



## EU laws on compensation for travel delay

**Summary:** The EU has rules on compensation in cases of denied boarding, delayed or cancelled flights. It also has rules on passenger rights on international rail journeys including refund for delay.

### Air travel

The objective of Regulation (EC) No 261/2004 of the European Parliament and the Council of Ministers of February 11, 2004 is to ensure a high level of protection for passengers.

The Regulation applies to passengers departing from an airport in a member state and to passengers departing from an airport in a third country travelling to an airport in a member state.

#### Denied boarding/ flight cancellation

In the event of flight cancellation or when an air carrier gets insufficient volunteers to give up their reservations in exchange for benefits and has to deny boarding, it must provide

- ✓ Refund of cost of ticket
- ✓ Meals hotel accommodation and incidental expenses
- ✓ Compensation of between €250 and €600 depending on flight length and destination.

#### Delays

Passengers have the right to:

- ✓ for delays of two hours or more, depending on flight length: free meals, telephone calls.
- ✓ if departure delayed until following day: hotel accommodation
- ✓ for five hours or more: refund of full cost of ticket.

Passengers will also be reimbursed for downgrading according to flight length and destination.

### International rail

The objective of Regulation (EC) No 1371/2007 of the European Parliament and the Council of Ministers of October 23, 2007 is to establish rights for international rail passengers relating to:

- Provision of information
- Contract conditions
- Liability of rail companies in the event of accident, delays or cancellation

The regulation applies to international journeys within the EU, and to and from third countries that have an agreement with the EU on rail travel.

The railway company is liable for delay, including missed connections, and cancellations except in the event of exceptional circumstances. In such cases a passenger is entitled to be reimbursed or re-routed.

For more information on EU rules on compensation for travel delay visit:

[http://europa.eu/legislation\\_summaries/consumers/protection\\_of\\_consumers/l24173\\_en.htm](http://europa.eu/legislation_summaries/consumers/protection_of_consumers/l24173_en.htm) (air)  
[http://europa.eu/legislation\\_summaries/transport/rail\\_transport/l24003\\_en.htm](http://europa.eu/legislation_summaries/transport/rail_transport/l24003_en.htm) (rail)