

**From:** [Aviation Customer Rights](#)  
**To:** [aviationconsumer](#)  
**Subject:** FW: Draft Aviation Customer Rights Charter - Consultation Paper [SEC=OFFICIAL]  
**Date:** Tuesday, 9 September 2025 10:40:51 AM  
**Attachments:** [Air passenger rights - Your Europe - Delayed Arrival at Destination.pdf](#)  
[REGULATION \(EC\) No 261/2004 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL.pdf](#)

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OFFICIAL

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**From:** [REDACTED]  
**Sent:** Monday, 8 September 2025 3:46 PM  
**To:** Aviation Customer Rights  
**Subject:** Draft Aviation Customer Rights Charter - Consultation Paper  
You don't often get email from [REDACTED] [Learn why this is important](#)

Dear Sir or Madam,

I have looked closely at the consultation paper provided on your internet site.

As a first impression, it is a typically Australian approach to a problem which pervades the airline industry in Australia and overseas. As such it is full of good intentions, fine sounding words, and vague remedies for affected customers. However, when push comes to shove, it is fairly useless in terms of having well defined remedies or penalties for an airline which may be subject to the provisions of the Charter.

I compare this approach to that of the European Union. I have attached two documents:

1. REGULATION (EC) No 261/2004 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 11 February 2004, which is the definitive document setting our passenger rights to compensation in the case of delayed or cancelled flights, and
2. a snapshot document taken from the EU website, dealing with delays in arrival at destination.

I have had experience in travelling over the past thirty years, travelling frequently between Australia and Europe, Australia and the Americas, intra-Europe and intra-Asia travel. In my experience, airlines operating out of and into Australia, and intra-Australia, have done little if anything to provide proper and full compensation to passengers on delayed or cancelled flights: they do the bare minimum, and if possible, nothing.

By way of contrast, I have had experience in suffering lengthy delays on intra-Europe travel, such that on one occasion I was afforded the maximum level of compensation of 480 Euros plus meals, accommodation, transport and re-booked flights. In comparison, lengthy delays within Australia are met with nothing: if departing from my home city of [REDACTED], it is simply a case re-booking where possible and suffer the consequences: no meals, no accommodation, no transport and no monetary compensation for inconvenience or missed functions. This must

change. However, the wording of the draft Charter as it is, being uniquely Australian, does nothing to stipulate monetary penalties and compensation which would otherwise apply if within the European Union. Just think about it: how do you compensate a traveller for a missed wedding, where a new outfit has been bought and accommodation prepaid at destination? And how do you compensate someone for the emotional trauma of missing a funeral at destination due to airline incompetence?

I have been caused delays on my international flights operating from Australia to Europe and to the United States of America. Such delays have meant that my itinerary for travel either intra-Europe or intra-Americas have had to be rescheduled at my own expense, with the need to book accommodation on less travelled routes (for example some years ago, travelling from Sydney to Los Angeles with Qantas, the flight arrived three hours late. This meant that my flight booked with United Airlines to travel from Los Angeles to Mexico City was missed, despite me allowing a 4 hour transfer window in my itinerary, and I had to spend a night at a hotel in LA, purchase meals, and re-book on the next available flight the next day; all at my own expense. Qantas's attitude was that it was simply not their problem). This needs to be rectified. Specific provisions are made in the EU rules for delayed arrivals, and such provision needs to be made here in Australia.

