



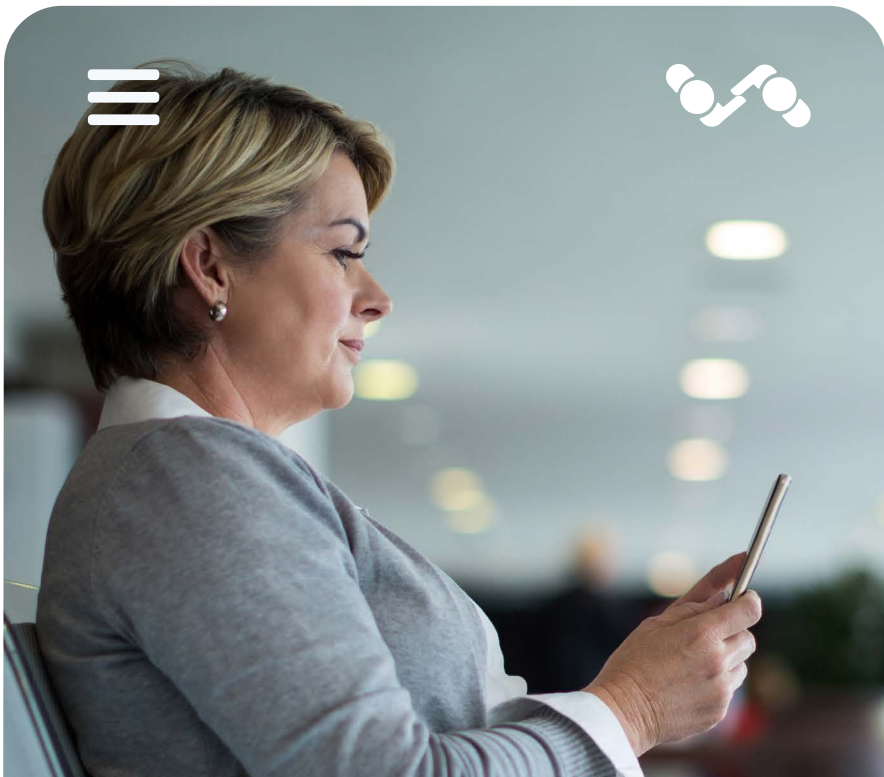
# MCCAA

THE MALTA COMPETITION AND  
CONSUMER AFFAIRS AUTHORITY



## AIR PASSENGER RIGHTS

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## AIR PASSENGER RIGHTS

Flight delays, cancellations, denied boarding and overbooking are unfortunate but common occurrences for air travellers. In such situations, it is essential for air passengers to be aware of their legal rights and the airline's obligations.

These rights are protected under the European Union Regulation 261/2004, which sets out the specific conditions under which passengers are entitled to compensation, care, and assistance from the airline.

## FLIGHT DELAY

When a flight is delayed for more than two hours, passengers are legally entitled to care and assistance from the airline. The level of assistance depends on the duration of the delay. In some cases, passengers may also be eligible for a ticket refund, re-routing, or financial compensation.

## CARE & ASSISTANCE

For delays of two hours or more, airlines must provide:

- + Two free phone calls.
- + Meals and refreshments proportional to the waiting time at the airport.
- + Hotel accommodation and transport to the hotel in cases of overnight stays.

## TICKET REFUND OR RE-ROUTING

For delays exceeding five hours, passengers must be given a choice between:

- + A full refund of the ticket cost, including a return flight to the original departure point if applicable.
- + Re-routing to the final destination under comparable transport conditions, either at the earliest opportunity or at a later date, subject to seat availability.



## FINANCIAL COMPENSATION

Passengers are entitled to financial compensation for delays exceeding three hours. The amount of compensation depends on the flight's distance.

Flights less than 1,500km

€250

Flights more than 1,500km within the EU and all other flights between 1,500km and 3,500km

€400

Flights longer than 3,500km

€600

The distance is calculated from the first point of departure to the final destination.

Sorry your flight has been re-routed!

## EXTRAORDINARY CIRCUMSTANCES

Passengers are not entitled to financial compensation if a flight delay is caused by circumstances beyond the airline's control.

+ These may include:

Political instability.

Severe weather conditions that prevent safe flight operations.

Security risks or unexpected safety issues.

Strikes affecting the airline's operations.

In such cases, while compensation is not granted, passengers are still entitled to care and assistance as outlined in the regulations.

## COMPENSATION REDUCTIONS

If the airline offers re-routing and the passengers reach their final destination with a delay, compensation may be reduced by 50% as shown in the list below.

Compensation when passengers reach their final destination within 2 hours on flights of 1,500km or less.

€125

Compensation when passengers reach their final destination within 3 hours or less on flights more than 1,500km within the EU and all other flights between 1,500km and 3,500km.

€200

Compensation when passengers reach their final destination within 4 hours or less on flights more than 3,500km.

€300

## FLIGHT CANCELLATION

In the event of a flight cancellation, passenger rights depend on when the cancellation is communicated. If a flight is cancelled without prior notice, passengers must be given a choice between:

A full refund of the ticket cost.

An alternative flight to the final destination.

+ In addition, passengers are entitled to:

**Care and assistance**, including meals, refreshments, and accommodation if necessary.

**Financial compensation**, unless: the cancellation is due to extraordinary circumstances beyond the airline's control; or the airline informed passengers about the cancelled flight at least 14 days before the scheduled departure.

## DENIED BOARDING (OVERBOOKING)

Airlines may deny boarding due to overbooking. In such cases, the airline must first seek volunteers willing to give up their seats.

### + Rights of Volunteers

Passengers who voluntarily give up their seats are entitled to:

A compensation package (monetary or other benefits) agreed upon with the airline

A choice between an alternative flight or a refund of the unused ticket.



**We're overbooked,  
we can't board you!**



### + Rights of Passengers Denied Boarding

If there are not enough volunteers, the airline may deny boarding to passengers.

These passengers, provided they have presented themselves on time for check-in with a valid flight reservation and necessary travel documentation, are entitled to a full refund or an alternative flight to their destination and financial compensation for the inconvenience.

When a flight is overbooked and passengers are left waiting for an alternative flight at the airport, they are entitled to care and assistance proportional to the waiting time.

These obligations apply to all airlines that depart from an EU member state, as well as to flights operated by EU-licensed airlines arriving from non-EU countries to an EU member state.

Additionally, these obligations are applicable provided that passengers have a confirmed flight booking and have presented themselves for check-in within the timeframe specified by the airline. If no specific timeframe is indicated, passengers must check-in no later than 45 minutes before the scheduled departure time.



## LODGE A COMPLAINT WITH THE AIRLINE

If airlines fail to provide a remedy or compensate affected passengers in accordance with EU Regulations, passengers must first submit their claim directly with the concerned airline and retain copies of all correspondence.

If the airline rejects the claim, passengers can escalate the matter by lodging a complaint with the relevant enforcement body in the country where the incident occurred.

For delays, cancellations or overbookings that occurred in Malta or on flights from a non-EU country to Malta, passengers may lodge a complaint with the MCCA by completing the online form or by sending an email.



[www.mccaa.org.mt/home/complaint](http://www.mccaa.org.mt/home/complaint)



[airpassengerrights.mccaa@mccaa.org.mt](mailto:airpassengerrights.mccaa@mccaa.org.mt)

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