

Information to passengers concerning the EU Regulation 261/2004



Dear passenger

If your flight has been cancelled or is subject to a long delay, or you have been denied boarding on a flight for which you hold a valid reservation, you are entitled to certain rights in accordance with the EU Regulation 261/2004, which entered into force on 17.02.2005. Your airline is responsible for granting you these rights.

Scope

The Regulation applies:

- to passengers departing from an EU airport or departing from an airport outside the EU when carried by an EU carrier,
- only if you have a confirmed reservation on the flight concerned,
- only if you (except in case of cancellation) present yourself in time for check-in or, if no time is indicated, not later than 45 minutes before the published departure time,
- only if you travel on a ticket bought at fare available to the public.

In accordance with the EU Regulation you are **not entitled** to the rights listed hereafter, except for passenger care including hotel accommodation according to the regulation, if the incident is attributable to **extraordinary circumstances**, which could not have been avoided, even if all reasonable measures had been taken. Examples include bad weather conditions, political instability, security risks, unexpected flight safety shortcomings. These rights are also not granted if you have been denied boarding on reasonable grounds, such as reasons of health, general or operational security, or inadequate travel documentation.

Delay

In accordance with the EU Regulation a delay occurs when a flight is delayed beyond its scheduled departure time by 4 hours for flights of more than 3.500 km, by 3 hours for flights between 1.500 km and 3.500 km as well as intra-Community flights of more than 1.500 km, and by 2 hours for flights of up to 1.500 km.

When your flight is expected to have a long delay, passengers are entitled to receive **care** while waiting. This includes: meals and refreshments in a reasonable relation to the waiting time, if necessary hotel accommodation (including transfer from and to airport) and the possibility of making two short telephone calls, fax or e-mail messages. Care for passengers while waiting may be declined if the provision of the care would itself cause further delay.

In case of delay of more than 5 hours you are entitled to a **refund** of your ticket within seven days for the parts not used or for those parts already used if your flight no longer serves its purpose, and when relevant, a return flight to your first point of departure.

Please note that in case of a packaged tour the failure to appear for flight departure might cause substantial follow-up costs for you.

Please ask your tour-operator about the consequences of the cancellation of your travel contract before taking the decision to not show up for your flight.

Denied boarding

If in case of overbooking you are involuntarily denied boarding on a flight for which you hold a reservation, you are entitled to care and to a refund as laid out in the previous section on 'delay'.

In addition you are entitled to **re-routing**, under comparable conditions, to your final destination at the earliest opportunity.

Subject to availability of seats, you may instead choose re-routing to your final destination at a later date of your convenience, in which case you will have to bear yourself the cost of food, accommodation and transfer.

If you have been denied boarding against your will you are in addition entitled to a **compensation**. The form of payment (cash, cheque or transfer or with your agreement in form of vouchers) is at the discretion of the airline. The amount of the compensation depends on the distance of the scheduled flight or the alternative flight proposed to you. Compensations amount to:

- a) 250€ for flights up to 1.500 km,
- b) 400€ for flights between 1.500 km and 3.500 km and intra-Community flights of more than 1.500 km,
- c) 600€ for flights not falling under a) or b).

If you are offered an alternative flight, the scheduled arrival time of which does not exceed 2 hours in respect of flights up to 1.500 km, 3 hours in respect of flights between 1.500 km and 3.500 km as well as intra-Community flights of more than 1.500 km, and 4 hours in respect of all other flights, the above mentioned compensation amounts can be reduced by 50%, i.e. 125€, 200€ and 300€.

Cancellation

If your flight, for which you hold a valid reservation, has been cancelled, you are entitled to re-routing, care, refund and compensation as laid out here above.

You are not entitled to receive compensation if the flight cancellation is due to extraordinary circumstances, which could not have been avoided, even if all reasonable measures had been taken. Examples include bad weather conditions, political instability, security risks, unexpected flight safety shortcomings. Equally, there is no right to compensation when the passenger has been informed of the cancellation:

- at least 14 days before the scheduled time of departure
- between 14 and 7 days before the scheduled time of departure and the alternative flight departs no more than 2 hours before the originally scheduled time of departure and reaches final destination less than 4 hours after the scheduled time of arrival
- less than 7 days before scheduled time of departure and the alternative flight departs no more than 1 hour before the originally scheduled time of departure and reaches final destination less than 2 hours after the scheduled time of arrival.

Long Delay

According to the jurisprudence of the European Court of Justice, in the event of long delays of three hours or more, the passenger shall be entitled to compensation to the same effect than in case of flight cancellations (see above).