In relation to baggage, some years back I had returned from an overseas trip, with a break in Darwin. From Darwin I took a flight with Qantas to Brisbane, but my bag was not delivered. Having returned from a lengthy overseas trip, all of my personal clothing at the time was contained in my baggage (apart from some surplus clothing at that time placed in long term storage in Canberra). It took Qantas some 11 days to locate my bag and return it to me. I claimed for the purchase of necessary items (underwear, toiletries, spare shirt and trousers) and was met with a barrage of resistance. It was only when I threatened legal action against Qantas that they finally capitulated and paid me some modicum of compensation to see me through. This approach is entirely unacceptable. I compare this with a recent flight taken from Zurich to London, where a zip was undone on my checked bag, and small items were missing. British Airways paid for the missing items on demand. Australian airlines need to do much better. I have experienced changes in airline flights such that some itinerary changes at my destination were not known, as they occurred whilst I was mid-flight. The plea from the airline upon arrival at my intermediate destination was that text messages had been sent to me to advise changes: no text messages were accessible during flight, and even so such would not of been of use, thus I was left stranded with no recourse to the airline which had changed flights without advising me in advance.

I have provided but a few examples of my own based on my personal experience. There are many more. Frankly, Australian airlines, and airlines operating into and out of Australia have treated Australia more or less as the 'wild west': A 'take it or leave it' attitude pervades the airline industry operating in Australia. As I had written on one occasion to the Editor of The Canberra Times, nothing will focus the minds of Airline executives in Australia more than the prospect of monetary penalties and compensation for their failure to deliver proper timely service. I fear that the Charter as currently drafted will do little to bring about the improvements and proper levels of service and compensation which should be afforded to all Australian travellers as is the case in the European Union. We have much to learn.

Yours sincerely,

**P.J.**





## I

(Acts whose publication is obligatory)

**REGULATION (EC) No 261/2004 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL  
of 11 February 2004  
establishing common rules on compensation and assistance to passengers in the event of denied  
boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91  
(Text with EEA relevance)**

THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION,

Having regard to the Treaty establishing the European Community, and in particular Article 80(2) thereof,

Having regard to the proposal from the Commission <sup>(1)</sup>,

Having regard to the opinion of the European Economic and Social Committee <sup>(2)</sup>,

After consulting the Committee of the Regions,

Acting in accordance with the procedure laid down in Article 251 of the Treaty <sup>(3)</sup>, in the light of the joint text approved by the Conciliation Committee on 1 December 2003,

Whereas:

(1) Action by the Community in the field of air transport should aim, among other things, at ensuring a high level of protection for passengers. Moreover, full account should be taken of the requirements of consumer protection in general.

(2) Denied boarding and cancellation or long delay of flights cause serious trouble and inconvenience to passengers.

(3) While Council Regulation (EEC) No 295/91 of 4 February 1991 establishing common rules for a denied boarding compensation system in scheduled air transport <sup>(4)</sup> created basic protection for passengers, the number of passengers denied boarding against their will remains too high, as does that affected by cancellations without prior warning and that affected by long delays.

(4) The Community should therefore raise the standards of protection set by that Regulation both to strengthen the rights of passengers and to ensure that air carriers operate under harmonised conditions in a liberalised market.

(5) Since the distinction between scheduled and non-scheduled air services is weakening, such protection should apply to passengers not only on scheduled but also on non-scheduled flights, including those forming part of package tours.

(6) The protection accorded to passengers departing from an airport located in a Member State should be extended to those leaving an airport located in a third country for one situated in a Member State, when a Community carrier operates the flight.

(7) In order to ensure the effective application of this Regulation, the obligations that it creates should rest with the operating air carrier who performs or intends to perform a flight, whether with owned aircraft, under dry or wet lease, or on any other basis.

(8) This Regulation should not restrict the rights of the operating air carrier to seek compensation from any person, including third parties, in accordance with the law applicable.

(9) The number of passengers denied boarding against their will should be reduced by requiring air carriers to call for volunteers to surrender their reservations, in exchange for benefits, instead of denying passengers boarding, and by fully compensating those finally denied boarding.

<sup>(1)</sup> OJ C 103 E, 30.4.2002, p. 225 and OJ C 71 E, 25.3.2003, p. 188.

<sup>(2)</sup> OJ C 241, 7.10.2002, p. 29.

