

# Notice of Rights in case of flight cancellation

Correct as at 16/10/2015

This notice contains important information about your rights established by European regulation (EC) No.261/2004 and applies to you if:

- You have a confirmed booking on a flight operated by easyJet Airline Company Ltd or easyJet Switzerland S.A. purchased at a fare available directly or indirectly to the general public; and
- Your flight is departing from an airport located in a European country, or
- Your flight is departing from an airport located in a non-European country to an airport situated in a European country to which the Treaty applies, unless you receive benefits or compensation and were given assistance in that non-European country; and
- You presented yourself for check-in, with a confirmed reservation, before the Flight Check-in Deadline (see our Terms and Conditions) or as otherwise notified to you, (except in the case where your flight has been cancelled).

## Flight cancellation

If your flight is cancelled, you may be entitled to the rights set out in sections 2 and 3. You may also be entitled to compensation under section 1 of this notice EXCEPT when:

- You are informed of the cancellation at least 2 weeks before the scheduled departure time; or
- You are informed of the cancellation between 2 weeks and 7 days before the scheduled departure time and are offered re-routing, allowing you to depart no more than 2 hours before the scheduled departure time and to reach your final destination less than 4 hours after the scheduled arrival time; or
- You are informed of the cancellation less than 7 days before the scheduled departure time and are offered re-routing, allowing you to depart no more than 1 hour before the scheduled departure time and to reach your final destination less than 2 hours after the scheduled arrival time; or
- The cancellation is due to extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken, including but not limited to air traffic control, weather, civil unrest, terrorist alerts and security alerts, strike action and unexpected flight safety shortcomings

## 1. Right to compensation

Has your flight been cancelled? If so, you may be entitled to the following compensation :

- (a) EUR 250 for all flights of 1500 kilometres or less;
- (b) EUR 400 for all intra-Community flights of more than 1500 kilometres, and for all other flights between 1500 and 3500 kilometres;
- (c) EUR 600 for all flights not falling under (a) or (b).

Please note that the compensation will be reduced by 50% if We are able to offer you re-routing on an alternative flight to your final destination, provided that you arrive:

- Within 2 hours of your original flight arrival time, in respect of flights of 1500 km or less;
- within 3 hours of your original flight arrival time for all flights between 1500 and 3500km provided you are flying in Europe; or
- within 4 hours of your original flight arrival time for flights of 3500km or more.

Compensation is only payable where the cause of the delay or cancellation is for reasons other than extraordinary circumstances as listed in sections 1 and 2 of this notice and for involuntary offloads for reasons other than grounds of health, safety, or inadequate travel documentation.

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

Has your flight been cancelled? If so you can also obtain:

- a) reimbursement for the part journey not made; or
- b) reimbursement for the part or parts of your journey already made if the flight no longer serves any purpose in relation to your original travel plans, together with, where relevant, a return flight to the first point of departure, at the earliest opportunity; or
- c) re-routing, under comparable transport conditions, to your final destination at the earliest opportunity; or
- d) re-routing, under comparable transport conditions, to your final destination at a later date at your convenience, subject to availability of seats.

## **3. Right to care**

Has your flight been delayed for more than 2 hours or cancelled without notice? If so you are entitled to:

- a) meals and refreshments in proportion to the waiting time;
- b) hotel accommodation and transport between the airport and the hotel, where a stay of one or more nights becomes necessary;
- c) two telephone calls, or telex or fax messages, or emails.

Has your flight been delayed or cancelled before you arrive at the airport without notice to you? You are entitled to a) and c) above.

Have you had to postpone your flight to at least the day after the original flight departure time because of delay or re-routing? If so, you are entitled to b).

In the unlikely event it is not possible for easyJet to arrange care set out in this paragraph, easyJet will reimburse you for reasonable expenses upon application via the [website](#). You will need to provide us with fully itemised receipts detailing the expense incurred. Please note that re-imbursement for alcohol will not be made.