



### Denied boarding, cancellation or delayed flight.

For contact details of EU261 National Enforcement Bodies (NEBs) responsible for supervising compliance with Regulation EU 261, [click here](#). For contact details of UK261 National Enforcement Body ("CAA"), [click here](#).

[National Enforcement Bodies \(NEB\) \(europa.eu\)](#) if online or enquire at the Vueling airport ticket desk

## Welcome to Vueling

Our main goal is to offer you excellent service. To that end, safety, reliability and punctuality are of the utmost importance.

Air transport is conditioned by many factors that may hamper our operations and everyone at Vueling has an ongoing duty to ensure that such factors do not inconvenience you during the journey.

Occasionally, situations may arise whereby we are unable to let you board the flight for which you have a confirmed booking (denied boarding) or, due to exceptional circumstances, we are forced to cancel your flight or it is delayed by more than two hours.

In all such exceptional circumstances, Vueling will offer you assistance and, when appropriate, compensation, depending on the specific circumstances in each case. In this leaflet, you will find more information about such aspects, which you can also access on our website [www.vueling.com](http://www.vueling.com).

We sincerely apologise for any inconvenience we may be causing you. Rest assured we are doing everything in our power so that your journey is completed under the best possible conditions.

Many thanks for choosing Vueling.

## General Considerations:

Regulation (EC) 261/2004 of the European Parliament and Council, of 11 February 2004, in force since 17 February 2005 ("EU 261"), lays down common rules for Airlines in relation to passenger compensation and assistance in the event of denied boarding or if their flight is cancelled or they face a long delay. If you are departing from an airport located in the United Kingdom, or if you are departing from an airport located in a country other than the United Kingdom to an airport situated in the United Kingdom, unless you already received benefits or compensation and were given assistance in that other country Assimilated Regulation (EU) No 261/2004 ("UK 261") applies. Both Regulations (EU261 and UK261) are hereinafter referred to as the "Regulations".

### The Regulations:

The Regulations will only apply where passengers have a confirmed reservation on the flight concerned and, except in the case of cancellation, present themselves for check-in at the time indicated in advance and in writing or, if no time is indicated, not later than 45 minutes before the published departure time:

The Regulations shall not apply to passengers travelling with a company ticket or at a reduced fare not available directly or indirectly to the public.

As is always the case at Vueling, operating air carriers shall give priority to carrying persons with reduced mobility and any persons accompanying them, as well as unaccompanied children.

### 1. Denied boarding

Conditions for passengers who are denied boarding

In the event of overbooking, and providing the passengers have completed the check-in procedures within the minimum required time frame, Vueling shall call for volunteers to surrender their confirmed reservations in exchange for mutually agreed benefits as well as the assistance specified in paragraph 1.2 below.

If an insufficient number of volunteers comes forward and boarding has to be denied to passengers against their will, such passengers shall be entitled to compensation and assistance.

Whenever there is due reason to deny boarding, such as health or safety reasons or lack of travel documents, passengers shall not be entitled to any kind of compensation and/or assistance.

#### 1.1 Compensation for denied boarding

The corresponding regulatory compensation shall be determined with reference to the fixed compensation available to passengers under either EU261 or UK261

##### 1.1.1 EU261:

- A. €250\* for all flights of 1500 km or less
- B. €400 for all intra-Community flights of more than 1500 km, and for all other flights between 1500 and 3500 km
- C. €600 for all flights of more than 3500 km

\* Compensation shall be reduced by 50% whenever the arrival time of the alternative flight offered does not exceed the scheduled arrival time of the flight originally booked by::

- - 2 hours (flights included in (A))
  - 3 hours (flights included in (B))
  - 4 hours (flights included in (C))

##### 1.1.2 UK261:

- A. £220 for all flights of 1500 km or less
- B. £350 for all intra-Community flights of more than 1500 km, and for all other flights between 1500 and 3500 km
- C. £520 for all flights of more than 3500 km

\* Compensation shall be reduced by 50% whenever the arrival time of the alternative flight offered does not exceed the scheduled arrival time of the flight originally booked by::

- - 2 hours (flights included in (A))
  - 3 hours (flights included in (B))
  - 4 hours (flights included in (C))

### 1.2 Assistance for denied boarding Passengers shall be offered the choice between:

- a. 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 availability of seats.
- b. Reimbursement, within seven days, at the full cost of the ticket at the price at which it was bought, of the part or parts of the journey not made, of the part or parts already made if the flight is no longer serving any purpose, and a return flight to the first point of departure, at the earliest opportunity.