<sup>(3)</sup> Opinion of the European Parliament of 24 October 2002 (OJ C 300 E, 11.12.2003, p. 443), Council Common Position of 18 March 2003 (OJ C 125 E, 27.5.2003, p. 63) and Position of the European Parliament of 3 July 2003. Legislative Resolution of the European Parliament of 18 December 2003 and Council Decision of 26 January 2004.

<sup>(4)</sup> OJ L 36, 8.2.1991, p. 5.

- (10) Passengers denied boarding against their will should be able either to cancel their flights, with reimbursement of their tickets, or to continue them under satisfactory conditions, and should be adequately cared for while awaiting a later flight.
- (11) Volunteers should also be able to cancel their flights, with reimbursement of their tickets, or continue them under satisfactory conditions, since they face difficulties of travel similar to those experienced by passengers denied boarding against their will.
- (12) The trouble and inconvenience to passengers caused by cancellation of flights should also be reduced. This should be achieved by inducing carriers to inform passengers of cancellations before the scheduled time of departure and in addition to offer them reasonable re-routing, so that the passengers can make other arrangements. Air carriers should compensate passengers if they fail to do this, except when the cancellation occurs in extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.
- (13) Passengers whose flights are cancelled should be able either to obtain reimbursement of their tickets or to obtain re-routing under satisfactory conditions, and should be adequately cared for while awaiting a later flight.
- (14) As under the Montreal Convention, obligations on operating air carriers should be limited or excluded in cases where an event has been caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken. Such circumstances may, in particular, occur in cases of political instability, meteorological conditions incompatible with the operation of the flight concerned, security risks, unexpected flight safety shortcomings and strikes that affect the operation of an operating air carrier.
- (15) Extraordinary circumstances should be deemed to exist where the impact of an air traffic management decision in relation to a particular aircraft on a particular day gives rise to a long delay, an overnight delay, or the cancellation of one or more flights by that aircraft, even though all reasonable measures had been taken by the air carrier concerned to avoid the delays or cancellations.
- (16) In cases where a package tour is cancelled for reasons other than the flight being cancelled, this Regulation should not apply.
- (17) Passengers whose flights are delayed for a specified time should be adequately cared for and should be able to cancel their flights with reimbursement of their tickets or to continue them under satisfactory conditions.
- (18) Care for passengers awaiting an alternative or a delayed flight may be limited or declined if the provision of the care would itself cause further delay.
- (19) Operating air carriers should meet the special needs of persons with reduced mobility and any persons accompanying them.
- (20) Passengers should be fully informed of their rights in the event of denied boarding and of cancellation or long delay of flights, so that they can effectively exercise their rights.
- (21) Member States should lay down rules on sanctions applicable to infringements of the provisions of this Regulation and ensure that these sanctions are applied. The sanctions should be effective, proportionate and dissuasive.
- (22) Member States should ensure and supervise general compliance by their air carriers with this Regulation and designate an appropriate body to carry out such enforcement tasks. The supervision should not affect the rights of passengers and air carriers to seek legal redress from courts under procedures of national law.
- (23) The Commission should analyse the application of this Regulation and should assess in particular the opportunity of extending its scope to all passengers having a contract with a tour operator or with a Community carrier, when departing from a third country airport to an airport in a Member State.
- (24) Arrangements for greater cooperation over the use of Gibraltar airport were agreed in London on 2 December 1987 by the Kingdom of Spain and the United Kingdom in a joint declaration by the Ministers of Foreign Affairs of the two countries. Such arrangements have yet to enter into operation.
- (25) Regulation (EEC) No 295/91 should accordingly be repealed,

HAVE ADOPTED THIS REGULATION:

#### *Article 1*

#### **Subject**

1. This Regulation establishes, under the conditions specified herein, minimum rights for passengers when:

- (a) they are denied boarding against their will;
- (b) their flight is cancelled;
- (c) their flight is delayed.

2. Application of this Regulation to Gibraltar airport is understood to be without prejudice to the respective legal positions of the Kingdom of Spain and the United Kingdom with regard to the dispute over sovereignty over the territory in which the airport is situated.