National Enforcement Bodies according to Regulation EC-261/2004

Member State	Organisation and Contact Details
AT	Agentur für Passagier- und Fahrgastrechte / Agency for Passenger Rights (apf) - Linke Wienzeile 4/1/6 - Austria – 1060 Wien Tel.: +43 1 505 07 07 740 – Website: www.apf.gv.at
BE	SPF Mobilité & Transport - Direction générale Transport aérien - Cellule Stratégique – Droits des passagers - City Atrium (6-ème étage – locker PAX) Rue du Progrès 56 - Belgique - 1210 BRUXELLES - Tel. : +32 2 277 44 00 (Tue and Thu from 9 :00 till 12 :00) – Email: passenger.rights@mobilit.fgov.be – Website: mobilit.belgium.be/en/aviation/passagiers/passengers-right
BG	Ministry of Transport, Information, Technologies and Communications - Directorate General, Civil Aviation Administration - 9, Dyakon Ignatii Str. - Bulgaria – 1000 Sofia, Tel.: +359 2 937 10 71 - Fax: +359 2 980 53 37 - Email: caa@caa.bg – Website: www.caa.bg
HR	Croatian Civil Aviation Agency - Ulica grada Vukovara 284 - Croatia – 10000 Zagreb Tel.: +385 1 2369 300 - Fax: +385 1 2369 301 - Email: passenger.rights@ccaa.hr – Website: www.ccaa.hr
CY	Department of Civil Aviation - 27 Pindarou Street ALPHA Business Centre - Cyprus – 1060 Nicosia Tel.: +357 22 404 119 - Fax: +357 22 766552 - Email: passengerrights@dca.mcw.gov.cy – Website: www.mcw.gov.cy
CZ	Civil Aviation Authority - Airport Ruzyně - Czech Republic – 160 08 Praha 6 Tel.: +420 225 422 726 - Fax: +420 220 561 823 - Email: caa@caa.cz – Website: www.caa.cz
DK	Danish Civil Aviation and Railway Authority – Carsten Niebuhrs Gade 43 - DK – 1577 Copenhagen V – Tel.: +45 7221 8800 - Fax: +45 7262 6790 - Email: info@tbst.dk – Website: www.en.flypassager.dk
EE	Consumer Protection and Technical Regulatory Authority – Endla 10a - Estonia – 10142 Tallinn Tel.: +372 667 2000 - Fax: +372 667 2001 - Email: info@ttja.ee – Website: www.ttja.ee
FI	Complaints from private consumers: Consumer Disputes Board - P.O. Box 306 - Finland - 00531 Helsinki - Tel. : +358 29 56 65200 - Fax: +358 29 56 65249 - Email: krii@oikeus.fi – Website: www.kuluttajariita.fi
FR	Direction générale de l'aviation civile (DGAC) - Direction du transport aérien - Mission du Droit des passagers - Bureau des passagers aériens 50, rue Henry Farman – France -75720 PARIS CEDEX 15 - Tel: +33 1 58 09 43 21 - Website: www.ecologie.gouv.fr
DE	Luftfahrt-Bundesamt (LBA) – Nationale Beschwerde- und Durchsetzungsstelle Fluggastrechte - Deutschland-38144 BRAUNSCHWEIG_ Tel. : +49 531 2355-115 - Fax : +49 531 2355 1197 - Email: fluggastrechte@lba.de , Website: www.lba.de
EL	Hellenic Civil Aviation Authority – Economic Oversight Division – Passenger Rights and Air Carriers Operating Licensing Section – Athens International Airport – Building 46 – PO 19019 Spata, Attica - Tel. : +30 210 3541400 - Email: apr@hcaa.gov.gr – Website: https://hcaa.gov.gr
HU	Enforcement: Ministry of Technology and Industry – CAA of Hungary – Hungary -1011 Budapest, Fő utca 44-50 – Postal Address: Hungary -1440 Budapest, Pf. 1. Tel.: +36 1 273 5503 - Email: aviation.risk@tim.gov.hu Passenger complaints: Government Office of the Capital City Budapest- Consumer Protection Department – Address: Hungary - 1051 Budapest, Sas utca 19 – Tel.: +36 1 4502598 – Email: fogyved_kmf_budapest@bfkh.gov.hu – website: www.kormanyhivatal.hu .
IE	Irish Aviation Authority - The Times Building - 11-12 D'Olier Street – Ireland - Dublin 2, D02 T449, Tel. : +353-(0) 1-6031100 - Email: apr@iaa.ie - Website : www.iaa.ie
IT	Ente Nazionale per l'Aviazione Civile - Viale del Castro Pretorio, 118 - Italy - 00185 ROME – For NEBs and other official institutions: Email: cartadiritti@enac.gov.it – for passengers: Information on the complaint procedure: https://www.enac.gov.it
LV	Consumer Rights Protection Centre (CRPC) - Brīvības street 55 - Latvia – 1010 Riga Tel.: +371 67388624 - Fax: +371 67388634 - Email: pasts@ptac.gov.lv – Website: www.ptac.gov.lv
LT	Lithuanian Transport Safety Administration (LTSA) Svitrigailos str. 42 LT-03209 Vilnius Tel. : +370 5 278 5601 - Fax : +370 5 213 2270 – Email: ltsa@ltsa.lrv.lt – Website: https://ltsa.lrv.lt
LU	Ministère de la Protection des consommateurs 271 - route d'Arlon - L-1150 Luxembourg - Adresse postale : B.P 119 L-2011 Luxembourg - Tel.: +352 247-73700 - Email: passagers@mpc.etat.lu – Website: https://guichet.public.lu
ML	Malta Competition and Consumer Affairs Authority - Mizzi House, National Road - Blata I-Bajda, Hamrun HMR 9010, Malta Tel.: +356 2395 2000 - Fax: +356 2124 2406 - Email: airpassengerrights@mccaa.org.mt – Website: https://mccaa.org.mt
NL	Inspectie Leefomgeving en Transport – Human Environment and Transport Inspectorate, Postbus 16191, NL – 2500 BD Den Haag. Tel.: +31 884 890 000, www.ILenT.nl , English : https://english.ilent.nl/themes/a/air-passenger-rights/passengers
PL	Enforcement: The President of the Civil Aviation Authority - Commission on Passengers' Rights - ul. Marcina Flisa 2 - PL - 02-247 WARSZAWA - Tel.: +48 (22) 520 74 84 - E-mail: kopp@ulc.gov.pl – Website: https://ulc.gov.pl Passenger complaints: The Passengers' Rights Ombudsman - ul. Marcina Flisa 2 - PL – 02-247 WARSZAWA - E-mail: pasazerlotniczy@ulc.gov.pl – Website: https://pasazerlotniczy.ulc.gov.pl
PT	Autoridade Nacional de Aviação Civil (ANAC) - Rua B, Edifícios 4, 5 e 6 - Aeroporto Humberto Delgado - Portugal - 1749-034 LISBOA Tel. : +351 (21) 842-2226 - Fax : +351 (21) 847-3585 - Email: consumidor@anac.pt – website: https://www.anac.pt
RO	National Authority for Consumer Protection - 72, Blvd Aviatorilor - Romania – 011865, Sector 1, BUCHAREST Tel.: +4021 219 551 - Fax: +4021 314 3462, Email: passengerrights@anpc.ro – Website: www.anpc.ro
SK	Slovenská obchodná inspekcia - (Slovak Trade Inspectorate) Ústredný inspektorát (Central Inspectorate) - Bajkalská 21/A, P.O.BOX 29 SK -827 99 BRATISLAVA 27 - Tel.: +421 2 58 272 160 +421 2 58 272 140 - Fax: +421 2 53414 996 - Email: oos@soi.sk – Website: www.soi.sk
SI	Civil Aviation Agency – Kotnikova 19A – Republic of Slovenia – 1000 Ljubljana Tel.: +386 (0) 1 266 66 00 - Fax: +386 (0) 1 266 66 99 - Email: info@caa.si – Website: www.caa.si
ES	Agencia Estatal de Seguridad Aérea (AESA) - División de Derechos de los Pasajeros – Paseo de la Castellana 112 - Spain - 28046 MADRID - Tel. : +34 91 396 82 10 - Email: sau.aesa@seguridadaerea.es (NB: for information requests only; for claims use the complaint form) – Website: www.seguridadaerea.gob.es – online complaint form: https://sede.seguridadaerea.gob.es
SE	The Swedish Consumer Agency (Konsumentverket) - Street address: Tage Erlander gatan 8A, Karlstad - Postal address: Box 48 _ SE - 651 02 KARLSTAD- Tel.: +46 (0)771 42 33 00 - Fax: +46 (0) 54 19 41 95 - Email: konsumentverket@konsumentverket.se – Websites: www.hallakonsument.se (Swedish, English, Finnish, Croatian, Polish, Spanish) and www.konsumentverket.se

