



# AWDC Café

## HAPPY FLIGHTS - WHAT ARE THE RIGHTS OF EUROPEAN AIRLINE PASSENGERS

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*While thousands of travelers are experiencing flight trouble every day, according to research conducted by the European Consumer Organisation (BEUC), only 1 out of 4 knows their rights as a passenger*

### EU 261 BASICS

- Right to appropriate care
  - Meals and drinks
  - Hotel stay(s)
  - Airport transport
- Refund or alternative
- Legal compensation

### WHEN ARE YOU ENTITLED TO A COMPENSATION?

- Delay (> 3hrs)
- Cancellation (short notice, resulting in > 2hrs delay)
- Downgrade
- Denied boarding (resulting in > 2hrs delay)

### WHAT'S THE AMOUNT OF YOUR COMPENSATION?

- < 1,500 km = €250 pp
- 1,500 - 3,500 km = €400 pp
- > 3,500 = €600 pp

This amount can be adjusted, according to the inconvenience you've experienced.

### WE WANT TO MAKE TRAVEL HAPPY AGAIN BY OFFERING FREE ADVICE AND HELPING YOU OBTAIN YOUR COMPENSATION:

- Analyze the circumstances of your flight
- Take care of all the administration for you
- File your claim
- File a subpoena and lawsuit if necessary

### HOW MUCH DOES IT COST?

- No cure, no pay
- No additional cost for judicial procedures
- 25% commission, € 25 admin. fee (incl. VAT)
- FREE advice and continuous support