

Passenger rights

Passenger rights in the European Union are governed by European Regulation (CE) 261/2004

The passenger rights legislation set forth in Regulation 261/2004 applies to all flights departing from airports in the European Union as well as to all flights operated by a Community carrier that depart from airports located in a third country, unless the passengers receive benefits or compensation and are given assistance in that third country. Regulation 261/2004 only applies to the carrier that operates the flight or is responsible for its operation. Our website www.airnostrum.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

1. Assistance

In case of denied boarding, cancellation or delay, the carrier must provide the necessary assistance: meals and refreshment in a reasonable relation to the waiting time; two telephone calls, telex, fax messages or emails; and, where necessary, accommodation for one or more nights and transport between the airport and place of accommodation.

In the case of delays, assistance must be provided when a flight is expected to be delayed beyond its scheduled time of departure 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, and for four hours or more in the case of all other flights.

2. Denied boarding

In the case of denied boarding, the carrier must first call for volunteers to surrender their reservations and agree the benefits offered to them in exchange. If an insufficient number of volunteers comes forward and boarding is denied to passengers against their will, the carrier must assist them as follows:

- **Right to reimbursement or re-routing.** The carrier must offer the following three options for passengers to choose from:
 - Reimbursement of the ticket within seven days.
 - Re-routing, under comparable transport conditions, to the final destination at the earliest opportunity; or
 - Re-routing, under comparable transport conditions, to the final destination at a later date at the passenger's convenience, subject to availability of seats
- **Right to compensation**
The compensation will be paid immediately and will be paid in cash, by electronic bank transfer, bank order, bank cheque or, with the signed agreement of the passenger, in travel vouchers and/or other services

Flight Distance	Compensation	Reduction of 50% if the arrival time does not exceed the scheduled time
Up to 1,500 km	250€	By two hours. (125€)
Intra-Community flights of more than 1,500 km and all other flights between 1,500 km and 3,500 km	400€	By three hours. (200€)
Flights or more than 3,500 km	600€	By four hours. (300€)

3. Cancellation

In addition to the right to reimbursement or re-routing mentioned in point 2, passengers have:

- Right to compensation from Iberia unless:
 - They are informed of the cancellation at least two weeks before the scheduled time of departure; or
 - They 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; or

- They 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; or
- The carrier can prove that the cancellation was caused by extraordinary circumstances, such as 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 none of these circumstances are present, passengers have the right to:

Flight Distance	Compensation	Reduction of 50% if the arrival time does not exceed the scheduled time
Up to 1,500 km	250€	By two hours. (125€)
Intra-Community flights of more than 1,500 km and all other flights between 1,500 km and 3,500 km	400€	By three hours. (200€)
Flights or more than 3,500 km	600€	By four hours. (300€)

4. 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.

5. Upgrading and downgrading

If for this or other circumstances beyond its control, the carrier is obliged to accommodate passengers in a class lower than that for which the ticket was purchased, they will receive reimbursement 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 passengers are placed in a higher class than that for which the ticket was purchased, there will be no surcharge.

More information

The provision of this notice is mandatory under the terms of Regulation

CE 261/2004 of the European Parliament and the Council of the European Union.

Passengers may contact our Customer Services:

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

The body in Spain responsible for compliance with this Regulation is:

Agencia Estatal de Seguridad Aérea (AESA).

www.seguridadaerea.es

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Consult the responsible body in each country of the Union on the web:

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