

Form for passengers who missed their flight due to long security queues - temporary

Eindhoven Airport scheme

If you missed your flight and incurred costs as a result of long security queues at Eindhoven Airport, you may be eligible for the temporary compensation scheme that Eindhoven Airport has set up. If you meet the conditions of the compensation scheme, we request that you download and complete the form below. Based on the information you give us we will determine whether you are eligible for compensation.

Please send the completed form and associated attachments to legal@eindhovenairport.nl. You can also print out the form and attachments, and send them to Eindhoven Airport, Luchthavenweg 13, 5657 EA Eindhoven.

- Your personal details
 - First name
 - Last name
 - Address
 - If you are submitting a request for compensation on behalf of other passengers, also state their name(s) and address details. In addition, state the reason why you are making the request on their behalf.
- A brief description of why you are requesting compensation and on what facts you base this request.
- Regarding the missed flight:
 - Flight number
 - Departure date and original time of departure
- If you booked a replacement flight:
 - Flight number
 - Departure date and time
 - Cost of the flight
- Did you have extra expenses due to missing your flight:
 - Specification of costs
 - Brief description

- Total amount claimed
- The name of the bank account holder and IBAN number to which we can transfer the compensation.
- Any other information that may be relevant to the handling of your request for compensation.

We would also like to receive the following documents as an attachment:

- A (copy of the) booking confirmation of the missed flight.
- A (copy of the) booking confirmation and proof of payment relating to your replacement flight, if applicable.
- Proof that you were at Eindhoven Airport 2,5 hours before departure time of your flight. This could be a parking ticket with time of entry, proof of check-out at the train station or bus stop, proof of payment for a taxi ride, photo with time stamp, or a WhatsApp message showing the time and date.
- Proof (including proof of payment) of the expenses incurred as a result of missing your flight. Please note: the booking confirmations/cancellation confirmations of, for example, accommodation and excursions must be in the name of one of the persons making the request for compensation.

I declare that I have filled in this form truthfully. (mandatory)

I declare that the costs I am requesting to be reimbursed have not in any way (such as by way of a voucher) already been reimbursed by another party / other parties. (mandatory)

I give Eindhoven Airport permission to validate my request, along with the relevant data, with my airline. (mandatory)

I have also submitted my claim to the Dutch Consumers' Association (*Consumentenbond*) and/or Max Ombudsman and I give Eindhoven Airport permission to discuss my request with them if necessary. (optional)

When reviewing your compensation request, we process your personal data. You can read about how we handle this data here. When you submit the completed form, you agree to the processing of your personal data as stated in the [Compensation scheme privacy statement](#).

Date: