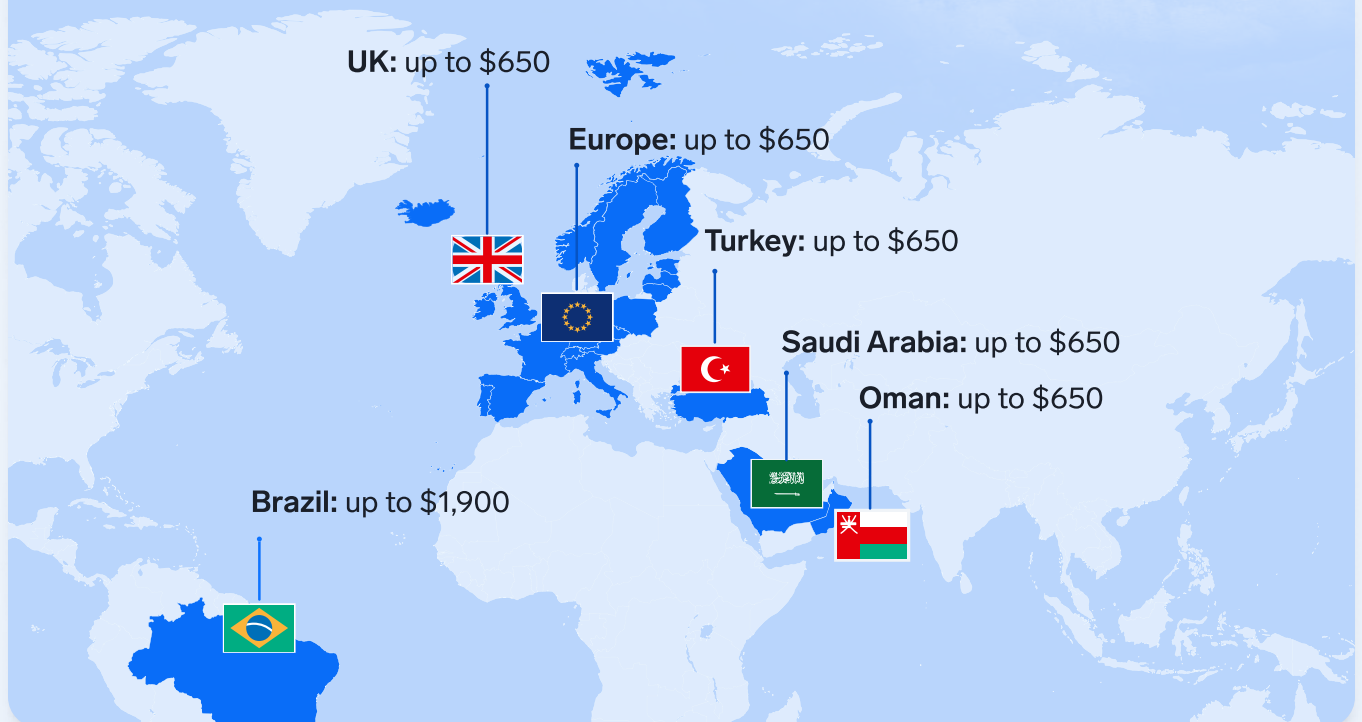
How significant your delay is

Whether or not the airline is responsible

How much notice you're given

Which passenger rights apply to your flight

Regulations we support



AIRHELP FLIGHT & CLAIM TRACKER

The app you need when you fly

Make every trip smoother with flight-tracking,
disruption alerts, and easy claiming.



Claim compensation in one tap

Submit your claim for up to €600 in minutes and track it every step of the way.



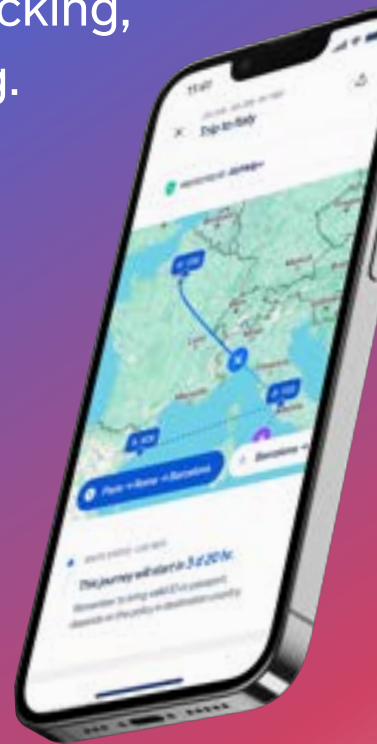
Track flights for free

Receive real-time status updates for your flights, or someone else's, so you're always connected.



Sync your calendar or Gmail

Automatically import your trips, track changes, and get alerts when you're owed compensation.



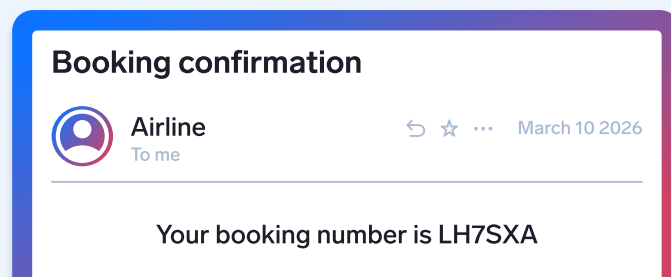
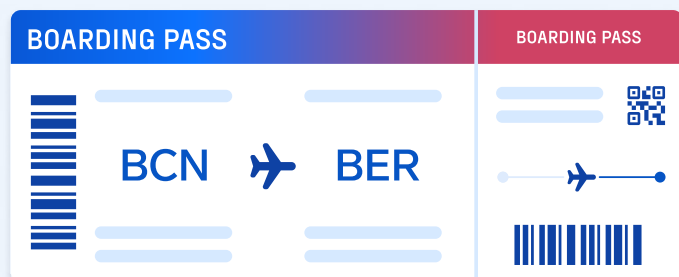
Join 750,000+ frequent flyers
using the free AirHelp app.



