



NOT JUST
TRAVEL



Your Dream Holiday
Holidays, Cruise and More

ABTA – K9413

Phone – 0794 3939 712

Flight Delays - What you're entitled to

If you booked a flight that departed from Europe or was with a European airline, you might have rights under EU law if your flight is delayed or cancelled.

For the EU law to apply, you'll need to have departed from the UK, European Union (EU), Iceland, Liechtenstein, Norway or Switzerland.

Contact the airline if these don't apply to you - for example, because you flew from New York to Los Angeles, or Europe on a Qantas plane. What you'll be entitled to will depend on the airline.

If your flight's delayed for 2 or more hours

Your airline has to give you:

- food and drink
- access to phone calls and emails
- accommodation if you're delayed overnight - and journeys between the airport and the hotel

The airline should give you vouchers to get these things at the airport. Ask someone who works for the airline if you're not offered any help.

If they don't give you help at the airport, keep receipts for expenses and try to claim from the airline later. Airlines only pay for 'reasonable' expenses - you won't get money back for alcohol, expensive meals or luxury hotels.

If your flight's delayed for 3 or more hours

You already have a legal right to food and drink, phone calls and accommodation - you get this when the flight is delayed for 2 hours or more.

You're also entitled to get compensation if the delay is the airline's responsibility - for example if they didn't get enough bookings or there was a technical fault.

You wouldn't get compensation if it was delayed because of something like bad weather or a strike.

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You're entitled to a set amount of compensation depending on:

- the distance of the flight - check the [flight distance](#) on the WebFlyer website
- the length of the delay - how late you are getting to your destination
- whether you're flying to an EU or non-EU destination

Delay to your arrival	Flight distance	Compensation
3 hours or more	Less than 1,500km	€250
	Between 1,500km and 3,500km	€400
	More than 1,500km and within the EU	€400
3-4 hours	More than 3,500km, between an EU and non-EU airport	€300
4 hours or more	More than 3,500km, between an EU and non-EU airport	€600

You have to claim from the airline to get compensation. Search their website or call their customer services department.

If your flight's delayed for 5 hours or more

You don't have to take the flight if it's delayed for 5 hours or more. It doesn't matter whose responsibility the delay is.

If you don't take the flight

The airline legally has to give you all of the following:

- a full refund for the flight
- a full refund for other flights from the airline that you won't use in the same booking, e.g. an onward or return flight
- if you're part-way through a journey, a flight back to the airport you originally departed from
- food and drink
- access to phone calls and emails
- accommodation if you're delayed overnight, as well as journeys between the airport and the hotel

Talk to someone from the airline as soon as you decide you don't want to take the flight.

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If you do take the flight

You can claim up to €600 in compensation if the delay is the airline's responsibility - depending on the distance and destination of your flight. It might have been your airline's fault if there was a technical flight, or they overbooked.

You wouldn't get compensation if it were delayed because of something like bad weather or a strike.

If your flight is cancelled

You have the legal right to either:

- a full refund - including other flights from the airline that you won't use in the same booking such as onward or return flights
- a replacement flight to get you to your destination

Ask for a refund or replacement at the airport if you can. If not, you can claim from the airline later.

You also have a legal right to:

- help with costs - if the cancellation delays you 2 or more hours
- compensation - if you'd be delayed 2 or more hours by the replacement flight offered

If you get a replacement flight

The airline legally has to help you with the things you need while you're waiting at the airport for your replacement flight. This includes:

- food and drink
- access to phone calls and emails
- accommodation if you're delayed overnight, as well as journeys between the airport and the hotel

The airline should give you vouchers to get these things at the airport. Ask someone who works for the airline if you're not offered anything.

If they don't give you help at the airport, keep receipts for your expenses and try to claim from the airline later. Airlines only pay for 'reasonable' costs - you won't get money back for alcohol, expensive meals or luxury hotels.

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Claim compensation

You're legally entitled to get compensation if the delay is the airline's responsibility and either:

- the replacement flight delays your arrival by 2 or more hours
- your flight was cancelled at least 7 days before departure

The amount of compensation you're entitled to depend on:

- when the flight was cancelled
- the distance of the flight - [check the flight distance](#) on the Web Flyer website
- the departure and arrival times of the rescheduled flight

If your flight was cancelled less than 7 days before departure:

Flight distance	Departure and arrival times	Compensation
Less than 1,500km	Departure - at least 1 hour earlier than booked flight	€125
	Arrival - up to 2 hours later than the booked flight	
1,500km to 3,500km	Arrival - at least 2 hours later than booked flight	€250
	Departure - at least 1 hour earlier than booked flight	€200
Arrival - up to 3 hours later than the booked flight		
More than 3,500km	Arrival - at least 3 hours later than booked flight	€400
	Departure - at least 1 hour earlier than booked flight	€300
Arrival - up to 4 hours later than the booked flight		
More than 3,500km	Arrival - at least 4 hours later than booked flight	€600
	Departure - at least 1 hour earlier than booked flight	€300
Arrival - up to 4 hours later than the booked flight		

If your flight was cancelled between 7 and 14 days before departure:

