

# YOUR RIGHTS AS A PASSENGER

## MY FLIGHT IS DELAYED

You can check the latest information on the status of your flight on our website:  
[www.volotea.com/en/flight-status/](http://www.volotea.com/en/flight-status/)

### Yes, I still want to fly

- If your flight is delayed by more than 2 hours for short flights or 3 hours for longer flights, you are entitled to:
  - Drink or meal vouchers, depending on the length and time of the delay, which can be used at the airport.
  - Two phone calls or emails.
- If you need more information, do not hesitate to ask our airport staff.

### No, I no longer want to fly

- If your flight is delayed by more than 3 hours but less than 5 hours, and you decide you don't want to fly, you can ask our customer service team to provide you with a voucher, valid for 1 year, which you can use for your next flight with Volotea. The contact details of our customer service can be found on the back of this leaflet.
- If your flight is delayed by 5 hours or more, and you decide you don't want to fly, you can ask our customer service team for a refund for all unused flights on the same reservation. The contact details of our customer service can be found on the back of this leaflet.

### My flight has been delayed overnight

If you need help to find a hotel for the night, our airport staff will assist you. Volotea will arrange and pay for your accommodation, including meals according to the time of day.

In the event that our staff is unable to arrange your accommodation, you can ask our customer service team to reimburse you for reasonable expenses incurred for your accommodation and meals. **Remember that you need to provide all receipts and that alcoholic beverages will not be reimbursed.**

Dear passenger,

First of all, we apologize for the disruption of your flight. Our airport staff are on hand and will do their best to keep you informed at all times.

## MY FLIGHT HAS BEEN CANCELED

Although we work daily to ensure all flights depart on time and meet your expectations, there are situations beyond our control that make it impossible for us to avoid flight cancellations.

- If your flight is canceled, you can ask our customer service team to change your flight for free or to get a refund for any of the unused flights on the same reservation. The contact details of our customer service can be found on the back of this leaflet.

### Assistance in the event of a canceled flight

If you need help to find a hotel for the night, our airport staff will assist you. Volotea will arrange and pay for your accommodation, including meals according to the time of day.

In the event that our staff is unable to arrange your accommodation, you can ask our customer service team to reimburse you for reasonable expenses incurred for your accommodation and meals. **Remember that you need to provide all receipts and that alcoholic beverages will not be reimbursed.**



## YOUR RIGHTS AS A PASSENGER

**Dear Passenger:** If your flight is cancelled or is subject to a long delay, or if you are denied boarding on a flight, for which you hold a valid reservation, you are entitled to certain rights in accordance with the EU Regulation 261/2004, which entered into force on 17.02.2005. Volotea is responsible to grant you these rights.

### Scope

The Regulation applies:

- Passengers from any EU airport, or 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.
- Only if you have confirmed reservation on the flight concerned,
- Only if you (except in case of cancellation) present yourself in time for check-in or, if no time is indicated, at least 45 minutes before the published departure time,
- Only if you travel on a ticket bought at a fare available to the public.

### Delay

In accordance with the EU Regulation a delay occurs when a flight is delayed beyond its scheduled departure time by 4 hours or more for flights of more than 3.500 km. Three hours or more for intra-Community flights of more than 1.500 km and all other flights between 1.500 and 3.500km. When your flight is expected to have a long delay, passengers are entitled to receive care while waiting. It will be offered free of charge meals and refreshments in a reasonable relation to the waiting time, hotel accommodation if necessary and the transport between the airport and the accommodation, and the possibility of making two telephone calls, two faxes or two e-mail messages. Care for passengers while waiting may be declined if the provision of the care would itself cause further delay. In case of more than 5 hours of delay you will have the right to: refund within seven days of the full cost of your ticket at the price at which it was purchased, corresponding to the part or parts of the trip not made or the part or parts already made if the trip no longer has a reason to be; or flight back to the first starting point as quickly as possible; or driving to the final destination under comparable transport conditions as quickly as possible; or driving to the final destination, under comparable transport conditions, at a later date convenient to the passenger, depending on the available seats. It is hereby stated that pursuant to the Judgment of the European Court of Justice of 23 October 2012 (Nelson), Articles 5 to 7 of Regulation (EC) No. 261/2004 of the European Parliament and the Council, of 11 February 2004, establishing common regulations on compensation and assistance for air passengers in case of denied boarding, cancellation or long delays to flights, and abolishing Regulation (EEC) no. 295/91, must be interpreted in the sense that passengers on delayed flights have a right to be compensated by virtue of that set forth in said Regulation when, due to said flights, they suffer a loss of time equal to or greater than three hours, that is to say, when they arrive at their destination three hours or more after the arrival time initially scheduled by the air carrier. In such event, the amount of the compensations to which the passengers are entitled is the same as in the event of denied boarding (see below the section "Denied Boarding"). However, such a delay does not give passengers a right to compensation if the air carrier can prove that the long delay is due to extraordinary circumstances that could not have been avoided even if all reasonable measures had been taken, that is to say, to circumstances outside of the effective control of the air carrier.

