



**MINISTÈRE
DES TRANSPORTS**

*Liberté
Égalité
Fraternité*



direction
générale
de l'Aviation
civile



LONG DELAY, DENIED BOARDING, CANCELLATION, DOWNGRADING



YOUR RIGHTS
WHEN YOU'RE
TRAVELLING
BY AIR



Your rights

When your flight is delayed or cancelled, when an air carrier is denying boarding or downgrading you against your will : What are your rights?

The Regulation (EC) No 261/2004 is setting out common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights. en cas de refus d'embarquement, de déclassement, d'annulation ou de retard important d'un vol.

Whichever of the way you have purchased your tickets (included travel agencies), air carriers must:

- Inform you on your rights,
- Propose refreshments, meals, hotel accommodation, transport between the airport and place of accommodation ...
- offer a reimbursement or a return flight;
- In some cases, offer a compensation of a maximum amount of 600 € per passenger.



If your air tickets have been sold as a part of a travel package (combined purchase for the transport and another service, for instance accommodation), you are entitled to certain rights



When this regulation is applicable ?

This regulation applies to :

- passengers departing from an airport located in the territory of the European Union (*), Norway, Island or Switzerland whatever the nationality of your air carrier or the State of your arriving airport,
- passengers departing from an airport located in a third country (**), if the flight is operated by an air carrier of the EU and to an airport located in the EU, Norway, Island or Switzerland.

(*) Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

(**) other States than those of the EU, Norway, Island and Switzerland.



French regions of New Caledonia, French Polynesia, St Barthelemy and St-Pierre-et-Miquelon are regarded as third countries of the EU for the application of regulation n° 261/2004.

In which circumstances ?

Denied boarding against your will :

- You have the right to an immediate compensation by the operating air carrier.
- The air carrier has to offer the choice between the refund of your tickets within 7 days or an alternative flight to your final destination under comparable conditions and as quickly as possible or at a later date at your convenience. The carrier cannot impose you a solution.
- The compensation and the reimbursement are paid in travel voucher and/or other services only with the signed agreement of the passenger.
- Waiting for an alternative flight, you have the right to care from the carrier (meal, drinks, accommodation).



Denied boarding can be justified, especially for health matters, safety, security, or in case of inappropriate travel documents. In these cases, you are not entitled to compensation and assistance by the air carrier.

Cancellation :

- The carrier must offer the choice between the refund of your ticket within 7 days or an alternative flight to your final destination under comparable conditions and as quickly as possible or at a later date at your convenience. The carrier cannot impose you a solution.
- You also have the right to compensation subject to certain conditions.
- The compensation and the reimbursement are paid in travel voucher and/or other services only with the signed agreement of the passenger.
- Waiting for an alternative flight, you have the right to care from the carrier (meal, drinks, accommodation).

Long Delays :

- According to the length of the delay at the departure of your flight (between 2 and 4 hours depending on the distance of the flight), you have the right to a care proceeding from the airline, until your departure (meal, drinks, accommodation).
- When the delay at the arrival at your final destination is 3 hours or more: you will be entitled to a compensation subject to some conditions.
- When the delay at the departure is 5 hours or longer and if you decide not to travel: you may opt for reimbursement of the full cost of your ticket together with, when relevant, a return flight to the departure airport of your travel.



In some cases, the delay and the cancellation of a flight may be due to extraordinary circumstances likely to exempt the airline from its obligation to compensation (e.g. strikes outside of the airline, weather conditions, political instability of a country, etc.).

Downgrading :

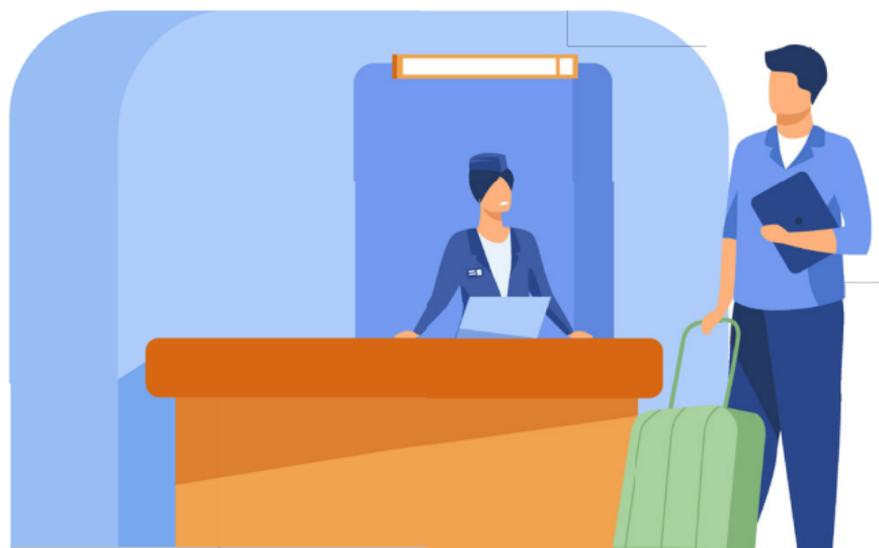
If an air carrier places you in a class lower than for which your ticket was purchased, you must be reimbursed of a percentage of the price of the ticket within 7 days. The percentage vary in accordance with the distance of the flight affected by the downgrading.

What step should you take to assert your rights ?

If the company has not spontaneously fulfilled its obligations, you can file a complaint with its customer service department, keeping a copy of the documents submitted.

If you do not receive a response or if the response is unsatisfactory, you will find all the necessary information at the following link:

<https://www.service-public.gouv.fr/particuliers/actualites/A18459>



Report your dispute to the General Direction for civil aviation (DGAC).

The DGAC is the body designated by France to ensure the general compliance with the Regulation (EC) No. 261/2004. Reporting your situation helps the DGAC explore possible sources of improvement and take the necessary corrective measures.

The action of the DGAC is independent of the resolution of individual requests for compensation and reimbursement from air carriers.

In cases of proven non-compliance, sanctions, in the form of administrative fines, may be imposed on air carriers.

The DGAC is the relevant body for:



- passengers on flights departing from France, whatever the nationality of the air carrier and whatever your final destination;
- passengers on flights departing from an airport located in a country outside the EU to France, if the actual air carrier operating the flight is a European-Community carrier.

Bodies designated by other national countries of the European Union, Norway, Iceland, or Switzerland may be competent when your dispute does not fall within the scope of jurisdiction of the DGAC.

You can find out about your rights, find out the list of other competent national bodies, or report your dispute via our online form.



Find more information on passenger rights and practical advice for preparing your trips:

- the official website of the ministry responsible for transport <https://www.ecologie.gouv.fr/politiques/passagers-aeriens>
- the official website of the European Union https://europa.eu/youreurope/citizens/travel/passenger-rights/air/index_fr.htm



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