3. Application of this Regulation to Gibraltar airport shall be suspended until the arrangements in the Joint Declaration made by the Foreign Ministers of the Kingdom of Spain and the United Kingdom on 2 December 1987 enter into operation. The Governments of Spain and the United Kingdom will inform the Council of such date of entry into operation.

## Article 2

### Definitions

For the purposes of this Regulation:

- (a) 'air carrier' means an air transport undertaking with a valid operating licence;
- (b) 'operating air carrier' means an air carrier that performs or intends to perform a flight under a contract with a passenger or on behalf of another person, legal or natural, having a contract with that passenger;
- (c) 'Community carrier' means an air carrier with a valid operating licence granted by a Member State in accordance with the provisions of Council Regulation (EEC) No 2407/92 of 23 July 1992 on licensing of air carriers <sup>(1)</sup>;
- (d) 'tour operator' means, with the exception of an air carrier, an organiser within the meaning of Article 2, point 2, of Council Directive 90/314/EEC of 13 June 1990 on package travel, package holidays and package tours <sup>(2)</sup>;
- (e) 'package' means those services defined in Article 2, point 1, of Directive 90/314/EEC;
- (f) 'ticket' means a valid document giving entitlement to transport, or something equivalent in paperless form, including electronic form, issued or authorised by the air carrier or its authorised agent;
- (g) 'reservation' means the fact that the passenger has a ticket, or other proof, which indicates that the reservation has been accepted and registered by the air carrier or tour operator;
- (h) 'final destination' means the destination on the ticket presented at the check-in counter or, in the case of directly connecting flights, the destination of the last flight; alternative connecting flights available shall not be taken into account if the original planned arrival time is respected;
- (i) 'person with reduced mobility' means any person whose mobility is reduced when using transport because of any physical disability (sensory or locomotory, permanent or temporary), intellectual impairment, age or any other cause

of disability, and whose situation needs special attention and adaptation to the person's needs of the services made available to all passengers;

- (j) 'denied boarding' means a refusal to carry passengers on a flight, although they have presented themselves for boarding under the conditions laid down in Article 3(2), except where there are reasonable grounds to deny them boarding, such as reasons of health, safety or security, or inadequate travel documentation;
- (k) 'volunteer' means a person who has presented himself for boarding under the conditions laid down in Article 3(2) and responds positively to the air carrier's call for passengers prepared to surrender their reservation in exchange for benefits.
- (l) 'cancellation' means the non-operation of a flight which was previously planned and on which at least one place was reserved.

## Article 3

### Scope

1. This Regulation shall apply:
  - (a) to passengers departing from an airport located in the territory of a Member State to which the Treaty applies;
  - (b) to passengers departing from an airport located in a third country to an airport situated in the territory of a Member State to which the Treaty applies, unless they received benefits or compensation and were given assistance in that third country, if the operating air carrier of the flight concerned is a Community carrier.
2. Paragraph 1 shall apply on the condition that passengers:
  - (a) have a confirmed reservation on the flight concerned and, except in the case of cancellation referred to in Article 5, present themselves for check-in,
    - as stipulated and at the time indicated in advance and in writing (including by electronic means) by the air carrier, the tour operator or an authorised travel agent,
    - or, if no time is indicated,
    - not later than 45 minutes before the published departure time; or
  - (b) have been transferred by an air carrier or tour operator from the flight for which they held a reservation to another flight, irrespective of the reason.
3. This Regulation shall not apply to passengers travelling free of charge or at a reduced fare not available directly or indirectly to the public. However, it shall apply to passengers having tickets issued under a frequent flyer programme or other commercial programme by an air carrier or tour operator.

<sup>(1)</sup> OJ L 240, 24.8.1992, p. 1.

<sup>(2)</sup> OJ L 158, 23.6.1990, p. 59.

