



## Long Delay Notice

The following rules shall apply:

- In respect of Air Transat's flight departing from an airport in the EU;
- On condition that you have a confirmed reservation and are at the indicated time or not later than 60 minutes before the published time of departure;
- Only to passengers travelling at a non-discounted fare available directly or indirectly to the public

### Rules for Compensation and Assistance

If your flight is delayed for at least 4 hours,

- I. Air Transat will offer you, free of charge:
  - (a) meals and refreshments in a reasonable relation to the waiting time; and
  - (b) two telephone calls, telex, fax messages or e-mails.
- II. If the reasonably expected time of departure of the new flight is at least the day after the time of departure previously announced, Air Transat will also offer you:
  - (a) 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.
  - (b) Transport between the airport and place of accommodation (hotel or other).
- III. When the delay is at least five hours and you decide not to travel on the delayed flight, Air Transat will offer you:
  - (a) reimbursement within seven days (in cash, by electronic bank transfer, bank orders or bank cheques or, with your signed agreement, travel vouchers and/or other services) of the full cost of your ticket, at the price at which it was bought, 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 relation to your original travel plan, together with, when relevant, a return flight to the first point of departure, at the earliest opportunity
- IV. In the event of a flight cancellation or a delay of at least 3 hours, you are entitled to compensation in the amount of EUR 600, except when:
  - (a) you are informed of the cancellation at least two weeks before the scheduled time of departure; or
  - (b) you are informed of the cancellation between two weeks and seven days before the scheduled time of

departure and are offered re-routing, allowing 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

- (c) you are informed of the cancellation less than seven days before the scheduled time of departure and are offered re-routing, allowing you to depart no more than one hour before the scheduled time of departure and to reach your final destination less than two hours after the scheduled time of arrival; or
- (d) Air Transat can prove that the cancellation or delay is caused by extraordinary circumstances which could not have been anticipated even if all reasonable measures had been taken.

When you are offered re-routing to your final destination on an alternative flight and the arrival time of the re-routed flight does not exceed the scheduled arrival time of the flight originally booked by four hours, Air Transat may reduce the compensation described above by 50%.

For the above purposes, "final destination" means the destination on the ticket presented at the check-in counter, or, in the case of directly connecting flights, the destination of the last flight; alternative connecting flights available shall not be taken into account if the original planned arrival time is respected.

### National Enforcement Bodies

#### **United Kingdom**

Passenger Complaints Units Civil Aviation Authority  
CAA House  
45-59 Kingsway  
London  
WC2B 6TE  
Tel.: +44 207453 6888  
Fax: +44 20 7240 7071  
Email: [passengercomplaints@caa.co.uk](mailto:passengercomplaints@caa.co.uk)

#### **France**

Direction générale de l'aviation civile (DGAC) Direction du transport aérien Mission du Droit des passagers Bureau des passagers aériens 50 rue Henry Farman FR- 75720 PARIS cedex 15  
Fax : +33 1 58.09.38.45  
[www.developpement-durable.gouv.fr](http://www.developpement-durable.gouv.fr)

#### **Spain**

Agencia Estatal de Seguridad Aérea División de Calidad y Protección al Usuario Avda. General Perón 40, Acceso B, (Recepción planta 1ª) 28020 MADRID  
Tel.: + 34 91 396 82 10  
<http://www.seguridadaerea.es/>

#### **Italy**

L'Ente Nazionale per l'Aviazione Civile Viale del Castro Pretorio, 118 IT - 00185 ROME  
Tel. : +39 06 44596-1 Fax : +39 06 44596493  
[cartadiritti@enac.gov.it](mailto:cartadiritti@enac.gov.it)  
<http://www.enac.gov.it>

#### **Portugal**

Instituto Nacional de Aviação Civil (INAC) Rua B, Edifícios 4, 5 e 6 Aeroporto da Portela PT - 1749-034 LISBOA  
Tel. : +351(21)842-3500 Fax : +351(21)847-3585  
[dre.pdc@anac.pt](mailto:dre.pdc@anac.pt)  
[www.anac.pt](http://www.anac.pt)

#### **The Netherlands**

Inspectie Leefomgeving en Transport Human Environment and Transport Inspectorate Postbus 575 NL - 2130 AN HOOFFDORP [www.ILenT.nl](http://www.ILenT.nl)

#### **Belgium**

SPF Mobilité & Transport Direction générale Transport aérien Cellule Stratégique - Droits des passagers City Atrium (6ème étage - locker PAX) Rue du Progrès 56 BE-1210 Bruxelles  
Tel : +32 2 277 44 00  
Fax : +32 2 277 40 73  
[Passenger.rights@mobiliteit.fgov.be](mailto:Passenger.rights@mobiliteit.fgov.be)  
[www.mobiliteit.belgium.be](http://www.mobiliteit.belgium.be)

#### **Greece**

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Fax : +30 210 891.6193 +30 210 894 7132  
[d1d@hcaa.gr](mailto:d1d@hcaa.gr)

#### **Ireland**

Commission for Aviation Regulation 3rd Floor Alexandra House Earlsfort Terrace IE - DUBLIN 2  
Tel. : +353-(0) 1-6611700  
Fax : +353-(0) 1-6611269 (General)  
[apr@aviationreg.ie](mailto:apr@aviationreg.ie)  
[www.aviationreg.ie](http://www.aviationreg.ie)

*This notice is required by Regulation EC 261/2004 of the European Parliament and of the Council of the European Union*

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