



THIS FORM CAN BE USED TO LODGE A COMPLAINT WITH AN AIRLINE AND/OR A NATIONAL ENFORCEMENT BODY.

Passenger rights in case of denied boarding, downgrading, cancellation or long delay of their flight under Regulation (EC) 261/2004

### **INSTRUCTIONS**

- 1) *Passengers who believe they have a valid complaint against an airline<sup>1</sup> regarding denied boarding, downgrading, cancellation or long delay to a given flight should first submit such a complaint to the airline operating the flight concerned. This form may be used for that purpose. Please keep a copy of this form for your records.*
- 2) *Should the airline fail to provide you with a reply within 6 weeks of receipt or, if you are not satisfied with their reply, this form (a copy of the original form sent to the airline may be used) should be sent to the national enforcement body<sup>2</sup> in the Member State<sup>3</sup> where the incident took place.*
- 3) *If the incident took place at an airport of departure outside the EU, you may contact the national enforcement body in the Member State of flight destination.*
- 4) *This complaint form is to be used only for cases concerned with denied boarding incident, downgrading, cancellation, or long delay of a flight.*
- 5) *For any other complaint types such as baggage claims, flight schedule changes made more than 14 days in advance of your travel date or ticketing issues, these too should be submitted first to the airline concerned. Should you not receive a reply, or if you are not satisfied with the reply, the European Consumer Centres<sup>4</sup> in any Member State of the EU can be contacted for further advice.*
- 6) *Please fill in the form in block capital letters.*

**Please note that the competent authorities of Member States cannot in general take binding decisions on airlines in respect of individual complaints. If you are still not satisfied with the airline's response, even following the answer from the competent authority, you will have to pursue the matter in Court or through alternative dispute resolution.**

<sup>1</sup> "Regulation 261/2004 applies to all flights operated by any airline from any EU airport and flights to an EU airport operated by any EU airline"

<sup>2</sup> A list of National Enforcement Bodies and further information on EU passenger rights may be found at: <http://www.apr.europa.eu/>

<sup>3</sup> or Iceland, Norway, Switzerland

<sup>4</sup> [http://ec.europa.eu/consumers/redress/ecc\\_network/webcenters\\_en.htm](http://ec.europa.eu/consumers/redress/ecc_network/webcenters_en.htm)

**Complaint submitted by:**

Name:	Surname:
Address:	
Postcode, city:	Country:
E-mail:	
Telephone number:	

**Complaint concerning the following flight:**

Airline:	Flight number:
Ticket number:	
Booking reference:	
Airport of departure:	Airport of arrival:
Connecting airport (if any):	
Date of your flight:	
Scheduled time of departure:	Actual time of departure:
Scheduled time of arrival:	Actual time of arrival:
Airport(s) where the incident occurred:	

**Passenger details for flight detailed above:**

Name of Passenger	Please indicate if Adult, Child or Infant (less than 2 years)	Please indicate if special assistance was required

Please carefully read these definitions, and indicate with a cross [X] that which applies to this complaint.

- 'Long delay' means when a flight does not depart until after the scheduled departure time by:
- i) two or more hours, for flights of up to 1500 km;
  - ii) three or more hours for intra-EU flights of 1,500 km and longer, or for other flights between 1501 and 3000 km;
  - iii) four or more hours, for all other flights.
- 'Cancellation' means the non-operation of a flight that was previously planned.
- 'Denied boarding' means a refusal by the airline to carry a passengers on a flight on which they hold a confirmed reservation and where have presented themselves for check-in and at the boarding gate not later than the time advised by the airline, tour operator or travel agent (if no time was indicated, not later than 45 minutes before the scheduled departure time). This does not include situations where the airline or its agent has reasonable grounds to deny passengers boarding, such as reasons of health, safety, and/or security, or in cases of inadequate travel documentation.
- 'Downgrading' means the passenger involuntarily travelled in a class of service lower than the class of service for which they had a confirmed reservation.

Did the passenger(s) hold a confirmed reservation on the flight concerned?

- YES  
 NO

Did the passenger(s) present themselves at the check-in desk at the latest at the time indicated by the airline (or if no time was indicated: not later than 45 minutes before the published departure time of the flight)?

YES

NO

Did the passenger(s) present themselves at the boarding gate before the time indicated on the boarding card?

