

NOTICE OF YOUR RIGHTS IN THE EVENT OF DENIED BOARDING, FLIGHT DELAY OR FLIGHT CANCELLATION

PASSENGER RIGHTS

The regulations, rules and procedures followed by Lumiwings regarding the transport of passengers and baggage, the passenger rights and the information for obtaining assistance and information pursuant to art. 13 of Regulation (EU) 2016/679 of the European Parliament and European Council regarding the protection of personal data.

APPLICATION

The regulations apply to:

- flights (scheduled, charter, low cost) departing from EU airports
- passengers departing from an EU airport, or departing from an airport of a third party country with an EU airline/carrier arriving to an EU airport;
- passengers with a confirmed booking for the flight;
- passengers present at check-in by the time indicated (except in the case of a cancelled flight) or if the time is not indicated, passengers present at check-in at the latest 45 minutes before the departure time;
- passengers with a ticket with a fare available to the public.

1. FLIGHT DELAYS

In accordance with EU regulations, a delay is considered when a flight is delayed with respect to the envisaged departure time by:

- at least 4 hours for flights of more than 3500 km
- at least 3 hours for flights of between 1500 km and 3500 km and for flights of more than 1500 km within the EU
- at least 2 hours for flights of up to 1500 km

The passenger has the right for protection:

- holds an air ticket (including those issued under a Frequent Flyer programme or other commercial programmes of airlines or tour operators);
- has a confirmed reservation for a flight operated by Lumiwings, purchased at a fare available directly or indirectly to the public;
- presents itself for acceptance in the manner and at the time indicated in writing (including electronically) by the airline, the tour operator or an authorised travel agent or, in the absence of indications, no later than 45 minutes before the published departure time.
- Protection is also provided in the event that the airline or tour operator transfers the passenger from the flight booked to another flight, regardless of the reason.

Passengers are not entitled to protection provided by the Regulations:

- travelling free of charge or at a reduced fare not accessible, directly or indirectly, to the public (e.g. employees of airlines, travel agencies or tour operators);

- who are denied boarding for health or safety reasons or in the event of invalid travel documents;
- who has purchased an all-inclusive circuit that is cancelled for reasons other than flight cancellation

Form of protection for flight delays

- meals and drinks in reasonable relation to the duration of the waiting time, provided that this does not cause a further delay in the departure of the aircraft;
- if overnight accommodation is necessary, hotel accommodation and, where appropriate, return transport between the airport and the place of accommodation;
- make two telephone calls or send two messages by telex, fax or e-mail.

If the delay is at least 5 hours, the passenger may cancel the flight without penalty and may request reimbursement of the ticket price for the part of the journey not made or the part already made if the flight in question has become pointless and, where appropriate, a return flight to the initial point of departure as soon as possible.

2. DENIED BOARDING

Denied boarding is the refusal from an air carrier to carry a passenger on a flight, although he/she has presented himself for boarding respecting the conditions indicated in the previous paragraph "Application", except when there are reasonable grounds to refuse carriage such as reasons of health, safety or security, or inadequate travel documentation.

When an operating air carrier reasonably expects to deny boarding on a flight, it shall first call for volunteers to surrender their reservations in exchange for benefits under conditions to be agreed between the passenger concerned and the operating air carrier. In addition, in the event of voluntary boarding denial, the airline shall offer either the full refund of the ticket within seven days or the rebooking, under comparable transport conditions, onto an alternative flight to his/her final destination at the earliest opportunity or at a later date at the passenger's convenience, subject to availability of seats.

In the event of denied boarding without the passenger's consent, the airline shall offer:

- a choice between the refund of the ticket within seven days and the rebooking, under comparable transport conditions, onto an alternative flight to their final destination at the earliest opportunity or at a later date at the passenger's convenience, subject to availability of seats;
- assistance as in case of delayed flight;
- immediate compensation as follows:
 - a) Eur 250 for all flight itineraries below 1500km;
 - b) Eur 400 for all flight itineraries within EU above 1500km and for all other itineraries between 1500km and 3500km;
 - c) Eur 600 for all extra European flight itineraries above 3500km.

