



IATI AirHelp

Flight delay or cancellation compensation claim service

In partnership with AirHelp, leaders in defending passenger rights, IATI brings you this claims service to help thousands of travellers receive compensation in case of delay, cancellation or missed connecting flight.

Air passenger rights

Air passenger rights involve specific laws that support travellers and advocate for some form of compensation when people face flight disruptions caused by airlines. Although the contours of law vary from country to country, such laws are prevalent nationally and internationally (in the US, Europe and beyond). 85% of EU air passengers are unaware of their rights and do not know that, in many cases, airlines are legally and financially responsible for flight problems, not themselves.

According to Regulation (EC) No 261/2004 of the European Parliament and of the Council, published in 2004, hereafter referred to as EC 261, passengers flying within the EU benefit from special protection.

Individual countries abide by their own laws. However, there are some key regional or international law provisions that serve as powerful tools for air passengers. These include, among others, EU legislation EC261, various US laws and the Montreal Convention.

COVERAGE: includes not only EU airspace, but also Iceland, Norway, Switzerland and the so-called "outermost region" (French Guiana and Martinique, Mayotte, Guadeloupe and Reunion, Sint Maarten, Madeira and the Azores and the Canary Islands). In addition, EC 261 also protects against many international flights, whether you are travelling from within the EU to outside the EU, or from another non-European country to the EU, as long as the airline is European in the latter case.

The **Montreal Convention** has also been offering some protection to passengers on international flights since 2003 in **more than 120 countries**, including the US and the EU.

COVERAGE OVERVIEW BY TYPE OF FLIGHT

<i>ROUTE</i>	<i>EU airline</i>	<i>Non-EU airline</i>
<i>From within the EU to within the EU</i>	Covered	Covered
<i>From within the EU to outside the EU</i>	Covered	Covered
<i>From outside the EU to within the EU</i>	Covered	Not covered
<i>From outside the EU to outside the EU</i>	Not covered	Not covered

CIRCUMSTANCES NOT COVERED

The following circumstances are generally not considered to be within the scope of an airline's liability and therefore would not be covered by current law and would not give rise to any right to compensation:

- strikes initiated by airport or air traffic control employees
- political instability
- inclement weather
- security risks

Delayed flight

YOU ARE ENTITLED TO CLAIM COMPENSATION IF:

- You arrive at your destination more than three hours later than planned.
- You have checked in for your flight on time (generally not less than 45 minutes before departure).
- The airline is responsible for the delay (e.g. operational circumstances and technical difficulties).
- The flight took off in the EU (from any airline) or landed in the EU (provided the airline is based in the EU).

You are entitled to compensation regardless of whether the airline has already provided you with food, refreshments, or travel vouchers.

YOU ARE NOT ENTITLED TO CLAIM COMPENSATION FOR:

- Delays of less than three hours' duration.
- Delays due to extraordinary circumstances: these include situations such as lightning strikes, medical emergencies, air traffic control attacks, adverse weather conditions, airport employee strikes or air traffic control strikes, air traffic control restrictions, sudden airport radar malfunctions, acts of sabotage, political unrest, acts of terrorism...

AMOUNT OF COMPENSATION

DURATION OF DELAY

<i>Less than 3 hours</i>	<i>3-4 hours</i>	<i>More than 4 hours</i>	<i>Never arrived</i>	<i>Distance</i>
<i>Not covered</i>	€250	€250	€250	All flights up to 1,500 km
<i>Not covered</i>	€400	€400	€400	Internal EU flights over 1,500 km
<i>Not covered</i>	€400	€400	€400	Non-internal EU flights between 1,500 km and 3,500 km
<i>Not covered</i>	€300	€600	€600	Non-internal EU flights over 3,500 km

Cancelled flight

The airline considers a flight as cancelled if the aircraft never left the runway. In that case, you are entitled to claim compensation of up to €600, when the airline notifies the passenger of the cancellation less than 14 days before take-off.

THE FOLLOWING SITUATIONS ARE NOT COVERED:

- Advance notice: when the cancellation is communicated to the passengers of the flight 14 days or more in advance.
- Cancellation due to extraordinary circumstances: these include situations such as lightning strikes, medical emergencies, airport employee strikes or air traffic control strikes, adverse weather conditions, air traffic control restrictions, sudden airport radar malfunctions, acts of sabotage, political unrest, acts of terrorism...
- If the airline offers an alternative flight and the following criteria are met:

PRIOR NOTICE

REQUIREMENT FOR AN ALTERNATIVE

7 - 13 days

Alternative flight departing no more than 2 hours before and arriving less than 4 hours after the original flight

Less than 7 days

Alternative flight departing no more than 1 hour before and arriving less than 2 hours after the original flight.

In case of strikes called by the air carrier's own staff, this is not considered an extraordinary circumstance.

Missed connection

Some journeys require connecting flights to reach a final destination. In this circumstance, a passenger may miss a connecting flight because the first leg of his or her journey is delayed or denied boarding.

In this case, the airline may be liable to pay compensation of up to €600.

YOU ARE ENTITLED TO CLAIM COMPENSATION FOR:

- Flight delayed more than three hours on arrival at destination
- Cancelled flight
- Denied boarding

ROUTE	EU AIRLINE	NON-EU AIRLINE
<i>From within the EU to within the EU</i>	Yes	Yes
<i>From within the EU to outside the EU</i>	Yes	Yes
<i>From outside the EU to outside the EU</i>	Yes, if the delayed flight started in the EU	Yes, if the delayed flight started in the EU

According to EC 261 flights have to be booked together under one reference number.

Baggage issues

You may be entitled to claim compensation under the Montreal Convention on some international or EU flights for lost or delayed checked baggage for more than 21 days.

Manage your claim

We can check whether you are entitled to compensation in just a few minutes by entering some basic details about your flight. You can manage your claim by downloading the AirHelp app, available on both the App Store and Google Play or at <http://bit.ly/IatiAirhelpES>

And if you still have any questions, please contact us by emailing siniestros@iatiseguros.com