

✓ **If you are placed in a class lower than that, for which your ticket was purchased, you are entitled to receive refund within 7 days, as follows:**

- 30% of the ticket price on all flights up to 1500 km.
- 50% of the ticket price on all EU flights over 1500 km (except from flights between European member states and French overseas departments) and all other flights between 1500-3500 km.
- 75% of the ticket price for all other flights, including flights between the European territory of the member states and French overseas departments.

✓ **In case of luggage loss, damage, destruction or delayed delivery, you are entitled to:**

Compensation from the airline, unless the damage or destruction is due to a flaw in the luggage itself. If the contents of the luggage is of significant value, you can make a special declaration before or, at the latest, at the time of check-in, in order to get higher compensation. Paying a supplementary fee is required in this instance.

Compensation can be claimed by submitting the relevant declaration within 7 days of receiving the luggage or within 21 days, in case of delayed delivery or luggage loss.

The European Consumer Centre of Greece is at your disposal for further information, advice and assistance regarding consumer disputes in 30 European countries (28 EU member states, Norway and Iceland). If you are encountering disputes with traders based in Greece, you can contact the Independent Authority "Hellenic Consumer Ombudsman" for an amicable settlement.



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**ARE YOU TRAVELLING BY PLANE?
KNOW YOUR RIGHTS AND CLAIM THEM!**



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In the EU single market, you can travel smart and cheap, taking advantage of the reduced airfares thanks to the increased competition among airlines and the diversity of provided services.

**On one condition:
You must know your rights, in order to claim them!**

**The European Consumer Centre of Greece and the Independent Authority
“Hellenic Consumer Ombudsman” advise you:**

✔ **No matter how you purchase your ticket, electronically or on premises, directly from the airline or through a travel agent, make sure that:**

You have read the General Conditions of Transport, so that you can avoid unpleasant surprises, and you are well aware of your rights and obligations. If you are uncertain about something, ask to be directed to the relevant written information.

It is strongly advisable to be aware of :

- How long before the departure of your flight you need to be at the airport.
- How many pieces of luggage you are entitled to take with you and at what maximum weight.
- How much you will be charged in case of overweight luggage.

You must also :

Compare the written terms and the available information while booking your ticket with the terms and the individual data printed on or attached to the ticket.

Before completing the booking process, check carefully that all your personal data (e.g. surname, name, number of passport) are properly displayed.



Be sure about the required travel documents (e.g. visa, valid passport), depending on your destination.

In case of a digital transaction for the purchase of your ticket, **find out whether you are contracted directly with the airline or with a travel agent** and in which case will there be relevant additional charges.

Be wary of any additional charges for luggage or changes in travel dates.

According to European Legislation (Regulation 1008/2008), consumers must know the final payable amount, including the ticket price and all relevant charges, taxes and surcharges. Other optional charges must be presented with clarity and transparency, preferably at the beginning of the booking process, and passengers must agree to them separately.

You must also know that **no extra cost is incurred for the use of credit or debit cards.**

Check your luggage immediately upon delivery following the end of your travel, so that you can submit a statement of damage, destruction or loss immediately to the airline company, if necessary.

Retain all your receipts for expenses made due to luggage loss as proof, in case you request compensation later.

Your rights as a passenger:

✔ **If your flight is delayed for more than two hours, depending on the flight destination, you are entitled to:**

- Assistance, such as meals and refreshments, access to means of communication, hotel accommodation (when deemed necessary), transportation to and from lodgings, depending on the flight destination and the duration of delay.

- A refund of the ticket price (when the delay is at least 5 hours) within 7 days and, when deemed necessary, return to your initial destination free of charge.

The airline is obliged to inform passengers of the aforementioned rights, as well as for the reason of the delay.



✔ **If the air carrier denies boarding against your will, you are entitled to:**

- a. Compensation, depending on the flight distance:
- 250 euros for flights up to 1500 km.
 - 400 euros for all flights within the EU over 1500 km or for all flights between 1500 and 3500 km.
 - 600 euros for all other flights.

If the airline offers an alternative flight on similar terms, compensation may be reduced by 50%.

b. Assistance equivalent to that (assistance) provided in cases of flight delay.

✔ **In case of flight cancellation, you are entitled to:**

- Compensation under the terms of denied boarding, unless prior timely notification was given.
- Assistance equivalent to that (assistance) provided in cases of flight delay.
- Choose among the following:
 - a. Refund on the price of the ticket (in its entirety or the unused portion).
 - b. Transportation to the final destination via alternative flights at the earliest opportunity.
 - c. A new reservation at a later date of your choice (depending on availability).

Passengers cannot receive compensation from the airline particularly if: Cancellation is caused by extraordinary circumstances or timely notification was given regarding the cancellation or an alternative flight for the same route and with similar arrival time is offered and timely notification is given, according to the relevant provisions of the Regulation 261/2004.