

## Passengers' rights in the event of denied boarding and of cancellation or long delay of flights

*Situations can occasionally occur when we will not be able to board you on the flight for which you have a confirmed reservation (denied boarding) or when extraordinary circumstances force us to cancel your flight or it is going to be delayed by more than two hours.*

*In all of these exceptional situations, Iberia offers you assistance and, when necessary, compensation, depending on the specific circumstances of each case. Here you will find more information on these matters and we also encourage you to check the information on our website [www.iberia.com](http://www.iberia.com).*

*We apologise for any inconvenience caused. We are doing everything possible for your trip to go ahead under the best conditions.*

*Thank you for choosing to fly with us.*

*Ground Operations Management*

This information is based on Regulation (EC) 261/2004 of the European Parliament and of the Council of 11 February 2004, in force since 17 February 2005, establishing common rules for airline companies on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights.

This Regulation applies to:

- Passengers departing from an airport located in the territory of a Member State to which the Treaty applies.
- Passengers departing from an airport located in a third country to an airport situated in the territory of a Member State to which the Treaty applies, unless they received benefits or compensation or were given assistance in that third country.
- It shall not apply to passengers travelling free of charge or at a reduced fare not available directly or indirectly to the public.

Operating air carriers shall give priority and pay particular attention, and this is what we always do at Iberia, to the needs of persons with reduced mobility and any persons accompanying them, as well as to the needs of unaccompanied children.

### 1. DENIED BOARDING

In the event that there are more passengers with a confirmed reservation on a flight than available seats, so long as the check-in procedures have been performed with the minimum time required, Iberia shall ask for volunteers to surrender their confirmed seat in exchange for agreed compensation and the assistance mentioned in section 1.2. If an insufficient number of volunteers comes forward and other passengers are forced to be denied boarding against their will, these passengers shall be entitled to compensation and assistance.

When there are reasonable grounds for denying boarding, such as reasons of health, safety or security or inadequate travel documentation, passengers shall not be entitled to any type of compensation and/or assistance.

#### 1.1. Compensation for denied boarding

Compensation may be paid in cash, by electronic bank transfer, bank orders or bank cheques or, with the signed agreement of the passenger, in travel vouchers and/or other services.

The electronic vouchers that Iberia provides in these situations may be exchanged for cash or a travel voucher (MCO) of a higher value and may be used to buy tickets from Iberia.

A	Flights of less than 1,500 km	EUR 250* or MCO
B	Intra-Community flights of more than 1,500 km and others between 1,500 and 3,500 km	EUR 400* or MCO
C	Other flights not included in the points above	EUR 600* or MCO

\* Compensation shall be reduced by 50% when the arrival time of the alternative flight is no more than 2 hours (flights included in section A), 3 hours (flights included in section B) or 4 hours (flights included in section C).

#### 1.2. Assistance for denied boarding

Passengers may choose between:

- Re-routing, under comparable transport conditions, to their final destination at the earliest opportunity or at a

later date at the passenger's convenience, subject to the availability of seats.

- Reimbursement\*\* within 7 days 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 the passenger's original travel plan and a return flight to the first point of departure.

In addition, passengers shall also be offered free of charge:

- Meals and refreshments in a reasonable relation to the waiting time.
- Two telephone calls, telex or fax messages, or e-mails.
- If it is necessary to stay overnight: accommodation, where appropriate, and transport between the airport and place of accommodation.

### 2. FLIGHT CANCELLATIONS

#### 2.1. Compensation for cancellation

The Regulation provides for excluding obligations on operating air carriers paying compensation to passengers when:

- It can be proven that the cancellation is due to extraordinary circumstances that could not have been avoided even if all reasonable measures had been taken (cases of political instability, meteorological conditions incompatible with the operation of the flight concerned, security risks, unexpected flight safety shortcomings, airport congestion, air traffic management and strikes that affect air carrier operations).
- Passengers are informed of the cancellation at least two weeks before the scheduled time of departure.
- Passengers are informed of the cancellation between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than two hours before the scheduled time of departure and to reach their final destination no more than four hours after the scheduled time of arrival.
- Passengers are informed of the cancellation less than seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than one hour before the scheduled time of departure

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and to reach their final destination less than two hours after the scheduled time of arrival.

