

Compensation

Compensation is calculated according to the distance of the flight. If you are offered a re-routing to the final destination on an alternative flight, the compensation is reduced by 50%, provided that the arrival time according to the distance of the flight is not exceeded.

Distance	Compensation
<1,500 km	250 Euro (125 Euro if the alternative flight is delayed less than 2 hours)
1,500 km – 3,500 km	400 Euro (200 Euro if the alternative flight is delayed less than 3 hours)
>3,500 km	600 Euro (300 Euro if the alternative flight is delayed less than 4 hours)

Lost, Damaged and Delayed luggage

Once you notice the damage to the luggage, you must notify the carrier within seven days in writing to claim compensation for the damage.

A complaint must be made for delayed luggage within 21 days from the date the baggage was placed at your disposal. It is advisable that you contact the airline to verify what it considers under “essential items”. ALWAYS retain all receipts for any essential items bought while waiting for your luggage.

In the case of lost checked luggage, you are entitled to compensation up to the luggage value as per the Montreal Convention. The luggage is considered lost if it does not arrive within 21 days after your notice or the carrier itself admitted so. You should lodge a complaint within seven days after the luggage is declared lost.

If your luggage was damaged, delayed or lost, always report the matter instantly to the airline’s luggage helpdesk, compile a PIR (property irregularity report) and keep a copy of it.




ECC Net is here to help by providing information and assisting you with cross-border complaints. It means that if, for example, a Maltese booked a flight with a Spanish airline or an Italian consumer booked a flight with an airline registered in Malta, they can contact the ECC in their respective country, and an expert will assist in finding an out-of-court solution.

In case of denied boarding, downgrading, cancellation, or long delay of their flights granted by Regulation 261/2004 were denied, you shall immediately contact the airline by filling the **EU complaint form**. If there is no reply from the airline, after six weeks, you can send a copy of the complaint form to complain with the national body of your respective country by following the link below:
https://ec.europa.eu/transport/themes/passengers/neb_en

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AIR PASSENGER RIGHTS

It is an unfortunate reality that despite all our efforts in planning a perfect holiday, things may go wrong when we least expect them, causing significant disappointments. Airline delays, overbooking, cancellations and lost or damaged luggage are all inconveniences that travellers may encounter from time to time.

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Help and advice
for consumers
in Europe

European Consumer Centre Malta

Co-funded by the
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Passengers with a disability and reduced mobility

All passengers enjoy the same rights and should travel without any difficulties at no extra cost. Air carriers and travel agents may only refuse to take you on board if it is physically impossible given the size of the aircraft or the size of the doors make it impossible; or because in doing so, the air carrier would breach health and safety requirements established by competent authorities. An acceptable alternative must be proposed to the inconvenienced passenger.

European airports provide several services from the moment you enter the airport to the boarding gate.

Moreover, airlines are also obliged to provide certain services, such as carrying wheelchairs and guide dogs, free of charge. You must make the request **no later than 48 hours** before the time of the booking.

The airline may require you to be accompanied by another person who is in a position of providing the necessary assistance for free or at a significantly discounted rate.

The owner shall be compensated when wheelchairs or other mobility equipment are lost or damaged whilst being handled at the airport or transported.



Regulation 261/2004/EC protects your right to travel safely and in comfort, resulting in passengers experiencing better air passenger services. Furthermore, you are protected against discrimination based on your disability, place of residence, or nationality when purchasing the ticket and during your flight.

Right to be Informed

Passengers have a right to be informed about the applicable terms and conditions. The final price should always be indicated and broken down to include airfare and applicable taxes, fees or charges which are unavoidable and foreseeable at the time of publication. Furthermore, the airline should also inform you of your rights during the flight and which airline is operating your flight.



Denied boarding, Cancellation, Overbooking and Delays

If your flight is cancelled, you are denied boarding, or your flight was overbooked, you have the choice of either a full refund of the unused portion of the ticket, re-routing or using other alternative transport to reach the final destination. If you are waiting to be re-routed or offered alternative transportation, you are entitled to **care and assistance** by the airline if the waiting time exceeds 2 hours.

If a flight is delayed, the airline should provide you with a free meal or refreshments, a free telephone call, accommodation (when the flight is delayed till the following day), and free transport between the airport and accommodation.

Minimum waiting time	Flight distance
2 hours	Less than 1 500 km
3 hours	1,500 km up to 3,500 km
4 hours	more than 3,500 km

When a flight is overbooked, the airline will call on passengers to voluntarily give up their seats. If you voluntarily give up your seat, you are entitled to compensation, and any other benefits agreed with the airline. Besides compensation, you also have the right to choose between an alternative flight or a refund of the ticket. Furthermore, if the waiting time exceeds the minimum waiting time, you are also entitled to care and assistance.