



# Assistance and Compensation

in case of cancellations, delays and denied boarding



## Assistance and Compensation

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*Edition 5*

*This Notice is required by Regulation EC 261/2004 of the European Parliament and of the Council of the European Union.*

*If there is any conflict in meaning between the Dutch language version of these terms and conditions and the translation of these terms and conditions in the English language, the Dutch language version shall prevail.*

### **THE RIGHTS REFERRED TO IN THIS BROCHURE APPLY IN THE FOLLOWING CIRCUMSTANCES:**

- Your operating carrier is:
  - KLM or
  - either Air France (when handled by KLM), or
  - Delta Air Lines (when departing from an airport in the EU);
- You have a confirmed reservation on the flight;
- You are fully checked in at the time indicated which you can find on your trip summary receipt or on the website of your operating airline.
- You are travelling on a fare available directly or indirectly to the public, or on a ticket issued under a frequent flyer programme;
- You are travelling on a flight departing from an airport in the EU, or on a flight operated by a Community air carrier departing from an airport in a third country to an airport in the EU.

Dear Customer,

Punctuality and reliability continue to be our prime focus. Therefore, KLM takes all necessary measures to avoid delays, cancellations or situations where you may be denied boarding or downgraded.

If:

- your flight is cancelled;
  - your flight is delayed for at least two hours; or
  - you are denied boarding or downgraded against your will
- we will offer you assistance and, depending on your specific situation, also compensation.

In all cases, we will pay particular attention to the needs of persons with reduced mobility, visually impaired persons and any persons accompanying them, as well as to the needs of unaccompanied children.

For more specific information on the conditions regarding assistance and compensation on flights, please take a look at the text in this leaflet. This leaflet is also available on the KLM website, [www.klm.com](http://www.klm.com) (go to Customer Support in the main menu > Contact us > Customer Care). Information can also be found in KLM's General Conditions of Carriage.

Please accept our apologies for any inconvenience you may have experienced. We hope the remaining part of your trip will be pleasant and we thank you for choosing KLM, Air France or Delta Air Lines.

Erik Varwijk  
Managing Director

## CONTENTS

1	CANCELLATIONS OF FLIGHTS
1.1	Cancellation assistance
1.2	Cancellation compensation
2	LENGTHY DELAYS TO FLIGHTS
2.1	Delay assistance
3	DENIED BOARDING CONDITIONS ON FLIGHTS
3.1	Denied boarding assistance
3.2	Denied boarding compensation
4	DOWNGRADING
5	REIMBURSEMENT REQUESTS, CANCELLATION COMPENSATION CLAIMS AND OTHER INQUIRIES
6	NATIONAL DESIGNATED BODY

## 1 CANCELLATIONS OF FLIGHTS

### 1.1 CANCELLATION ASSISTANCE

If your flight is cancelled, you may choose between:

- rerouting to your final destination under comparable transport conditions as soon as possible as indicated by the airline, or at a later date at your convenience, subject to the availability of seats; or
- reimbursement for the part or parts of your journey that were not made, and for the part or parts already made if the flight no longer serves any useful purpose, taking into consideration the original flight plan, and also a return flight to the first point of departure as noted on the ticket (if applicable).

In addition, you will receive free of charge:

- meals and refreshments in reasonable relation to the waiting time;
- hotel accommodation in cases where an overnight stay or a stay in addition to that which you originally intended becomes necessary (transport included);
- the cost of two telephone calls, fax messages or e-mails.

### 1.2 CANCELLATION COMPENSATION

If the cancellation is brought to your attention less than two weeks before the planned departure date, you are not entitled to compensation, as long as the departure and arrival times of the new flight are close to the original departure and arrival times:

- a maximum of two hours before the scheduled departure time and a maximum of four hours after the scheduled time of arrival if you were informed between two weeks and seven days before departure;
- a maximum of one hour before the scheduled departure time and a maximum of two hours after the scheduled time of arrival if you were informed less than seven days before departure.

The airline operating the flight is not required to pay compensation if the cancellation is caused by extraordinary circumstances which could not have been anticipated for by the airline and if the airline has taken all possible precautionary measures. Such circumstances may occur in, but are not limited to, cases of political instability, meteorological

conditions, security risks, unexpected flight safety shortcomings, strikes and air traffic management decisions.

This cancellation compensation cannot be paid at the airport and therefore you need to contact Customer Care (see section 5). You can choose between compensation offered in Transportation Credit Vouchers or compensation in cash. Transportation Credit Voucher amounts are higher than cash amounts.

The Transportation Credit Voucher amounts are as follows:\*

A	Flights of 1500 km or less	EUR 350
B	Flights within the EU of more than 1500 km, and all other flights between 1500 and 3500 km	EUR 500
C	Flights not falling under A or B	EUR 800

The cash compensation amounts are as follows:\*

A	Flights of 1500 km or less	EUR 250
B	Flights within the EU of more than 1500 km, and all other flights between 1500 and 3500 km	EUR 400
C	Flights not falling under A or B	EUR 600

1 kilometer = 0.62 mile

\* This compensation may be reduced by 50% if the arrival time of the alternative flight does not exceed the scheduled arrival time of the flight originally booked by two hours (flights falling under A), three hours (flights falling under B) or four hours (flights falling under C).

## 2 DELAYS

### 2.1 DELAY ASSISTANCE

The assistance as described in this section is provided in the event that a flight is delayed beyond its scheduled time of departure.

