

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 specifically 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.

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1. Cancellation

1.1 Cancellation assistance If your flight is canceled, you may choose to:

- reroute 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 seat availability; or
- obtain a refund for the unused segment(s) and the segment(s) already completed if you decide not to continue your journey and return to your point of departure as indicated on the ticket.

In addition, you will receive complimentary:

- meals and refreshments in reasonable relation to the waiting time;
- hotel accommodation in cases where a stay becomes necessary (transport to/from the airport and hotel 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 your flight is canceled, you are entitled to compensation, except in the following cases:

- If the cancellation is caused by extraordinary circumstances that could not have been avoided and the airline has taken all reasonable measures to avoid the cancellation.
- If you have been informed of the cancellation at least 2 weeks before the scheduled departure.

- If you have been informed of the cancellation between 2 weeks and 7 days before the scheduled departure and your new flight allows you to depart no more than 2 hours before the scheduled departure time and to arrive at your final destination less than 4 hours after your scheduled arrival time.
- If you have been informed of the cancellation less than 7 days before the scheduled departure and your new flight allows you to depart no more than 1 hour before the scheduled departure time and to arrive at your final destination less than 2 hours after your scheduled arrival time.

This cancellation compensation cannot be paid at the airport and therefore you need to contact our customer service team (ref. section 5). You can choose between compensation as a non-refundable transportation credit voucher or cash compensation. The non-refundable transportation credit voucher amounts are as follows:

1. Flights up to 1,500 km: *€350
2. Flights within the EU of more than 1,500 km, and all other flights between 1,500 and 3,500 km: *€500
3. All other flights: *€800

The cash compensation amounts are as follows:

1. Flights up to 1,500 km: *€250
2. Flights within the EU of more than 1,500 km, and all other flights between 1,500 and 3,500 km: *€400
3. All other flights: *€600

**Your compensation amount may be reduced by 50% should the arrival time of your alternative flight not exceed the scheduled arrival time of your original flight by 2 hours (A), 3 hours (B), or 4 hours (C). 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 our customer service team (ref. 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 the flight is delayed by at least 5 hours and you do not wish to continue your journey, you can obtain a refund for the unused segment(s) and the segment(s) already completed and, if applicable, be rerouted at our expense to your point of departure as indicated on the ticket. 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 our customer service team (ref. section 5). You can choose between compensation offered in non-refundable transportation credit voucher or cash compensation. The non-refundable transportation credit voucher amounts are as follows:

1. Flights up to 1,500 km: *€350
2. Flights within the EU of more than 1,500 km, and all other flights between 1,500 and 3,500 km: *€500
3. All other flights : *€800

Cash compensation amounts:

1. Flights up to 1,500 km: *€250
2. Flights within the EU of more than 1,500 km, and all other flights between 1,500 and 3,500 km: *€400
3. All other flights : *€600

**Your compensation amount may be reduced by 50% for flights of 3500 km and more if your flight landed 3 to 4 hours after your scheduled arrival time.* 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 our customer service team (ref. 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 the number of volunteers for offloading is insufficient and you are denied boarding against your will, assistance and compensation will be provided to you, provided that you have complied with the check-in rules described above. You will not be eligible for this assistance and compensation if your denial of boarding is related to health, safety, security reasons, or due to inadequate travel documents. 3.1 Denied boarding assistance If you are denied boarding, you may choose to:

- reroute 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 seat availability; or
- obtain a refund for the unused segment(s) and the segment(s) already completed if you decide not to continue your journey and return to your point of departure as indicated on the ticket.

In addition, you will receive complimentary:

- meals and refreshments in reasonable relation to the waiting time;
- hotel accommodation in cases where a stay becomes necessary (transport to/from the airport and hotel 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 are denied boarding, compensation will be provided to you, unless your denial of boarding is related to health, safety, security reasons, or due to inadequate travel documents. The compensation will be issued at the airport. You can choose between non-refundable transportation credit voucher or cash compensation. 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 – All other flights: *€800 Cash compensation amounts: - 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 – All other flights: *€600 **Your compensation amount may be reduced by 50% should the arrival time of your alternative flight not exceed the scheduled arrival time of your original flight by 2 hours (A), 3 hours (B), or 4 hours (C).* 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 our customer service team (ref. 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:

- 30% of the ticket price for all flights of 1,500km or less;
- 50% of the ticket price for all flights within the EU of more than 1,500 km, and all other flights between 1,500 and 3,500 km;
- 75% of the ticket price for all other flights.

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 can obtain a refund for the unused segment(s) and the segment(s) already completed through our customer service, whose contact details are provided in the "[Contact us](#)" section of our website. 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 our customer service team whose contact details are specified in the “[Contact us](#)” section of our website.

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: [National Enforcement Bodies \(NEB\) \(europa.eu\)](#). 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](#)

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