4. This Regulation shall only apply to passengers transported by motorised fixed wing aircraft.

5. This Regulation shall apply to any operating air carrier providing transport to passengers covered by paragraphs 1 and 2. Where an operating air carrier which has no contract with the passenger performs obligations under this Regulation, it shall be regarded as doing so on behalf of the person having a contract with that passenger.

6. This Regulation shall not affect the rights of passengers under Directive 90/314/EEC. This Regulation shall not apply in cases where a package tour is cancelled for reasons other than cancellation of the flight.

#### Article 4

##### Denied boarding

1. 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. Volunteers shall be assisted in accordance with Article 8, such assistance being additional to the benefits mentioned in this paragraph.

2. If an insufficient number of volunteers comes forward to allow the remaining passengers with reservations to board the flight, the operating air carrier may then deny boarding to passengers against their will.

3. If boarding is denied to passengers against their will, the operating air carrier shall immediately compensate them in accordance with Article 7 and assist them in accordance with Articles 8 and 9.

#### Article 5

##### Cancellation

1. In case of cancellation of a flight, the passengers concerned shall:

- (a) be offered assistance by the operating air carrier in accordance with Article 8; and
- (b) be offered assistance by the operating air carrier in accordance with Article 9(1)(a) and 9(2), as well as, in event of re-routing when the reasonably expected time of departure of the new flight is at least the day after the departure as it was planned for the cancelled flight, the assistance specified in Article 9(1)(b) and 9(1)(c); and
- (c) have the right to compensation by the operating air carrier in accordance with Article 7, unless:
  - (i) they are informed of the cancellation at least two weeks before the scheduled time of departure; or

- (ii) they are informed of the cancellation between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than two hours before the scheduled time of departure and to reach their final destination less than four hours after the scheduled time of arrival; or

- (iii) they are informed of the cancellation less than seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than one hour before the scheduled time of departure and to reach their final destination less than two hours after the scheduled time of arrival.

2. When passengers are informed of the cancellation, an explanation shall be given concerning possible alternative transport.

3. An operating air carrier shall not be obliged to pay compensation in accordance with Article 7, if it can prove that the cancellation is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.

4. The burden of proof concerning the questions as to whether and when the passenger has been informed of the cancellation of the flight shall rest with the operating air carrier.

#### Article 6

##### Delay

1. When an operating air carrier reasonably expects a flight to be delayed beyond its scheduled time of departure:

- (a) for two hours or more in the case of flights of 1 500 kilometres or less; or
- (b) for three hours or more in the case of all intra-Community flights of more than 1 500 kilometres and of all other flights between 1 500 and 3 500 kilometres; or

- (c) for four hours or more in the case of all flights not falling under (a) or (b),

passengers shall be offered by the operating air carrier:

- (i) the assistance specified in Article 9(1)(a) and 9(2); and
- (ii) when the reasonably expected time of departure is at least the day after the time of departure previously announced, the assistance specified in Article 9(1)(b) and 9(1)(c); and
- (iii) when the delay is at least five hours, the assistance specified in Article 8(1)(a).

2. In any event, the assistance shall be offered within the time limits set out above with respect to each distance bracket.

*Article 7***Right to compensation**

1. Where reference is made to this Article, passengers shall receive compensation amounting to:

- (a) EUR 250 for all flights of 1 500 kilometres or less;
- (b) EUR 400 for all intra-Community flights of more than 1 500 kilometres, and for all other flights between 1 500 and 3 500 kilometres;
- (c) EUR 600 for all flights not falling under (a) or (b).

In determining the distance, the basis shall be the last destination at which the denial of boarding or cancellation will delay the passenger's arrival after the scheduled time.

2. When passengers are offered re-routing to their final destination on an alternative flight pursuant to Article 8, the arrival time of which does not exceed the scheduled arrival time of the flight originally booked

- (a) by two hours, in respect of all flights of 1 500 kilometres or less; or
- (b) by three hours, in respect of all intra-Community flights of more than 1 500 kilometres and for all other flights between 1 500 and 3 500 kilometres; or
- (c) by four hours, in respect of all flights not falling under (a) or (b),

the operating air carrier may reduce the compensation provided for in paragraph 1 by 50 %.

