

Passengers Rights in the event of denied boarding cancellation or long delay of flights

The European regulation (EC) 261/2004 establishes the passenger rights applicable to flights with a point of departure in any airport in the EU and, when there is no local regulation, to flights departing from any other country outside the European Union.

Our website www.iberia.com contains the full text of the regulation, including the common rules regarding denied boarding, cancellations and delays explained below and which Iberia supplements with priority protection for unaccompanied minors and people with special needs due to disability and/or reduced mobility.

Airlines are required to provide assistance and even compensate passengers, unless the incident is due to extraordinary circumstances or there are reasonable grounds to deny boarding.

Extraordinary circumstances exonerate airlines from any liability because they are situations that arise for reasons beyond our control and which could not have been avoided even if all reasonable measures had been taken. Examples of such situations are adverse weather conditions, political instability, strike action and security risks. Reasonable grounds to deny boarding include reasons of health, safety or security, or inadequate travel documentation.

1. Assistance

This generally consists in one of the following alternatives:

- Carriage to final destination under comparable transport conditions, as soon as possible or at a later date at the passenger's convenience depending on the seats available.
Or
- Reimbursement (**) within seven days for the part or parts of the ticket not used. And a return flight to the point of departure as well as reimbursement of the used parts if, as a result of the incident, the flight is no longer serving any purpose.

(**) To request reimbursement, the purchaser of the ticket must contact the office, agency or point of sale where the purchase was made.

We also offer the following free of charge:

- Two telephone calls, or two telex or fax messages, or two emails. We will also reimburse the cost of two five-minute telephone calls, on presentation of the invoice, if we were unable to offer them at the time and were requested to do so.
- If an overnight stay is necessary, we will cover the costs of the accommodation and transport to and from the hotel. We will also pay for food, which will be provided according to the time of day and the length of the wait.

With regard to delays, assistance will be provided when a flight is expected to be delayed for two hours or more in the case of flights of 1,500 km or less; for three hours or more in the case of flights between 1,500 and 3,500 km; for four hours or more in the case of all other flights.

2. Compensation

The right to **compensation** varies according to the incident and the distance between the origin and destination of the planned flight. If you **choose our Iberia travel voucher**, which you may use to purchase air tickets or other services, **we will add 20% to the compensation amount.**

3. Denied boarding

Flights of less than 1,500 km	250€
Intra-Community flights of more than 1,500 km and all other flights between 1,500 and 3,500 km	400€
All other flights of more than 3,500 km	600€

This compensation will be paid immediately and reduced by 50% if the time of arrival of the alternative flight is less than two hours in the first case, less than three hours in the second case, and less than four hours in the case of all other flights of more than 3,500 km. The immediate settlement will take the form of a voucher for a fixed amount, which will be adjusted when presented for payment at the Iberia sales office.

4. Cancellations

Flights of 1,500 km or less	125€
*If the arrival at the destination is more than two hours later than the scheduled time	250€
Intra-Community flights of more than 1,500 km and all other flights between 1,500 and 3,500 km	200€
*If the arrival at the destination is more than three hours later than the scheduled time	400€
All other flights of more than 3,500 km	300€
*If the arrival at the destination is more than four hours later than the scheduled time	600€

You are not entitled to compensation if we advise you of the cancellation at least 15 days in advance, or if we notify you seven days in advance and offer you alternative transport where the departure and arrival times fall, respectively, two hours before and up to four hours after the scheduled time. Neither are you entitled to compensation if we advise you of the cancellation at least seven days in advance and the solution offered is to depart up to one hour before and arrive two hours later than the times indicated for your original flight.

5. Delays

If your flight is delayed for more than five hours, you may choose the total or partial reimbursement of your ticket. Except for extraordinary circumstances, the jurisprudence of the Court of Justice of the European Union also recognises the right to compensation in similar terms to those indicated in the event of cancellation for a delay of at least three hours in the arrival at the final destination.

6. Upgrading and downgrading

If for this or other circumstances beyond your control, we are obliged to accommodate you in a cabin class lower than that for which the ticket was purchased, we will reimburse you within seven days for 30% of the price paid for flights of 1,500 km or less; 50% for intra-Community flights of more than 1,500 km or between 1,500 and 3,500 km for all other flights; and 75% for all flights not falling in the aforementioned segments. If you are placed in a class higher than that for which the ticket was purchased, you will not be required to pay anything.

Information

We aim to inform you immediately of any change that arises with your booking.

If you have provided us with a telephone number or email address, we will use our **IBERIA CONNECT** system to keep you informed.

Passengers may contact our Customer Services:

<https://www.iberia.com/es/customer-relations/>

Our website www.iberia.com also contains the full text of the regulation on passenger rights.

You may also contact the national enforcement body in each European Union country via the following website:

https://ec.europa.eu/transport/sites/transport/files/2004_261_national_enforcement_bodies.pdf

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:

ANAC - Autoridade Nacional da Aviação Civil
Rua B, Edifício 4 - Aeroporto Humberto Delgado 1749-034 Lisboa
Email: passageiros@anac.pt
www.anac.pt

Thank you for choosing us.