If the airline reasonably expects a flight to be delayed:

- a) for two hours or more in the case of flights of 1500 km or less; or
- b) for three hours or more in the case of all intra-EU flights of more than 1500 km and of all other flights between

1500 and 3500 km; or  
 c) for four hours or more in the case of all flights not falling under (a) or (b)

you will be offered free of charge:

- meals and refreshments in reasonable relation to the waiting time;
- hotel accommodation in cases where an overnight stay or a stay in addition to that which you originally intended becomes necessary (transport included);
- the cost of two telephone calls, fax messages or e-mails.

If you do not wish to continue with your initial travel plans when there is a delay of at least five hours, you may opt for reimbursement for the part or parts of the journey not made and for the part or parts already made if the flight no longer serves any useful purpose, taking into consideration the original flight plan. You may also opt for a return flight to the first point of departure as noted on the ticket (if applicable).

### 3 DENIED BOARDING CONDITIONS ON FLIGHTS

In the event of an overbooked flight, the airline will call for volunteers who are prepared to surrender their confirmed reservation in exchange for an agreed compensation in Transportation Credit Vouchers. The airline will also offer the appropriate assistance as described in section 3.1 below. If not enough volunteers can be found and you are denied boarding against your will, you are entitled to denied boarding assistance and compensation providing you have met the latest check-in time requirements. You are not entitled to this if there are reasonable grounds to deny boarding, such as reasons of health, safety, security or inadequate travel documentation.

#### 3.1 DENIED BOARDING ASSISTANCE

You may choose between:

- rerouting to your final destination under comparable transport conditions as soon as possible as indicated by the airline, or at a later date at your convenience, subject to the availability of seats; or
- reimbursement for the part or parts of your journey that were not made, and for the part or parts already made if the flight no longer serves any useful purpose, taking into consideration the original flight plan, and also a

return flight to the first point of departure as noted on the ticket (if applicable).

In addition, you will receive free of charge:

- meals and refreshments in reasonable relation to the waiting time;
- hotel accommodation in cases where an overnight stay or a stay in addition to that which you originally intended becomes necessary (transport included);
- the cost of two telephone calls, fax messages or e-mails.

#### 3.2 DENIED BOARDING COMPENSATION

If you have been denied boarding against your will, compensation will be offered at the airport. You can choose between Transportation Credit Vouchers or cash. Transportation Credit Voucher amounts are higher than cash amounts.

The Transportation Credit Voucher amounts if you have been denied boarding against your will are as follows:\*

A	Flights of 1500 km or less	EUR 350
B	Flights within the EU of more than 1500 km, and all other flights between 1500 and 3500 km	EUR 500
C	Flights not falling under A or B	EUR 800

The cash compensation amounts for passengers who have been denied boarding against their will are as follows:\*

A	Flights of 1500 km or less	EUR 250
B	Flights within the EU of more than 1500 km, and all other flights between 1500 and 3500 km	EUR 400
C	Flights not falling under A or B	EUR 600

1 kilometer = 0.62 mile

\* This compensation may be reduced by 50% if the arrival time of the alternative flight does not exceed the scheduled arrival time of the original flight by two hours (flights falling under A), three hours (flights falling under B) or four hours (flights falling under C).

This compensation arrangement is based on Regulation EC 261/2004. When departing from an airport outside of the EU (but to a destination in an EU country) local regulations and other compensation arrangements may apply. For more information, passengers can contact Customer Care (see section 5).

#### **4 DOWNGRADING**

If you are involuntarily placed in a lower class than that for which your ticket was purchased, you may request reimbursement of:

- A. 30% of the price of the ticket for all flights of 1500 km or less, or
- B. 50% of the price of the ticket for all flights within the EU of more than 1500 km, and all other flights between 1500 and 3500 km, or
- C. 75% of the price of the ticket for all flights not falling under A or B

#### **5 REIMBURSEMENT REQUESTS, CANCELLATION COMPENSATION CLAIMS AND OTHER INQUIRIES**

As described above, if you do not wish to pursue your initial travel plans because:

- your flight is cancelled, or
- your flight is delayed for at least five hours, or
- you have been denied boarding against your will,

you may request reimbursement for the part or parts of the journey you have not made and for the part or parts already made if the flight no longer serves any useful purpose, taking into consideration your original flight plan.

If you wish to get in touch with the airline regarding a reimbursement request, a compensation claim or with any other inquiry, please contact your local Customer Care office, preferably by e-mail. Contact details can be found at [www.klm.com](http://www.klm.com) (go to Customer Support in the main menu > Contact us > Customer Care) or [www.delta.com](http://www.delta.com) (go to Need help? > Customer Care).

You may also contact Customer Care to send us a complaint or compliment, or to share your travel experiences. If you contact KLM Customer Care by e-mail, you will receive an answer within nine days.

Claims are handled according to the operating carrier's General Conditions of Carriage. A printed copy of the General Conditions of Carriage is available from the Customer Care department or from travel agents. A digital version is available on the website.

#### **6 NATIONAL DESIGNATED BODY**

Each EU member state has designated a body responsible for the enforcement of the compensation and assistance rules as outlined in this Notice.

Contact details of the designated Dutch body are as follows:

Website: [www.ILenT.nl](http://www.ILenT.nl)

If you wish to contact the National Enforcement Body of your country of residence, please refer to the following website for contact details: <http://www.apr.europa.eu>  
We ask you to first contact the local Customer Care office of the airline that was your operating carrier.



Journeys of Inspiration