DOWNLOAD
AND USE FOR FREE

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 passengers choose AirHelp

How it works

1

You claim in minutes

Start your claim in just a few taps on the free AirHelp app.

2

We handle everything

We analyze your disruption data, gather evidence, and negotiate with the airline.

3

You win compensation

When the airline pays, we transfer the money straight to your account.

We only get paid if you get paid

Our fee comes from the compensation we win for you — **never out of your pocket**. Standard fee: 35%.

12k 

Flights checked every day

215k 

'Excellent' reviews on Trustpilot

3M 

Customers paid compensation

Compensation, refunds, and reimbursements



Compensation

Money paid to you when a flight is delayed or canceled. Up to \$650.



Refund

The cost of your ticket back. You usually get the choice between a refund or an alternative flight.



Reimbursement

Money back for expenses during a disruption — food, transport, essentials.



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

Discover **AirHelp+**

Flight protection that pays. Trip after trip.



Up to \$650 in airline compensation — no fees, no hassle



Up to \$600 in fast insurance payouts for common disruptions



Lounge access when your flight is delayed



Free Fast Track worth over \$20 at selected airports



Hotel discounts and travel perks



Real-time alerts & 24/7 support in the app

- ✓ Frequent flier? Protect **9 trips**
- ✓ Occasional traveler? Protect **3 trips**



Trusted by 12 million+ passengers worldwide

Become a member

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.
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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.



Rights for people with disabilities or additional needs



Your rights are protected by laws that vary by country, helping you travel with ease and dignity

Most regulations guarantee your right to assistance at airports and onboard — such as help with mobility, getting on and off the plane, or travelling with a service animal.

Contact your airline or airport in advance to arrange the support you need.

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



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

For cancellations, significant flight changes including delays, and denied boarding caused by overbooking.



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.



Canada APPR

Canadian Transportation Agency's Air Passenger Protection Regulations

Compensation for flights to, from, and within Canada



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\$2,800

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

Extra care you're entitled to



Alternative flight

For cancellations, delays over 3 hours, and denied boarding caused by overbooking. **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



No compensation when a disruption is caused by extraordinary circumstances.



Cancellations

Less than 14 days before



Schedule changes

Less than 14 days before

Extra care you're entitled to



Alternative flight or full refund

For cancellations, missed connections or denied boarding caused by overbooking.



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

 **Cancellations**


Less than 14 days before

 **Denied boarding**




For overbooking

 **Missed connections**

Causing 3-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**

For cancellations, missed connections or denied boarding caused by overbooking.

 **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)

Compensation of at least 25% of the ticket on flights to, from, and within Mexico

Delays

Over 4 hours


Denied boarding

For overbooking

Cancellations

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

For delays over 4 hours, cancellations, or denied boarding caused by overbooking.

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

For cancellations, missed connections, time changes, delays over 4 hours, or denied boarding caused by overbooking.

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

For cancellations, missed connections or denied boarding caused by overbooking.



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.



India

Ministry of Civil Aviation Passenger Charter

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

For cancellations, delays over 6 hours, or denied boarding caused by overbooking.



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

For cancellations and denied boarding caused by overbooking.
Refund for delays over 2 hours and tarmac delays over 3 hours if a passenger decides not to travel.



Accommodation + transfer for overnight delays



Drinks & snacks for delays over 1 hour

Meals for delays over 3 hours



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.



Passengers should be informed about disruptions, compensation, and care



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



Luggage

Reimbursed for delayed, lost, or damaged bags

Up to 750 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



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



Additional stopovers

Not shown in the booking

Up to 55 OMR



No compensation when a disruption is caused by extraordinary circumstances.

Extra care you're entitled to



Alternative flight or full refund

For cancellations and denied boarding caused by overbooking.



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**.

Up to 4,500 THB for international flights departing from Thailand

Delays

International flights
Over 10 hours
Up to 4,500 THB


Domestic flights
Over 5 hours
Up to 1,200 THB

Denied boarding

For overbooking

International flights
Up to 4,500 THB

Domestic flights
Up to 1,500 THB


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


Cancellations


International flights with less than 7 days' notice
Up to 4,500 THB


Domestic flights with less than 3 days' notice
Up to 1,500 THB


Extra care you're entitled to

 **Alternative flight or full refund**
For delays, cancellations, and denied boarding caused by overbooking.

 **Accommodation + transfer for overnight delays**

 **Passengers must be informed of their rights**

 **Special rights for passengers with disabilities and unaccompanied minors**

 **Tarmac delays**
Passengers should have access to toilets and proper ventilation. They may disembark after 3 hours as long as it's safe.

 **Food & drink after 2 hours**

 **Phone calls or emails after 2 hours**



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 \$8,200



Cancellations

Claim back costs

Up to \$8,200



Luggage

Reimbursed for delayed, lost, or damaged bags

Up to \$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.



DOWNLOAD OUR FREE APP