YES

NO

Did the airline provide the passenger(s) with information on their rights?

YES

NO

**I hereby declare that all of the information provided in this form is true and accurate in all respects and for all the passengers concerned.**

**Signature(s) of all adult passengers :**

.....

**IN CASE YOUR FLIGHT WAS DELAYED:**

Did you receive assistance from the airline or its agent during your long delay?

YES

What kind of assistance has been provided to you?

Meals

Refreshments

Place of accommodation (hotel or other) (in case the delay resulted in an overnight stay)

Transfer between airport and place of accommodation (in case the delay resulted in an overnight stay)

Communication facilities (telephone calls, fax or e-mail messages)

Other services (please specify): .....

NO

If the delay of your flight was of 3 hours or more after the arrival time originally scheduled, did you receive any financial compensation?

YES

Amount: € .....

NO

If the delay of your flight was longer than 5 hours:

- Did your flight still serve a purpose?

YES

NO

- In case your answer to the previous question is 'no' and in case your journey had already commenced: were you offered a seat on a flight back to your first point of departure?

YES

NO

- In case you decided not to continue your journey, were you offered a refund?

YES

for the whole ticket price

for the non-used flight coupons

NO

**IN CASE YOUR FLIGHT WAS CANCELLED BY THE AIRLINE:**

Were you informed about the fact that your flight was cancelled

- after your arrival at the airport ?
- before you arrived at the airport ?
  - less than 1 week before the planned departure time of your flight?
  - between 7 days and 2 weeks before the planned departure time of your flight?
  - more than 2 weeks before the original scheduled departure date of your flight?

Were you offered an alternative flight?

- YES
- NO

Were you informed about the reason why your flight was cancelled?

- YES

What was the reason given to you?

.....

- NO

Did you receive assistance from the airline or its agent at the airport?

- YES

What kind of assistance has been provided to you?

- Meals
- Refreshments
- Place of accommodation (hotel or other) (in case the cancellation resulted in an overnight stay)
- Transfer between airport and place of accommodation (in case the cancellation resulted in an overnight stay)
- Communication facilities (telephone calls, fax or e-mail messages)
- Other services (please specify): .....

- NO

Did you receive any financial compensation for this cancellation?

- YES

Amount: € .....

- NO

Were you offered the choice between a re-fund OR a re-routing to your final destination?

- YES

I chose the refund option

I was offered a refund for the whole ticket price

I was offered a refund for non-used flight coupons [please specify]

.....

I chose the rerouting option:

.....

- NO

Only refund was offered

Only re-routing to my final destination was offered [please specify]

.....

**IN CASE YOU WERE DENIED BOARDING AGAINST YOUR WILL:**

Did the airline call for volunteers?

- YES
- NO
- I don't know

Did you volunteer not to board the aircraft?

- YES if so, the questions below do not apply
- NO in this case, please answer next questions

Did the airline refuse your boarding for reasons of safety, security, health or inadequate travel documents?

- YES
- NO
- I don't know

Did you present yourself at the boarding gate not later than the time indicated on your boarding pass?

- YES
- NO

Did you receive assistance from the airline or its agent after you were denied boarding?

- YES
  - What kind of assistance has been provided to you?
    - Meals
    - Refreshments
    - Place of accommodation (in case the denied boarding resulted in an overnight stay)
    - Transfer between airport and place of accommodation (in case the denied boarding resulted in an overnight stay)
    - Communication facilities (telephone calls, fax or e-mail messages)
    - Other services (please specify): .....
- NO

Did you receive any financial compensation after you were denied boarding against your will?

- YES
  - Amount: € .....
- NO

Were you offered the choice between a re-fund OR a re-routing to your final destination?

- YES
  - I chose the re-fund option
    - I was offered a refund for the whole ticket price
    - I was offered a refund for non-used flight coupons
  - I chose the rerouting option:
    - .....
- NO
  - Only refund was offered
  - Only re-routing to my final destination was offered [please specify]
    - .....

**IN CASE YOU WERE DOWNGRADED:**

I had a reservation in:

- First Class
- Business Class

I actually travelled in:

- Business Class
- Economy Class

Did you receive any refund as a consequence of this downgrading?

- YES

Amount: € .....

- NO

What was the price of your ticket? .....