

## **TUI AIRLINE NOTICE OF YOUR RIGHTS IN THE EVENT OF DENIED BOARDING, FLIGHT DELAY OR FLIGHT CANCELLATION**

If your flight was being operated by TUI Airline and has subsequently been cancelled or is subject to a long delay, or you have been denied boarding on a flight for which you hold a valid reservation, then you are entitled to certain rights in accordance with Regulation (EC) No 261/2004 (**EU261**); or, if you are in the UK, the corresponding retained UK law (**UK261**). EU261 and UK261 are hereafter together referred to as **the Regulation**.

This notice applies to flights operated by: TUI Airways Limited (if your flight number begins with TOM or BY); TUIfly GmbH (TUI/X3); TUI Airlines Nederland BV (TFL/OR); TUI Airlines Belgium NV (JAF/TB); and TUIfly Nordic AB (BLX/6B). Together, **TUI Airline**. Your operating carrier will be shown on your booking confirmation.

Your operating airline is responsible for granting you the following rights.

### **Scope**

The Regulation applies:

- to passengers departing from an EU/UK airport or departing from an airport outside the EU/UK when carried by an EU/UK carrier;
- only if you have a confirmed reservation on the flight concerned;
- only if you (except in case of cancellation) present yourself in time for check-in or, if no time is indicated, not later than 45 minutes before the published departure time;
- only if you travel on a ticket bought at a fare available to the public, including tickets issued under frequent flyer or other commercial programmes.

Compensation is not payable where the disruption is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken. Examples can include bad weather, political instability, security risks, air traffic management restrictions and unexpected flight safety shortcomings which are not inherent in the normal operation of the aircraft.

Rights under the Regulation are also not granted if you have been denied boarding on reasonable grounds, such as reasons of health, general or operational security, or inadequate travel documentation; and fixed compensation will not be payable if you have voluntarily waived your reservation in the event of a call for volunteers.

### **Right to compensation**

If your flight is either delayed on arrival by three hours or more, your flight is cancelled, or you are involuntarily denied boarding, you may be entitled to receive the following amounts from us:

- **€250/£220** in respect of all flights of 1,500km or less;
- **€400/£350** in respect of all intra-EU flights of more than 1,500km, and for all other flights between 1,500km and 3,500km;
- **€600/£520** for all other flights.

If we are able to offer you re-routing on an alternative flight and the arrival time of the re-routed flight does not exceed the scheduled arrival time of the flight booked:

- by two hours, in respect of all flights of 1,500km or less;
- by three hours, in respect of all intra-EU flights of more than 1,500km, and for all other flights between 1,500km and 3,500km; or
- by four hours, in respect of all other flights,

then the compensation set out above may be reduced by **50%**.

You will not be entitled to compensation if your flight is cancelled and you are informed of the cancellation either: at least two weeks before scheduled departure; between two weeks and seven days before scheduled departure and you are offered re-routing, allowing you to depart no more than two hours earlier and reach your final destination less than four hours later than scheduled; or less than seven days before scheduled departure and you are offered re-routing, allowing you to depart no more than one hour earlier and reach your final destination less than two hours later than scheduled.

### **Right to reimbursement or re-routing**

If you are denied boarding or your flight is cancelled, you are additionally entitled to choose between:

- reimbursement within seven days of the ticket for the part or parts of the journey not made and for the part or parts already made if the flight is no longer serving any purpose. In addition, where applicable, you are entitled to a return flight to the first point of departure at the earliest opportunity;
- re-routing to your final destination under comparable transport conditions at the earliest opportunity;
- re-routing to your final destination under comparable transport conditions at a later date of your choice, subject to availability.

If your flight is delayed by at least five hours and you elect not to travel, you are entitled to receive reimbursement together with, when relevant, a return flight to the first point of departure, at the earliest opportunity.

If your flight forms part of a package holiday, deciding not to travel (for example, "no-show" at departure) may affect your holiday contract and could lead to additional costs. Please speak to your tour operator before deciding not to travel.

