

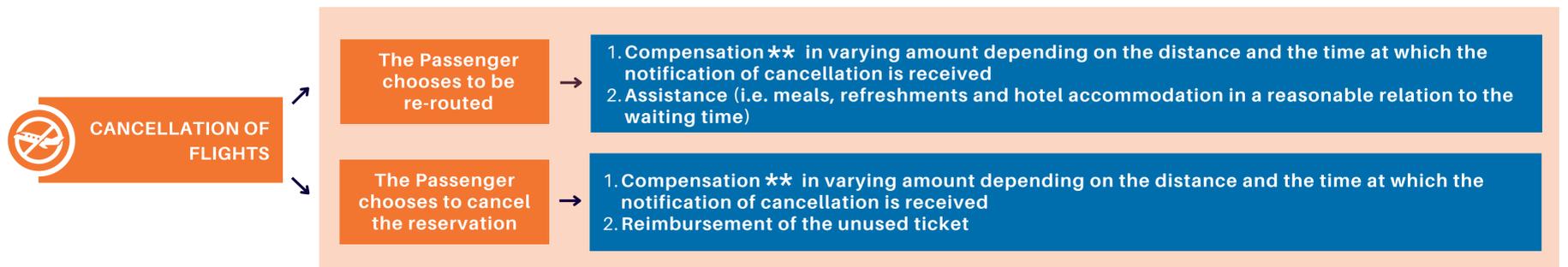
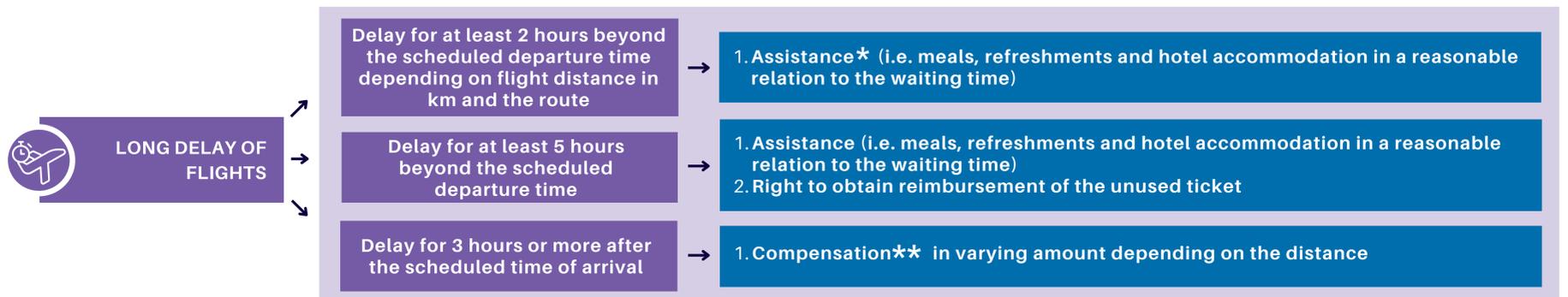
## Passenger's rights Regulation (EC) 261/2004

### Scope

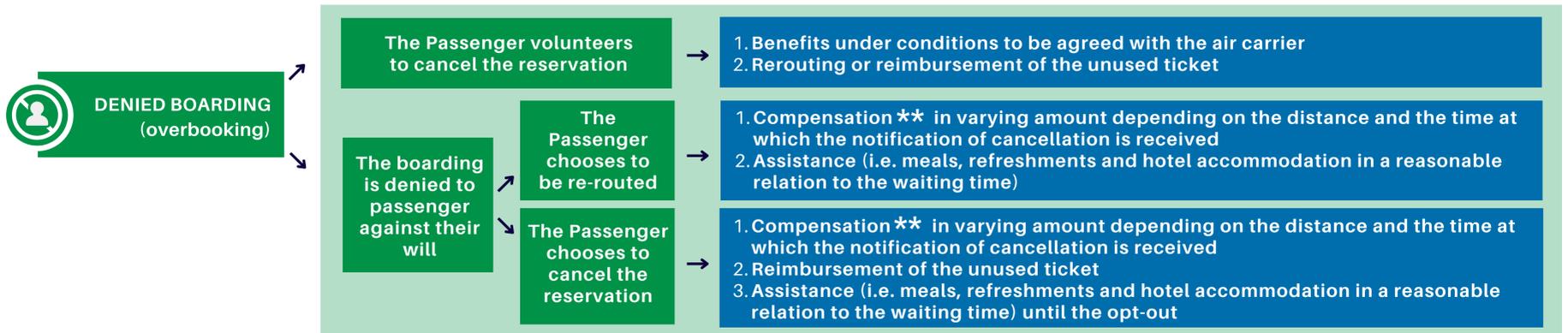
- Flights departing from any EU airport (to any destination and operated by any air carrier - either EU or extra EU)
  - Flights departing from any extra EU airport arriving at any EU airport when operated by any EU air carrier
- The provisions of Regulation (EC) 261/2004 also apply to Norway, Iceland and Switzerland

### EVENT

### PASSENGER'S RIGHTS to be guaranteed by the air carrier



Where the operating air carrier brings the flight forward by more than 60 minutes it is regarded as having been 'cancelled'



**\* ASSISTANCE**

ALL THE FLIGHTS (INTRA-EU AND INTERNATIONAL)	UP TO 1500 KM	Delay for 2 hours or more
INTRA-EU FLIGHTS	BEYOND 1500 KM	Delay for 3 hours or more
INTERNATIONAL FLIGHTS	BETWEEN 1500 AND 3500 KM	Delay for 3 hours or more
INTERNATIONAL FLIGHTS	BEYOND 3500 KM	Delay for 4 hours or more

**\*\* COMPENSATION**

ALL THE FLIGHTS (INTRA-EU AND INTERNATIONAL)	UP TO 1500 KM	€ 250
INTRA-EU FLIGHTS	BEYOND 1500 KM	€ 400
INTERNATIONAL FLIGHTS	BETWEEN 1500 AND 3500 KM	€ 400
INTERNATIONAL FLIGHTS	BEYOND 3500 KM	€ 600

**COMPENSATION IS NOT DUE**

where the air carrier can prove that a cancellation/long delay has been caused by extraordinary circumstances
if the passenger is informed of the cancellation or is offered an alternative flight within the timeframe provided by the relevant legislation

Any complaint must be sent to the airline that issued the ticket and / or to the tour operator with which the transport contract was stipulated in the case of "package travel"



For a quick access to further information and to the relevant legislation scan the QR Code with the smartphone camera

[www.enac.gov.it/en/passengers](http://www.enac.gov.it/en/passengers)