



**ECC-Net**  
**Air Passenger Rights Day**

[www.eccnetmalta.gov.mt](http://www.eccnetmalta.gov.mt)

### Denied Boarding

When an airline has overbooked a flight or otherwise denied you boarding, the airline must call on their customers to volunteer not to board that flight. If volunteers come forward they can reach an agreement with the airline as regards compensation. They are also entitled to an alternative flight or a refund of the ticket.

Airlines can refuse to board passengers but must offer them compensation for the inconvenience. The compensation ranges from €250-€600, depending on the length of the flight, and an alternative flight or refund of the ticket must be offered. Compensation can be reduced under certain circumstances. Passengers denied boarding can also claim for overnight accommodation while waiting for an alternative flight. Passengers are also entitled to a free meal/refreshments and a telephone call.

### Cancellation

If an airline cancels a flight the passenger should be given the choice between a refund of the ticket or rerouting to the final destination, and, free meals/refreshments as well as a free phone call. A passenger may also be entitled to compensation ranging from €250 – €600 if the flight is cancelled at short notice. Passengers are not entitled to compensation if unforeseen circumstances such as bad weather have caused the cancellation. Airlines may limit their liability if they give sufficient notice.

### Delays

If a flight is delayed the airline should provide free meals/refreshments, a free telephone call, free hotel accommodation if the departure is delayed until the following day, and, free transport between airport and accommodation. Your rights begin after a delay of between 2 to 4 hours depending on the length of the flight. If the flight is delayed by more than 5 hours you are entitled for a refund of your ticket if you decide not to fly.

### Lost, Damaged and Delayed Luggage

Air passengers can demand up to 1,000 Special Drawing Rights for loss, destruction or delay of baggage. The value of 1 SDR amounts to slightly more than 1 Euro.

In case of damage the passenger has to make a written complaint within 7 days from the date of receipt of the luggage, in case of delay a written complaint must be made within 21 days.

Always report the matter at the time to the airline's luggage helpdesk who will issue a PIR (property irregularity report) which you should send a copy of with your written complaint.

### Passengers with reduced mobility

European airports provide a number of services for persons with reduced mobility from the moment they enter the airport to the boarding gate. Airlines are also obliged to provide certain services, such as carrying wheelchairs and guide dogs, free of charge.

An airline must not refuse to embark a person on the grounds of reduced mobility provided that the person concerned has a valid ticket and reservation. The airline may only refuse to embark a person with reduced mobility if the size of the aircraft or its doors makes the embarkation or carriage of such a person physically impossible. An acceptable alternative must be proposed to the inconvenienced passenger.

The airline may require that a person with reduced mobility be accompanied by another person who is in a position of providing the necessary assistance.

Where wheelchairs or other mobility equipment are lost or damaged whilst being handled at the airport or transported on board aircraft, the passenger to whom the equipment belongs shall be compensated.

If you would like further information please contact ECC Malta on [ecc.malta@gov.mt](mailto:ecc.malta@gov.mt) or visit our website, [www.eccnetmalta.gov.mt](http://www.eccnetmalta.gov.mt)

To lodge a complaint if your flight has been delayed, cancelled or you were denied boarding please send your complaint to the airline and to [airpassengerrights.ccd@gov.mt](mailto:airpassengerrights.ccd@gov.mt)



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