### **Right to care**

If you are involuntarily denied boarding, if your flight is cancelled, or if we reasonably expect your flight to be delayed beyond its scheduled time of departure for: two hours or more for flights of 1,500km or less; three hours or more for all intra-EU flights of more than 1,500km and for all other flights between 1,500km and 3,500km; or four hours or more for all other flights, then we will offer you, free of charge:

- meal and refreshment vouchers in reasonable relation to the waiting time, as long as this does not delay the flight further;
- two telephone calls, telex or fax messages or e-mails;
- hotel accommodation in cases where a stay of one or more nights becomes necessary, or where a stay additional to that intended by you becomes necessary;
- transport between the airport and place of accommodation (hotel or other).

### **Contact and Enforcement**

If you wish to contact TUI Airline, please go to [www.tuifly.com](http://www.tuifly.com). If you are not satisfied with our response, you can contact the National Enforcement Body (NEB) responsible for the application of the Regulation in the country from which your flight was scheduled to depart (or, if outside of the EU/UK, the NEB would be that in the country in which you are scheduled to fly to). For details of all NEBs in the EU, please visit [https://transport.ec.europa.eu/transport-themes/passenger-rights/national-enforcement-bodies-neb\\_en](https://transport.ec.europa.eu/transport-themes/passenger-rights/national-enforcement-bodies-neb_en).

Key NEB contact points for TUI Airline under EU261 and UK261:

- **United Kingdom:** Civil Aviation Authority (CAA) – Passenger Complaints Unit, CAA House, 45–59 Kingsway, London WC2B 6TE; Tel: +44 20 7453 6888; email: [passengercomplaints@caa.co.uk](mailto:passengercomplaints@caa.co.uk)
- **Germany:** Luftfahrt-Bundesamt (LBA) – Fluggastrechte, 38144 Braunschweig; Tel: +49 531 2355-115; email: [fluggastrechte@lba.de](mailto:fluggastrechte@lba.de); website: [www.lba.de](http://www.lba.de)
  - Schlichtungsstelle Reise und Verkehr – Fasanenstr. 81, 10623 Berlin; Tel: +49 30 6 44 99 33-0; email: [kontakt@sruv.de](mailto:kontakt@sruv.de); website: <https://www.schlichtung-reise-und-verkehr.de/>; online complaint form: <https://www.schlichtung-reise-und-verkehr.de/die-schlichtung/antrag-stellen/>
- **Netherlands:** Inspectie Leefomgeving en Transport (ILT), Postbus 16191, 2500 BD Den Haag; Tel: +31 88 489 0000; website: <https://english.ilent.nl/themes/a/air-passenger-rights/passengers>
- **Belgium:** SPF Mobilité & Transport, Rue du Progrès 56, 1210 Bruxelles; Tel: +32 2 277 44 00; email: [passenger.rights@mobilite.fgov.be](mailto:passenger.rights@mobilite.fgov.be); website: [mobilite.belgium.be](http://mobilite.belgium.be)
- **Sweden:** Konsumentverket, Box 48, SE-651 02 Karlstad; Tel: +46 771 42 33 00; email: [konsumentverket@konsumentverket.se](mailto:konsumentverket@konsumentverket.se); website: [www.konsumentverket.se](http://www.konsumentverket.se)
- **Denmark:** Trafikstyrelsen, Carsten Niebuhrs Gade 43, 1577 København V; Tel: +45 72 21 88 00; email: [info@trafikstyrelsen.dk](mailto:info@trafikstyrelsen.dk); website: [www.flypassager.dk](http://www.flypassager.dk)
- **Norway:** Luftfartstilsynet, P.O. Box 243, NO-8001 Bodø; Tel: +47 75 58 50 00; email: [postmottak@caa.no](mailto:postmottak@caa.no); website: <https://luftfartstilsynet.no>
- **Finland:** Traficom, P.O. Box 320, FI-00059 Traficom, Helsinki; Tel: +358 29 534 5000; email: [kirjaamo@traficom.fi](mailto:kirjaamo@traficom.fi); website: <https://www.traficom.fi/en/air-passenger-rights>