

Booklet of airline passenger rights

Right to information

Whenever there is a change in the flight originally purchased (delays, cancellation or denied boarding), the company should inform the passenger about the reasons and the estimated departure time, if requested in writing.

Material assistance

More than 1 hour

- Communication facilities (internet/phone call).

More than 2 hours

- Supply adequate and proportional to the time waiting until boarding (voucher, snacks, drinks etc.).

More than 4 hours

- Accommodation in a suitable place (inner space of the airport or in the external area with satisfactory conditions to wait for rearrangement) or lodging (when necessary) and transfer to some place for accommodation.
- In case of overnight or prolonged wait, the passenger has the right to an hotel accommodation.
- If passengers are in their place of residence, they have the right to ground transport.

Flight delay

More than 4 hours

- 1 Rearrangement on another flight of the same company at the earliest opportunity, subject to availability of seats.
- 2 Reschedule flight to date and time of the passenger's convenience.
- 3 Full refund of the amount paid, including airport departure taxes.

When at the airport stopover or connecting flight, beyond the items 1 and 2 above described the passenger has also the right to:

- Receive full refund of the amount paid and return to the originating airport.
- Remain in the locality where the interruption/denied boarding occurred and receive reimbursement section not flown, observed the fare rules established in the air transport contract (without contractual fine).
- Rearrangement in flight from another company to the same destination, subject to availability of seats.
- Finish the trip by another mode of transport (bus, shuttle, taxi etc.).

Flight cancellation

- 1 Rearrangement on another flight of the same company, in the first opportunity, subject to availability of seats.
- 2 Rearrangement in flight from another company to the same destination, subject to availability of seats.
- 3 Reschedule flight to date and time of the passenger's convenience.
- 4 Full refund of the amount paid, including airport departure taxes.

Flight interruption

Cancellation when at the airport stopover or in a connecting flight, beyond the items 1, 2 and 3 above described the passenger has also the right to:

- Receive full refund of the amount paid and return to the originating airport.
- Remain in the locality where the interruption/denied boarding occurred and receive reimbursement section not flown, observed the fare rules established in the air transport contract (without contractual fine).
- Finish the trip by another mode of transport (bus, shuttle, taxi etc.).

Denied boarding

- 1 The company may offer compensation in cash, extra air tickets, frequent flyer miles, daily rates etc.
- 2 Rearrangement on another flight of the same company at the earliest opportunity, subject to availability of seats.
- 3 Rearrangement in flight from another company to the same destination, subject to availability of seats.
- 4 Reschedule flight to date and time of the passenger's convenience.
- 5 Full refund of the amount paid, including airport departure taxes.
- 6 Finish the trip by another mode of transport (bus, shuttle, taxi etc.).

When at the airport stopover or connecting flight, beyond the items 2, 3, 4 and 6 above described, the passenger has also the right to:

- Receive full refund of the amount paid and return to the originating airport.
- Remain in the locality where the interruption/denied boarding occurred and receive reimbursement section not flown, observed the fare rules established in the air transport contract (without contractual fine).