

PASSENGERS RIGHTS

Required by Regulation 261/2004 of the European Parliament and the Council of the European Union.

The rights referred to in this document apply in the following circumstances:

- You have a confirmed reservation on the flight.
- You are fully checked in at the time of the indicated check-in deadline or, if no time is indicated, no later than 45 minutes before the departure time.
- You are traveling on a fare available to the public, or on a ticket issued under a frequent traveler program.
- You are traveling on a flight departing from an airport within the European Union (EU).

Please note: if you are traveling on a flight departing from an airport in a third country (outside the EU), the rights described in this document apply only if you are traveling with a carrier from the EU and arriving at an airport located within the EU, and if no local regulation applies to departures from that third country.

1. CANCELLATION

1.1 CANCELLATION ASSISTANCE

If your flight is canceled, you may choose between the following:

- Rerouting to your final destination under comparable transport conditions as soon as possible as indicated by the carrier, or at a later date at your convenience, subject to the availability of seats; **and**
- Reimbursement for the part or parts of your journey that were not made, and for the part or parts already made if the flight no longer serves any useful purpose, taking into consideration the original flight plan, and also a return flight to the first point of departure as noted on the ticket (if applicable).

In addition, you will receive free of charge:

- meals and refreshments in reasonable relation to the waiting time;
- hotel accommodation in cases where an overnight stay or a stay in addition to that which you originally intended becomes necessary (transport included);
- one prepaid phone card or the cost of two telephone calls (limited to 5 minutes each), or 2 fax messages or 2 e-mails.

1.2 CANCELLATION COMPENSATION

If the cancellation is brought to your attention less than two weeks before the scheduled time of departure, you are not entitled to compensation, as long as the departure and arrival times of the new flight are close to the original departure and arrival times:

- a maximum of two hours before the scheduled departure time and a maximum of four hours after the scheduled time of arrival if you were informed between two weeks and seven days before departure;
- a maximum of one hour before the scheduled departure time and a maximum of two hours after the scheduled time of arrival if you were informed less than seven days before departure.

This cancellation compensation cannot be paid at the airport and therefore you need to contact Customer Care (see section 5). You can choose between compensation offered in non-refundable transportation credit voucher and refundable credit voucher (cash).

The non-refundable transportation credit voucher amounts are as follows:

- A – Flights up to 1,500 km: *€350
- B – Flights within the EU of more than 1,500 km, and all other flights between 1,500 and 3,500 km: *€500
- C – Flights not falling under A or B: *€800

The refundable credit voucher (cash) amounts are as follows:

- A – Flights up to 1,500 km: *€250
- B – Flights within the EU of more than 1,500 km, and all other flights between 1,500 and 3,500 km: *€400
- C – Flights not falling under A or B: *€600

The airline operating the flight is not required to pay compensation if the cancellation is caused by extraordinary circumstances which could not have been anticipated by the airline and if the airline has taken all reasonable measures to avoid the cancellation.

This compensation scheme is based on EU Regulation 261/2004. If you are departing from an airport outside the EU (but to a destination in an EU country), local regulations and other compensation schemes may apply. For more information, please contact Customer Care (section 5).

2. DELAY

2.1 DELAY ASSISTANCE

The assistance as described in this section is provided in the event that a flight is delayed beyond its scheduled time of departure for 2h or more.

You will be offered free of charge:

- meals and/or refreshments in reasonable relation to the waiting time;
- hotel accommodation in cases where an overnight stay or a stay in addition to that which you originally intended becomes necessary (transport included);
- one prepaid phone card or the cost of two telephone calls (limited to 5 minutes each), fax messages or e-mails.

If you do not wish to continue with your initial travel plans when there is a delay of at least five hours, you may opt for reimbursement for the part or parts of the journey not made and for the part or parts already made if the flight no longer serves any useful purpose, taking into consideration the original flight plan. You may also opt for a return flight to the first point of departure as noted on the ticket (if applicable).

2.2 DELAY COMPENSATION

If you have been delayed at your final destination for 3 hours or more after the originally scheduled arrival time, you are entitled to compensation, except if the delay is caused by extraordinary circumstances which could not have been anticipated by the airline and if the airline has taken all reasonable measures to avoid the delay.

The compensation cannot be paid at the airport and therefore you need to contact Customer Care (see section 5). You can choose between compensation offered in non-refundable transportation credit voucher and refundable credit voucher (cash).