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Compensation may be reduced by 50% when passenger is offered the chance to be rebooked onto an alternative flight whose arrival time does not exceed two (a), three (b) or four hours (c) compared to the arrival time of the originally booked flight.

Compensation will be paid in cash by bank transfer, paying money in or bank cheque or, upon agreement with the passenger, by travel vouchers and/or other services.

3. CANCELLATION OF THE FLIGHT

If a flight for which you have a confirmed booking is cancelled, you have the right to assistance, reimbursement or, as an alternative, re-accommodation. In certain cases, you also have the right to monetary compensation.

In accordance with the EU regulations, you do not have the right to monetary compensation if the flight is cancelled as a result of exceptional circumstances which, in any case, could not have been prevented even if all the necessary precautions has been taken e.g. bad weather, political instability, strikes, safety and security risks or unforeseeable safety and security shortcomings.

Furthermore, you have not the right to receive monetary compensation if you have been informed in advance about the cancellation and if:

- the cancellation has been notified at least 14 days before the departure;
- the cancellation been notified between 14 and 7 days before the departure and the new departure time
- is not more than 2 hours before the original departure time and the new arrival time is not more than 4 hours before the original arrival time.

The cancellation been notified less than 7 days before the original departure date and the new departure time is not more than one hour before the original departure, and the new arrival time is not more than 2 hours after the original arrival time.

The passenger has the right for protection:

- holds an air ticket (including those issued under a Frequent Flyer programme or other commercial programmes of airlines or tour operators);
- has a confirmed reservation for a flight operated by Lumwings. purchased at a fare available directly or indirectly to the public;
- presents itself for acceptance in the manner and at the time indicated in writing (including electronically) by the airline, the tour operator or an authorised travel agent or, in the absence of indications, no later than 45 minutes before the published departure time.
- Protection is also provided in the event that the airline or tour operator transfers the passenger from the flight booked to another flight, regardless of the reason.

Passengers are not entitled to protection provided by the Regulations:

- travelling free of charge or at a reduced fare not accessible, directly or indirectly, to the public (e.g. employees of airlines, travel agencies or tour operators);
- who are denied boarding for health or safety reasons or in the event of invalid travel documents;
- who has purchased an all-inclusive circuit that is cancelled for reasons other than flight cancellation

Forms of protection for flight cancellations

In case of flight cancellation the passenger has the right to choose between:

- reimbursement within 7 days of the ticket price for the part of the journey not made or for the part already made if the flight in question has become pointless, as well as, where appropriate, a return flight to the initial point of departure, as soon as possible, or, alternatively,
- re-routing, under comparable transport conditions, to their final destination at the earliest opportunity or at a later date at your convenience, subject to availability of seats.
- Assistance : meals and drinks in reasonable relation to the length of the waiting time; overnight accommodation, hotel accommodation and, if necessary, return transport between the airport and the place of accommodation; make two telephone calls or send two messages by telex, fax or e-mail.

Financial compensation calculated on the basis of the route (intra-Community or international) and the distance travelled, is due:

- a) Eur 250 for all flight itineraries below 1500km;
- b) Eur 400 for all flight itineraries within EU above 1500km and for all other itineraries between 1500km and 3500km;
- c) Eur 600 for all extra European flight itineraries above 3500km.

Compensation may be reduced by 50% when passenger is offered the chance to be rebooked onto an alternative flight whose arrival time does not exceed two (a), three (b) or four hours (c) compared to the arrival time of the originally booked flight.

Compensation will be paid in cash by bank transfer, paying money in or bank cheque or, upon agreement with the passenger, by travel vouchers and/or other services.

For our enquire, please fill the form: [Customer care | Lumiwings](#)