3. The compensation referred to in paragraph 1 shall be paid in cash, by electronic bank transfer, bank orders or bank cheques or, with the signed agreement of the passenger, in travel vouchers and/or other services.

4. The distances given in paragraphs 1 and 2 shall be measured by the great circle route method.

*Article 8***Right to reimbursement or re-routing**

1. Where reference is made to this Article, passengers shall be offered the choice between:

- (a) — reimbursement within seven days, by the means provided for in Article 7(3), of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to the passenger's original travel plan, together with, when relevant,
  - a return flight to the first point of departure, at the earliest opportunity;
- (b) re-routing, under comparable transport conditions, to their final destination at the earliest opportunity; or

(c) re-routing, under comparable transport conditions, to their final destination at a later date at the passenger's convenience, subject to availability of seats.

2. Paragraph 1(a) shall also apply to passengers whose flights form part of a package, except for the right to reimbursement where such right arises under Directive 90/314/EEC.

3. When, in the case where a town, city or region is served by several airports, an operating air carrier offers a passenger a flight to an airport alternative to that for which the booking was made, the operating air carrier shall bear the cost of transferring the passenger from that alternative airport either to that for which the booking was made, or to another close-by destination agreed with the passenger.

*Article 9***Right to care**

1. Where reference is made to this Article, passengers shall be offered free of charge:

- (a) meals and refreshments in a reasonable relation to the waiting time;
- (b) hotel accommodation in cases
  - where a stay of one or more nights becomes necessary, or
  - where a stay additional to that intended by the passenger becomes necessary;
- (c) transport between the airport and place of accommodation (hotel or other).

2. In addition, passengers shall be offered free of charge two telephone calls, telex or fax messages, or e-mails.

3. In applying this Article, the operating air carrier shall pay particular attention to the needs of persons with reduced mobility and any persons accompanying them, as well as to the needs of unaccompanied children.

*Article 10***Upgrading and downgrading**

1. If an operating air carrier places a passenger in a class higher than that for which the ticket was purchased, it may not request any supplementary payment.

2. If an operating air carrier places a passenger in a class lower than that for which the ticket was purchased, it shall within seven days, by the means provided for in Article 7(3), reimburse

- (a) 30 % of the price of the ticket for all flights of 1 500 kilometres or less, or

- (b) 50 % of the price of the ticket for all intra-Community flights of more than 1 500 kilometres, except flights between the European territory of the Member States and the French overseas departments, and for all other flights between 1 500 and 3 500 kilometres, or
- (c) 75 % of the price of the ticket for all flights not falling under (a) or (b), including flights between the European territory of the Member States and the French overseas departments.

#### Article 11

##### Persons with reduced mobility or special needs

1. Operating air carriers shall give priority to carrying persons with reduced mobility and any persons or certified service dogs accompanying them, as well as unaccompanied children.
2. In cases of denied boarding, cancellation and delays of any length, persons with reduced mobility and any persons accompanying them, as well as unaccompanied children, shall have the right to care in accordance with Article 9 as soon as possible.

#### Article 12

##### Further compensation

1. This Regulation shall apply without prejudice to a passenger's rights to further compensation. The compensation granted under this Regulation may be deducted from such compensation.
2. Without prejudice to relevant principles and rules of national law, including case-law, paragraph 1 shall not apply to passengers who have voluntarily surrendered a reservation under Article 4(1).