Flight distance	Departure and arrival times	Compensation
Less than 1,500km	Departure - from 2+ hours earlier than booked flight	€125
	Arrival - up to 2 hours later than the booked flight	
1,500km to 3,500km	Departure - from 2+ hours earlier than booked flight	€200
	Arrival - up to 3 hours later than booked flight	
1,500km to 3,500km	Arrival - 2+ hours later than the booked flight	€250
	Arrival - 4+ hours later than the booked flight	€250

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	Departure - from 2+ hours earlier than booked flight	€400
	Arrival - 3 to 4 hours later than booked flight	
	Arrival - 4+ hours later than booked flight	€400
More than 3,500km	Departure - from 2+ hours earlier than booked flight	€300
	Arrival - up to 4 hours later than booked flight	
	Arrival - 4+ hours later than booked flight	€600

Claim from the airline to get compensation or use your own travel insurance if it covers cancellations.

Claim from the airline

Contact the airline – this needs to be the airline operating the flight, even if you booked it through another airline. The airline’s customer services department will usually help. Be ready to give all your flight details and booking reference numbers.

Write your claim – say what went wrong and what you want the airline to give you. The Civil Aviation Authority has information about how to write a reasonable claim, and you can download a template letter from the Which? Website. Include copies (not originals) of your tickets and any receipts.

Keep records – keep copies of your claim and any response from the airline. Take notes if you speak to anyone from the airline - this could be useful if you decide to take your claim further.

If you’re not getting anywhere

You can report your issue to the Civil Aviation Authority (CAA) if the airline doesn’t give you what you’re entitled to.

PACT (the CAA's Passenger Advice and Complaints Team) will only consider your complaint if the airline or airport involved is **not** a member of an approved alternative dispute resolution (ADR) body.

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Where you're flying from	Where you're flying to	Airline	Whom to Contact
UK	Anywhere	Any airline	Use the form on the Civil Aviation Authority (CAA) website
Somewhere in the EU, Iceland, Norway or Switzerland (not the UK)	Anywhere	Any airline	Email your complaint to passengercomplaints@caa.co.uk
Outside the EU	UK	The airline must be based in the EU	Use the form on the Civil Aviation Authority (CAA) website
Outside the EU	Somewhere in the EU, Iceland, Norway or Switzerland (not the UK)	The airline must be based in the EU	Email your complaint to passengercomplaints@caa.co.uk

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Flight Cancellations

Flight cancellations happen, unfortunately, sometimes things are beyond our control.

It's essential to know what to do in the event of possible cancellations.

If the flight hasn't officially been cancelled you must also issue the same advice:

- To get the airport 3 hours before departure
- Check in as usual either online or at the check-in desk at the airport
- Never make assumptions about these things.

If your customer's flight is cancelled before going to the airport:

- Usually, the airline/tour operator will provide a facility by phone or online to rebook. Or in there is sufficient time, contact the supplier you have booked through to advise your next action
- Keep up to date with any information you receive
- Check with the supplier to see if any compensation is applicable.
- If connecting flights are booked, make sure you make the supplier aware as these may be affected.
- If you're going to arrive late to their resort/hotel, we would recommend you contact the hotel and advice them accordingly.

If a customer's flight is cancelled while they are at the airport:

- Typically the airport will become very busy in these situations.
- If you have booked flights as part of a package, then there should be a ground agent available to help them, i.e. a Thomas Cook member of staff. You must contact them as their first priority. If it is someone such as 'Travel 2', then the client should contact the airline support staff. If in doubt, the client should refer to their paperwork where there will be an emergency support number.
- The recommended 'official' cause of action is to go to the relevant information desk and rebook alternative flights. The airline will then arrange this at their cost, check availability etc. **They will rebook flights at no charge to the client and offer available alternatives.**
- This is ok, however, unless you are first in the queue then options can quickly become limited as they attempt to rebook people onto alternative flights.

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- **If a client is desperate to get on the next available flight**, the safest option is for them (or you) to attempt to search and book another flight online asap. They will get a full refund on the cancelled flight. This may end up costing a little more (which they may be able to claim on insurance - no guarantees), but it does mean they are more likely to get a flight booked. If booked as a flight only, typically the client should pay for these flights.
- To get a to their resort within a suitable time frame, sometimes you have to look at flights from alternative airports, even if it means the client catching a bus/taxi or driving.
- Speed is essential in these situations. If a flight is cancelled, you could have 100's of passengers attempting to fill empty seats on alternative flights which will already be very full.

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Flight Delays

What to do if a clients flight is delayed:

If your flight is delayed, the best option is to speak to the airport staff to find out as much 'live' and 'current' information as possible.

The airport staff will be able to give the best information.

When it comes to delays there isn't a huge amount your agent can do, make sure your customer is aware of everything you know.

What if you have a connecting flight(s)?

Contact the supplier to make sure any connecting/missed flights are managed as soon as possible and liaise with your agent to make sure they are aware of what is going on.

If the flight ticket was booked as one, i.e. all connecting flights were booked on the same ticket then the airline will make arrangements to get the client to the destination.

If the client has booked separate flights, i.e. not on the same ticket or not as part of a package, then there is little protection against this. The client will be responsible for rebooking flights / organising alternative flights. You can of course help with this.

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