Air passenger rights under European Regulation (EC) 261/2004

Flight delay

If your flight is delayed, you are entitled **to care**, as set out in section 1, when the departure of the flight is delayed:

a) by two hours or more in the case of flights of 1,500 km or less; (Inter-Balearic)

If your flight is delayed by 5 hours or more, you are entitled to a refund of your ticket, as set out in **section 2.a).** You may also be entitled to financial **compensation** if the conditions mentioned in section 3 are met.

Flight cancellation

If your flight is cancelled, you may exercise **the rights** set out in **sections 1, 2 and 3.**

You are not entitled to compensation if the cancellation of your flight is due to any of the extraordinary circumstances detailed in section 3, or if the airline informs you of the cancellation:

•at least two weeks before the scheduled time of departure; or

•between two weeks and seven days before the scheduled time of departure and offers you alternative transport that allows you to depart no more than two hours before the scheduled time of departure and to reach your final destination less than four hours after the scheduled time of arrival; or

•less than seven days before the scheduled time of departure and offers you a flight that allows you to depart no more than one hour before the scheduled time of departure and to reach your final destination less than two hours late.

Denied boarding

If the airline expects to have to deny boarding to any passengers, it must first call for volunteers to give up their reservations.

If you volunteer to give up your seat when boarding is denied on a flight, you are entitled to alternative transport or a refund of your ticket, as set out in section 2, and also to compensation agreed between you and the airline.

If there are not enough volunteers and you are denied boarding against your will, the airline must offer you what is set out in sections 1, 2 and 3. You must be compensated immediately, without needing to file a claim with the airline.

You will not be entitled to the above if there are reasonable grounds for denying you boarding, such as reasons of health, safety or security, or inadequate travel documentation, among others.

The airline will pay special attention to the needs of persons with reduced mobility and their companions, as well as to the needs of unaccompanied minors.

1. Right to care

If you are involuntarily denied boarding, or if your flight is cancelled or delayed for a certain period of time as described in the section 'Flight delay', the airline is obliged to provide you, free of charge, with:

- sufficient meals and refreshments in relation to the waiting time, provided this does not further delay the departure of the flight,
- two telephone calls, telex or fax messages, or emails,
- hotel accommodation in cases where a stay of one or more nights becomes necessary,
- transport between the airport and the place of accommodation (hotel or other).

2. Right to alternative transport or refund

If you are denied boarding or your flight is cancelled, the airline must let you choose one of these three options:

a) A refund, within 7 days, of the ticket for the part or parts of the journey not made, or for the part or parts already made if the journey no longer serves any purpose. In addition, where relevant, you will be entitled to a return flight to the first point of departure at the earliest opportunity.

b) Re-routing to the final destination under comparable transport conditions at the earliest opportunity, on flights operated by the same airline or any other.

c) Re-routing to your final destination at a later date at your convenience, subject to seat availability.

3. Right to compensation

If you are denied boarding against your will, or if your flight is cancelled, you will be entitled to the following compensation:

a) EUR 250 for flights of up to 1,500 km; (Inter-Balearic)

These amounts may be reduced by 50% if the airline offers you alternative transport to your final destination where the difference between the arrival time and the scheduled arrival time of the originally booked flight:

a) Does not exceed two hours, for all flights of up to 1,500 km.

If your flight arrives at its final destination 3 hours or more late, you may be entitled to the above compensation.

This compensation will be paid in cash, by electronic transfer, bank transfer or cheque or, with the signed agreement of the passenger, in travel vouchers or other services.

You will not be entitled to compensation if the delay or cancellation is caused by extraordinary circumstances which could not have been avoided even if the airline had taken all reasonable measures. Extraordinary circumstances include, among others, adverse weather conditions affecting the flight schedule, political instability, strikes or other industrial action outside the airline's control, air traffic restrictions, and any other unforeseen circumstances that pose a safety risk and are beyond the airline's control.