

Passenger's rights

Denied boarding,
cancellation or delayed flight.

For contact details of EU 261 National Enforcement Bodies (NEBs):

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.

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.
Vueling, Europe's first new generation airline

General Considerations:

Regulation (EC) 261/2004 of the European Parliament and Council, of 11 February 2004, in force since 17 February 2005, 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.

This Regulation is applicable:

Whenever 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 or, if no time is indicated, not later than 45 minutes before the published departure time:

It 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 Article 1.2.

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:

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 alternative arrival time of the
flight does not exceed:

- 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, 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.

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.

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2. Flight cancellations

2.1 Compensation for cancellation

The Regulation stipulates 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 strikes that affect the operation of an operating air carrier).
- 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* 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
C. All other flights not included in the above points 600€*

Compensation shall be paid by electronic bank transfer. In order to process your compensation, please use the "Contact us" feature on our website www.vueling.com.

2.2 Assistance for cancellation

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, 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. In addition, passengers shall receive the corresponding assistance.

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.

3. Flight delays

3.1 Assistance for a delay

Whenever Vueling expects a delay of:

- At least two hours on flights of up to 1500 km.
- At least three hours on intra-Community flights of more than 1500 km and on all other flights of between 1500 and 3500 km.
- At least four hours on 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 emails.
- If it is necessary to wait overnight: accommodation, when appropriate and transport between the airport and the place of accommodation.

If the delay is longer than five hours, passengers shall be entitled to opt for a reimbursement, within seven days, 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.
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 Regulation CE 261/04 whenever a passenger suffers a loss of time equal to or greater than three hours in relation to their arrival at their final destination.

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 the Regulation is the the CAA's Passenger Advice and Complaints Team (PACT), which can be accessed through www.caa.co.uk/passengercomplaints.

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