The non-refundable transportation credit voucher amounts as follows:

- A – Flights up to 1,500 km: *€350
- B – Flights within the EU of more than 1,500 km, and all other flights between 1,500 and 3,500 km: *€500
- C – Flights not falling under A or B with a delay beyond 4h: *€800

Compensation amounts (cash):

- A – Flights up to 1,500 km: *€250
- B – Flights within the EU of more than 1,500 km, and all other flights between 1,500 and 3,500 km: *€400
- C – Flights not falling under A or B with a delay beyond 4h: *€600

This compensation scheme is based on EU Regulation 261/2004. If you are departing from an airport outside the EU (but to a destination in an EU country), local regulations and other compensation schemes may apply. For more information, please contact Customer Care (section 5).

3. DENIED BOARDING CONDITIONS

In the event of an overbooked flight, the airline will call for volunteers who are prepared to surrender their confirmed reservation in exchange for an agreed compensation in Transportation Credit Vouchers. We will also offer the appropriate assistance as described in section 3.1 below.

If not enough volunteers can be found and you are denied boarding against your will, you are entitled to denied boarding assistance and compensation providing you have met the latest check-in time requirements. You are not entitled to this if there are reasonable grounds to deny boarding, such as reasons of health, safety, security or inadequate travel documentation.

3.1 DENIED BOARDING ASSISTANCE

You may choose between:

- rerouting to your final destination under comparable transport conditions as soon as possible as indicated by the airline, or at a later date at your convenience, subject to the availability of seats; **and**
- reimbursement for the part or parts of your journey that were not made, and for the part or parts already made if the flight no longer serves any useful purpose, taking into consideration the original flight plan, and also a return flight to the first point of departure as noted on the ticket (if applicable).

In addition, you will receive free of charge:

- meals and refreshments in reasonable relation to the waiting time;
- hotel accommodation in cases where an overnight stay or a stay in addition to that which you originally intended becomes necessary (transport included)
- one prepaid phone card or the cost of two telephone calls (limited to 5 minutes each), fax messages or e-mails.

3.2 DENIED BOARDING COMPENSATION

If you have been denied boarding against your will, compensation will be offered at the airport. You can choose between non-refundable transportation credit voucher and refundable credit voucher (cash).

The non-refundable transportation credit voucher amounts as follows:

- A – Flights up to 1,500 km: *€350
- B – Flights within the EU of more than 1,500 km, and all other flights between 1,500 and 3,500 km: *€500
- C – Flights not falling under A or B: *€800

Compensation amounts (cash):

- A – Flights up to 1,500 km: *€250
- B – Flights within the EU of more than 1,500 km, and all other flights between 1,500 and 3,500 km: *€400
- C – Flights not falling under A or B: *€600

This compensation scheme is based on EU Regulation 261/2004. If you are departing from an airport outside the EU (but to a destination in an EU country), local regulations and other compensation schemes may apply. For more information, please contact Customer Care (section 5).

4. DOWNGRADING

If you are involuntarily placed in a lower class than that for which your ticket was purchased, you may request reimbursement of:

- A. 30% of the flight price for all flights of 1500km or, less;
- B. 50% of the flight price for all flights within the EU of more than 1500 km, and all other flights between 1500 and 3500 km;
- C. 75% of the flight price for all flights not falling under A or B.

5. REIMBURSEMENT REQUESTS, CANCELLATION AND DELAY COMPENSATION CLAIMS, AND OTHER INQUIRIES

As described above, if you do not wish to pursue your initial travel plans because:

- your flight is canceled, or,
- your flight is delayed for at least 5 hours, or,
- you have been denied boarding against your will.

You may request reimbursement for the part or parts of the journey you have not made and for the part or parts already made if the flight no longer serves any useful purpose, taking into consideration your original flight plan.

All requests for reimbursement and compensation must be addressed to the carrier that actually operated the flight or was supposed to operate the flight.

If you wish to get in touch with Air France/KLM regarding a reimbursement request, a compensation claim or with any other inquiry, please contact the local Air France/KLM Customer Care office, preferably by e-mail. Contact details can be found at www.airfrance.com (<http://www.airfrance.com>) or www.klm.com (<http://www.klm.com>).

6. NATIONAL DESIGNATED BODIES

Each Member State of the European Union has designated a body responsible for the implementation of the rules of assistance and compensation enacted for the irregularities mentioned in this brochure. Information on these bodies is available on the below website:

https://transport.ec.europa.eu/index_en (https://transport.ec.europa.eu/index_en)

If you would like to submit a claim and receive compensation for an irregularity without having to pay processing fees to a third party, the European Commission advises passengers to contact the carrier directly without going through a designated complaint center. (Contact details are available on the website of the airline operating the flight).

Complete the claim form (<https://www.airfrance.fr/en/claim>)

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PDF FORMAT

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