If none of these circumstances occur, passengers with confirmed reservations for a flight that has been cancelled shall be entitled to:

- EUR 125 for flights of less than 1,500 km, when the re-routing offered has an arrival time at the destination of no more than two hours after the one initially scheduled on the reserved flight; or EUR 250 if the delay is more than two hours.
- EUR 200 for all intra-Community flights of more than 1,500 km and of all other flights between 1,500 and 3,500 km, when the re-routing offered has an arrival time at the destination of no more than three hours after the one initially scheduled on the reserved flight; or EUR 400 if the delay is more than three hours.
- EUR 300 for all flights not included in the points above, when the re-routing offered has an arrival time at the destination of no more than four hours after the one initially scheduled on the reserved flight; or EUR 600 if the delay is more than four hours.

Compensation can be paid in cash, by electronic bank transfer, bank orders or bank cheques or, with the signed agreement of the passenger, in travel vouchers and/or other services.

The electronic vouchers that Iberia provides in these situations may be exchanged for cash or a travel voucher (MCO) of a higher value and may be used to buy tickets from Iberia.

To begin to process your compensation, we would ask you to contact our Customer Service Centre via the telephone numbers or addresses you will find at the end of this brochure.

### 2.2. Assistance for cancellation

Passengers may choose between:

- Re-routing, under comparable transport conditions, to their final destination at the earliest opportunity or at a later date at the passenger's convenience, subject to the availability of seats.
- Reimbursement\*\* within 7 days 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 the passenger's original travel plan and a return flight to the first point of departure.

In addition, passengers shall also be offered free of charge:

- Meals and refreshments in a reasonable relation to the waiting time.
- Two telephone calls, telex or fax messages, or e-mails.
- If it is necessary to spend the night: accommodation, where appropriate, and transport between the airport and place of accommodation.

### 2.3. Information.

When passengers are informed of the cancellation, an explanation shall be given concerning possible alternative transport.

## 3. FLIGHT DELAYS

### 3.1. Assistance for delays

When IBERIA anticipates a delay of:

- Two hours or more on flights of 1,500 km or less.
- Three hours or more on intra-Community flights of more than 1,500 km and of all other flights between 1,500 and 3,500 km.
- Four hours or more in the case of all other flights.

Passengers shall be offered free of charge:

- Meals and refreshments in a reasonable relation to the waiting time.
- Two telephone calls, telex or fax messages, or e-mails.

- If it is necessary to spend the night: accommodation, where appropriate, and transport between the airport and place of accommodation.

When the delay is more than five hours, passengers may choose between reimbursement\*\* within 7 days 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 the passenger's original travel plan and a return flight to the first point of departure.

## 4. UPGRADING AND DOWNGRADING

If an operating air carrier places a passenger in a class lower than that for which the ticket was purchased, it shall within seven days reimburse\*\* the following proportions of the price bracket or brackets in which this occurs:

- 30% of the price of the ticket for all flights of 1,500 km or less;
- 50% for all intra-Community flights of more than 1,500 km, and
- 75% for all other flights between 1,500 and 3,500 km not included in the points above.

\*\* Reimbursements: To begin the reimbursement procedure in the cases mentioned, the ticket purchaser should contact the office, Agency or Point of Sale where the ticket was purchased.

We apologise for any inconvenience caused. If you consider it necessary, you can contact our Customer Service Centre at:

Iberia, Líneas Aéreas de España  
Customer Service Centre  
Apdo. Correos 36315  
28080 MADRID (Spain)  
[www.iberia.com](http://www.iberia.com)

In Spain, the national organisation responsible for the compliance of the present Regulation for flights with origin in a Spanish airport or destination to a Spanish airport is:

Agencia Estatal de Seguridad Aérea  
División de Calidad y Protección al Usuario  
Avda. General Perón 40, Acceso B.  
(Reception: 1<sup>st</sup> floor)  
28020 MADRID

Telephone: + 34 91 396 82 10  
<http://www.seguridadeaerea.es>

In Portugal, the national organisation responsible for the compliance of the present Regulation for flights with origin in a Portuguese airport or destination to a Portuguese airport is:

INAC- Instituto Nacional de Aviação Civil  
Edifício 4/5/6, Rua B.  
Aeroporto de Lisboa, 1749-034 Lisboa

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[www.inac.pt](http://www.inac.pt)