Passengers shall also receive, free of charge:

- Meals and refreshments in a reasonable relation to the waiting time.
- Two telephone calls, telex or fax messages, or emails.
- If it is necessary to wait overnight: accommodation, when appropriate, and transport between the airport



and the place of accommodation (hotel or other).

Particular attention must be paid to the needs of the persons with reduced mobility and any persons accompanying them, as well as to the needs of unaccompanied children.

## 2. Flight cancellations

### 2.1 Compensation for cancellation

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

The Regulations stipulate that the operating air carrier is under no obligation to pay passengers compensation:

- If it can prove that the cancellation is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken (Examples: cases of political instability, meteorological conditions incompatible with the operation of the flight concerned, security risks, unexpected flight safety shortcomings and external strikes that affect the operation of an operating air carrier).
- If passengers are informed of the cancellation at least two weeks before the scheduled time of departure.
- If 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 less than four hours after the scheduled time of arrival.
- If 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 and to reach their final destination less than two hours after the scheduled time of arrival.
- If none of the above circumstances apply, passengers with a confirmed reservation for a cancelled flight shall be entitled to:

- A. €250 or £220 for all flights of less than 1500 km
- B. €400 for all intra-Community flights of more than 1500 km; and for all other flights between 1500 and 3500 km or £350 for all flights between 1500 and 3500 km
- C. All other flights not included in the above points 600€ or £520

Compensation shall be paid in the manner set out in article 7 of the Regulations, including by electronic bank transfer, or with the signed agreement of the passenger, in travel voucher and/or other services. In order to claim your compensation, you may request it at our [help centre](#) on our website: [www.vueling.com](http://www.vueling.com).

### 2.2 Assistance for cancellation

Passengers shall be offered the choice 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 availability of seats.
- Reimbursement, within seven days, at the full cost of the ticket at the price at which it was bought, of the part or parts of the journey not made, of the part or parts already made if the flight is no longer serving any purpose, and a return flight to the first point of departure, at the earliest opportunity. In addition, passengers shall receive the corresponding assistance of article 9 of the Regulations.

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 emails.
- If it is necessary to wait overnight: accommodation, when appropriate and transport between the airport and the place of accommodation (hotel or other).

Particular attention must be paid to the needs of the persons with reduced mobility and any persons accompanying them, as well as to the needs of unaccompanied children.

## 3. Flight delays

### 3.3 Assistance for a delay

Whenever Vueling expects a delay of:

- 3.3.1 At least two hours on flights of up to 1500 km.
- 3.3.2 At least three hours on intra-Community flights of more than 1500 km and on all other flights of between 1500 and 3500 km
- 3.3.3 At least four hours on all other flights not included in the above points.

Passengers shall be offered, free of charge:

- 3.3.4 Meals and refreshments in a reasonable relation to the waiting time.
- 3.3.5 Two telephone calls, telex or fax messages, or emails.
- 3.3.6 If it is necessary to wait overnight: accommodation, when appropriate and transport between the airport and the place of accommodation (hotel or other).

If the delay is of at least five hours, passengers shall be entitled to opt for a reimbursement, within seven days, of the full cost of the 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, together with (when relevant) a return flight to the first point of departure, at the earliest opportunity.

In accordance with the case law of the Court of Justice of the European Communities (CJEC), passengers may invoke the right to be economically compensated as per the amounts established in paragraph 2.1 whenever a passenger suffers a loss of time arriving to the final destination three hours or more after the arrival time originally scheduled by the air carrier.

The operating air carrier shall not be obliged to pay compensation if it can prove that the cancellation is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.

In accordance with Article 14.2 of Regulation CE 261/04, we hereby inform you that the State Agency that oversees compliance with UK261 is the CAA's Passenger Advice and Complaints Team (PACT), which can be contacted through [www.caa.co.uk/passengercomplaints](http://www.caa.co.uk/passengercomplaints).

You can check the details of all EU261 National Enforcement Bodies (NEBs) responsible for supervising compliance with EU261, [here](#).

We sincerely apologise for any inconvenience we may have caused you. If you have any concerns, please contact our Customer Service.