### Denied boarding

If in case of overbooking or due to other reasons you are denied boarding involuntarily on a flight for which you hold a reservation, you are entitled to care and compensation immediately and to a refund as laid out in the previous section on 'delay'. In addition, you are entitled to re-routing, under comparable conditions, to your final destination at the earliest opportunity. Subject to availability of seats, you may instead choose re-routing to your final destination at a later date of your convenience, in which case you will have to bear yourself the cost of food, accommodation and transfer. If you are voluntarily denied boarding due to overbooking, you are entitled to an alternative flight or to a refund as laid out in the previous section on 'delay' and to a compensation without delay. The compensation shall be paid in cash, cheque or transfer or with your agreement in form of vouchers. The amount of the compensation depends on the distance of the schedule flight or the alternative flight proposed to you. Compensations amount to:

- 250€ for flights of up to 1500 km.
- 400€ for flights between 1500 and 3500 km and for intra-Community flights of more than 1500 km.
- 600€ for flights of more than 3500 km.

If you are offered an alternative flight, the scheduled arrival time of which does not exceed 2 hours in respect of flights up to 1.500km, 3 hours in respect of flights between 500km and 3.500km as well as intra-Community flights of more than 1.500km, and 4 hours in respect of all other flights, the above, mentioned compensation amounts can be reduced by 50%, i.e. 125€, 200€ and 300€. These rights are not granted if you have been denied boarding on reasonable grounds, safety, security or health reasons (for example if you did not inform the airline in advance of any severe allergies), if you don't have the correct travel documents, or if you don't have the relevant documentation for your pet when it is travelling with you.

### Cancellation

If your flight, for which you hold a valid reservation, is cancelled, are entitled to re-routing or refund, care, and compensation as laid out here above. You are not entitled to receive compensation if the cancellation is attributed to extraordinary circumstances which could not have been avoided, even if all reasonable measures had been taken. Examples include bad weather conditions, political instability, strikes, security risks, unexpected flight safety shortcomings, equally, there is no right to compensation when the passenger has been informed of the cancellation:

- At least 14 days before the schedule time of departure.
- Between 14 and 7 days before the schedule time of departure and the alternative flight departs no more than 2 hours before the originally schedule time of departure and reaches final destination less than 4 hours after the schedule time of arrival.
- Less than 7 days before schedule time of departure and the alternative flight departs no more than 1 hour before the originally schedule time of departure and reaches final destination less than 2 hours after the schedule time of arrival.



### FLIGHT STATUS

Check the real-time status of your flight by scanning this QR code with your cell phone. If you don't have an app to scan this type of code, you can check the status of your flight here: [www.volotea.com/en/flight-status/](http://www.volotea.com/en/flight-status/)



### NOTIFICATIONS ON YOUR CELL PHONE

We'll send you the latest information about the disruption of your flight by email and/or SMS, so please keep your cell phone on and check your messages.



### CONTACT US

If you want to file a complaint regarding the disruption of your flight, please complete the following form so that we can process it: [www.volotea.com/en/complaints/](http://www.volotea.com/en/complaints/)