#### Article 13

##### Right of redress

In cases where an operating air carrier pays compensation or meets the other obligations incumbent on it under this Regulation, no provision of this Regulation may be interpreted as restricting its right to seek compensation from any person, including third parties, in accordance with the law applicable. In particular, this Regulation shall in no way restrict the operating air carrier's right to seek reimbursement from a tour operator or another person with whom the operating air carrier has a contract. Similarly, no provision of this Regulation may be interpreted as restricting the right of a tour operator or a third party, other than a passenger, with whom an operating air carrier has a contract, to seek reimbursement or compensation from the operating air carrier in accordance with applicable relevant laws.

#### Article 14

##### Obligation to inform passengers of their rights

1. The operating air carrier shall ensure that at check-in a clearly legible notice containing the following text is displayed in a manner clearly visible to passengers: 'If you are denied boarding or if your flight is cancelled or delayed for at least two hours, ask at the check-in counter or boarding gate for the text stating your rights, particularly with regard to compensation and assistance'.
2. An operating air carrier denying boarding or cancelling a flight shall provide each passenger affected with a written notice setting out the rules for compensation and assistance in line with this Regulation. It shall also provide each passenger affected by a delay of at least two hours with an equivalent notice. The contact details of the national designated body referred to in Article 16 shall also be given to the passenger in written form.
3. In respect of blind and visually impaired persons, the provisions of this Article shall be applied using appropriate alternative means.

#### Article 15

##### Exclusion of waiver

1. Obligations vis-à-vis passengers pursuant to this Regulation may not be limited or waived, notably by a derogation or restrictive clause in the contract of carriage.
2. If, nevertheless, such a derogation or restrictive clause is applied in respect of a passenger, or if the passenger is not correctly informed of his rights and for that reason has accepted compensation which is inferior to that provided for in this Regulation, the passenger shall still be entitled to take the necessary proceedings before the competent courts or bodies in order to obtain additional compensation.

#### Article 16

##### Infringements

1. Each Member State shall designate a body responsible for the enforcement of this Regulation as regards flights from airports situated on its territory and flights from a third country to such airports. Where appropriate, this body shall take the measures necessary to ensure that the rights of passengers are respected. The Member States shall inform the Commission of the body that has been designated in accordance with this paragraph.

2. Without prejudice to Article 12, each passenger may complain to any body designated under paragraph 1, or to any other competent body designated by a Member State, about an alleged infringement of this Regulation at any airport situated on the territory of a Member State or concerning any flight from a third country to an airport situated on that territory.

3. The sanctions laid down by Member States for infringements of this Regulation shall be effective, proportionate and dissuasive.

#### *Article 17*

##### **Report**

The Commission shall report to the European Parliament and the Council by 1 January 2007 on the operation and the results of this Regulation, in particular regarding:

- the incidence of denied boarding and of cancellation of flights,
- the possible extension of the scope of this Regulation to passengers having a contract with a Community carrier or holding a flight reservation which forms part of a 'package

tour' to which Directive 90/314/EEC applies and who depart from a third-country airport to an airport in a Member State, on flights not operated by Community air carriers,

- the possible revision of the amounts of compensation referred to in Article 7(1).

The report shall be accompanied where necessary by legislative proposals.

#### *Article 18*

##### **Repeal**

Regulation (EEC) No 295/91 shall be repealed.

#### *Article 19*

##### **Entry into force**

This Regulation shall enter into force on 17 February 2005.

This Regulation shall be binding in its entirety and directly applicable in all Member States.

Done at Strasbourg, 11 February 2004.

*For the European Parliament*

*The President*

P. COX

*For the Council*

*The President*



M. McDOWELL

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# Air passenger rights

## EU air passenger rights apply:

- If your flight is **within the EU** and is operated either **by an EU or a non-EU airline**
- If your flight **arrives in the EU** from outside the EU and is operated **by an EU airline**
- If your flight **departs from the EU** to a non-EU country operated **by an EU or a non-EU airline**
- If **you have not already received benefits** (compensation, re-routing, assistance from the airline) for flight related problems for this journey under the relevant law of a non-EU country.