Country	EEA countries applying Regulation (EC) No 261/2004
IS	Icelandic Transport Authority - Samgöngustofa - Ármúla 2 - 108 Reykjavík – Iceland - Tel.: +354 480 6000 – Email: consumers@icetra.is – Website: https://island.is
NO	Passenger complaints: Norsk ReiselivsForum – Transportklagenemnda (Dispute Resolution Board) – Øvre Slottsgate 18-20 – Norway – 0157 Oslo Tel.: +47 22 54 60 00, Email: post@reiselivsforum.no – Website : www.reiselivsforum.no
Countries applying legal provisions equivalent to Regulation (EC) No 261/2004	
CH	Federal Office of Civil Aviation FOCA – Passenger rights – Switzerland – 3003 Berne Tel.: +41 58 465 95 96 – Email: passengerrights@bazl.admin.ch – online forms for passengers: http://www.bazl.admin.ch/pax-onlineformular (German)

Source: <https://transport.ec.europa.eu>

TUIfly GmbH / Flughafenstraße 10 / D – 30855 Langenhagen
Kundendienst/Beschwerdemanagement – Customer Service / Complaint Management:
TUIfly GmbH c/o Customer Services – Complaints Management TUI fly / Karl-Wiechert-Allee 23 / D – 30625 Hannover
<https://claims.tuifly.com> / Tel. +49 (0) 421 – 5250 579

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