



## Passenger's Rights

The European Union has established passengers' rights regarding airline companies and works to promote them. These are the main rights passengers are entitled to. When you check about a flight or make a booking through a travel agency in the European Union, all passengers are entitled to receive neutral and accurate information:

EC Regulation 261/2004 of the European Parliament and of the Council, of 11 February 2004, in force since 17 February 2005, establishes common rules for Airline Companies on compensation and assistance to passengers in the event of denied boarding, cancellations or long delays of flights.

### This Regulation applies to:

As long as passengers have a confirmed reservation on the flight, and, except in the case of cancellation, arrived in time for check-in as indicated on the ticket or, if no time is so indicated, no less than 45 minutes prior to the scheduled flight departure time:

- Passengers departing from an airport located in the territory of a Member State to which the Treaty applies.
- 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 or were given assistance in that third country.
- It shall not apply to passengers travelling free of charge or at a reduced fare not available directly or indirectly to the public.

## 1. Denied boarding

### 1.1 Conditions for passengers denied boarding

In the event that there are more passengers with a confirmed booking on a flight than available seats, so long as the check-in procedures have been performed with the minimum time required, Blue Air shall ask for volunteers to surrender their confirmed seat in exchange for agreed compensation and the assistance mentioned in section 1.2.

If an insufficient number of volunteers come forward and other passengers are forced to be denied boarding against their will, these passengers shall be entitled to compensation and assistance. When there is a justified reason for denying boarding, passengers shall not be entitled to any type of compensation and/or assistance.

### 1.2. Compensation for denied boarding

• Compensation may be paid in cash, by electronic bank transfer, bank orders or bank cheques or, with the signed agreement of the passenger, in travel vouchers and/or other services.

• If boarding is denied to passengers against their will, the operating air carrier will compensate them in accordance with Article 7 and assist them in accordance with by the great circle route method:

A) Flights under 1,500 km	250 EUR
B) Intra-Community flights of more than 1,500 km and others between 1,500 and 3,500 km	400 EUR
C) Other flights not included in the points above	600 EUR

• Compensation shall be reduced by 50% when the arrival time of the alternative flight is no more than 2 hours (flights included in section A), 3 hours (flights included in section B) or 4 hours (flights included in section C).

### 1.3. Assistance for denied boarding

Passengers may choose between:

- Carriage to their final destination, in comparable transport conditions, as soon as possible or on a later date at the passenger's convenience, depending on available seats.

- Reimbursement\*\* within 7 days for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to the passenger's original travel plan and a return flight to the first point of departure.

In addition, passengers shall also be offered free of charge:

- Meals and refreshments in a reasonable relation to the waiting time.

- Two telephone calls, telex or fax messages, or e-mails.

- If it were necessary to stay overnight: accommodation, where appropriate, and transport between the airport and place of accommodation.

## 2. Flight cancellations

### 2.1. Compensation for cancellation

The Regulation provides for excluding obligations on operating air carriers paying compensation to passengers when:

- If it can be proven that the cancellation is due to extraordinary circumstances that could not have been avoided even if all reasonable measures had been taken (cases of political instability, meteorological conditions incompatible with the operation of the flight concerned, security risks, unexpected flight safety shortcomings, airport congestion, air traffic management and strikes that affect air carrier operations).

- If passengers are informed of the cancellation at least two weeks before the scheduled time of departure.

- Passengers are informed of the cancellation between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than two hours before the scheduled time of departure and to reach their final destination no more than four hours after the scheduled time of arrival.

- Passengers are informed of the cancellation less than seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than one hour before the scheduled time of departure and to reach their final destination less than two hours after the scheduled time of arrival.

If none of these circumstances occur, passengers with confirmed reservations for a flight that has been cancelled shall be entitled to:

A) Flights under 1,500 km	250 EUR
B) Intra-Community flights of more than 1,500 km and others between 1,500 and 3,500 km	400 EUR
C) Other flights not included in the points above	600 EUR

Compensation can be paid in cash, by electronic bank transfer, bank orders or bank cheques or, with the signed agreement of the passenger, in travel vouchers and/or other services.

- The electronic vouchers that Blue Air provides in these situations may be exchanged for cash or a travel voucher used to buy tickets from Blue Air.

## 2.2. Assistance for cancellation

Passengers may choose between:

- Carriage to their final destination, in comparable transport conditions, as soon as possible or on a later date at the passenger's convenience, depending on available seats.

- Reimbursement\*\* within 7 days for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to the passenger's original travel plan and a return flight to the first point of departure.

In addition, passengers shall also be offered free of charge:

- Meals and refreshments in a reasonable relation to the waiting time.

- Two telephone calls, telex or fax messages, or e-mails.

- If it is necessary to spend the night: accommodation, where appropriate, and transport between the airport and place of accommodation.

## 3. Flight delays

### 3.1. Assistance for delays

When Blue Air anticipates a delay of:

- Two hours or more on flights of up to 1,500 km.

- Three hours or more on intra-Community flights of more than 1,500 km and all other flights between 1,500 and 3,500 km.

- Four hours or more in the case of all other flights.

Passengers shall be offered free of charge:

- Meals and refreshments in a reasonable relation to the waiting time.

- Two telephone calls, telex or fax messages, or e-mails.

- If it is necessary to spend the night: accommodation, where appropriate, and transport between the airport and place of accommodation.

Passengers whose flights are delayed are entitled to compensation where they suffer, on account of such flights, a loss of time equal to or in excess of three hours, that is, where they reach their final destination three hours or more after the arrival time originally scheduled by the air carrier.

Passengers shall receive compensation amounting to:

A) Flights under 1,500 km	250 EUR
B) Intra-Community flights of more than 1,500 km and others between 1,500 and 3,500 km	400 EUR
C) Other flights not included in the points above	600 EUR

When the delay is more than five hours, passengers may choose between reimbursement\*\* within 7 days for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to the passenger's original travel plan and a return flight to the first point of departure.

*\*\*Under the provisions of regulation 261/2004, Art 7, in its section 3, establishes that compensation will be paid in cash, through bank transfer, bank payment order, checks or with the agreement of the passenger, in vouchers / or other services; however, taking into account the real modalities that Blue Air can use in order to agree on compensation, they will be paid by bank transfer or with the written agreement of the passenger, in vouchers, as we have expressed in sections 1.1, 2.1 and 3.1.*

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