EU means the 27 EU countries, including Guadeloupe, French Guiana, Martinique, Mayotte, Réunion, Saint Barthélemy, Saint-Martin (French Antilles), the Azores, Madeira and the Canary Islands, but not the Faeroe Islands. EU rules also apply to flights to and from [Iceland](#) , [Norway](#)  and Switzerland.



A printed or electronic notice informing you of your EU air passenger rights must be clearly displayed at the airport check-in desk, at check-in kiosks and on-line. If you were denied boarding, your flight was cancelled, you experienced a delay of more than 2 hours at departure or you arrive with a long delay at your final destination, the airline must give you a written notice setting out the rules for compensation and assistance.

## What went wrong?

[Back](#)
[Your flight was delayed](#)
[Compensation](#)

## Delay

If your flight is delayed at departure, you have the right to [assistance](#), to [reimbursement and a return flight](#), depending on the **duration of the delay** and the **distance of the flight**.

If you **arrived** at your final destination with a **delay of 3 hours or more**, you are entitled to [compensation](#), unless the delay was due to [extraordinary circumstances](#). The airline has to prove this by providing, for example, extracts from logbooks or incident reports. The air carrier should give this evidence to the relevant national enforcement body as well as to the passengers concerned in line with national provisions on access to documents.

[Claim your rights! >](#)

## Compensation - delay at arrival

Amount in EUR	Distance	Delay at arrival at final destination
250	1 500 km or less	3 hours or more
400	More than 1 500 km within the EU and all other flights between 1 500 and 3 500 km	3 hours or more
600	More than 3 500 km	3 hours or more

- If you reach your final destination with a **delay of 3 hours or more** you are entitled to compensation if the delay is not caused by [extraordinary circumstances](#).
- If you miss a connecting flight travelling within the EU or outside the EU on a flight originating from an EU country, you should be entitled to compensation, if you arrive at your final destination **with a delay of more than 3 hours**. It is not relevant if the carrier operating the connecting flight is an EU or non-EU airline.
- If you depart from a non-EU country to your final destination in an EU country, with connecting flights operated successively by non-EU and EU airlines or by EU airlines only, **only the flights operated by EU airlines** are taken into consideration for the **right to compensation** in case of a long delay on arrival at the final destination.
- You are **not entitled to compensation** if you miss connecting flights due to delays at security checks or if **you did not respect the boarding time** of your flight at the airport of transfer.
- If you accept a flight to a different airport from the one in the original booking and it **arrives late**, you're entitled to **compensation**. The time of arrival used for calculating the delay is the time of arrival at the airport mentioned in the original booking or the destination agreed upon with the airline. **Transport costs** between the **alternative airport** and the one in the **original booking** or agreed destination should be **borne by the airline**.

If the airline has offered you **re-routing** and you reach your final destination with a **delay the compensation may be reduced by 50%** as shown in the table below.

## Compensation if your flight is re-routed

Amount in EUR	Flights distance	Delay in reaching final destination
125	1 500 or less	2 hours or less

Amount in EUR	Flights distance	Delay in reaching final destination
200	More than 1 500 km within the EU and all other flights between 1 500 km and 3 500 km	3 hours or less
300	More than 3 500 km	4 hours or less

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## FAQs

[Q&A - Assistance to passengers for flight disruptions caused by the conflict in Israel](#)

[FAQs - Air passenger rights](#)

## EU legislation

[EU Regulation on common rules for the operation of air services](#) [↗](#)

[EU Regulation on air passenger rights](#) [↗](#)

[European Commission Interpretative Guidelines concerning the rights of disabled persons and persons with reduced mobility when travelling by air](#) [↗](#)

[EU Regulation on air carrier liability in respect of the carriage of passengers and their baggage](#) [↗](#)

[European Commission Interpretative Guidelines on air passenger rights](#) 

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## Need more information on rules in a specific country?

[Ask national administrations](#) 

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## Need support from assistance services?

Get in touch with specialised assistance services

[Get help and advice](#) 

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