

# Notice of your rights for flights departing the European Union in the event of a flight delay or cancellation or denied boarding

This Notice contains important information about your rights established under EC Regulation 261/2004 in the event that your flight is cancelled, delayed, or if you are denied boarding on a flight. This Notice explains your rights under EC261/2004 in respect of flights operated by United Airlines. You may be entitled to benefits under this Regulation if:

- You have a confirmed reservation and United is the operating carrier for the flight concerned;
- The ticket for your travel was purchased at a fare available to the public, including a frequent flyer program.

You are not entitled to these rights if you are denied boarding on the grounds of health, safety, security or invalid travel documentation.

## Flight Delay

In the event that your flight is delayed by three (3) hours or more, you are entitled to the benefits defined under subsections A and C of the Description of Your Rights section of this Notice.

In the event that your flight is delayed by five (5) hours from its scheduled departure time, you are entitled to the benefits defined under subsection B of the Description of Your Rights section of this Notice, in addition to those defined under subsection A and C. Please note that you may not be entitled to compensation under subsection A in any case in which a delay is determined to be as a result of extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.

## Flight cancellation

If your flight is cancelled, you are entitled to the benefits defined under subsections A, B and C of the Description of Your Rights section of this Notice. United is not obliged to pay you the flight compensation described in subsection A if:

- 1) You are informed of the cancellation of your flight at least two (2) weeks before the scheduled time of departure; or
- 2) You are informed of the cancellation between two (2) weeks and seven (7) days before the scheduled time of departure and you are offered re-routing, allowing you to depart no more than two (2) hours before the scheduled time of departure and to reach your final destination less than four (4) hours after the scheduled time of arrival; or
- 3) You are informed of the cancellation less than seven (7) days before the scheduled time of departure and you are offered re-routing, allowing you to depart no more than one (1) hour before the scheduled time of departure and to reach your final destination less than two (2) hours after the scheduled time of arrival.

In addition, please note that you may not be entitled to compensation under subsection A if the cancellation of the

flight is caused by extraordinary circumstances which could not have been avoided if all reasonable measures had been taken.

## Denied boarding

Before we deny boarding to any customer, we will request volunteers to surrender their seats in exchange for the agreed upon compensation or benefits. If you voluntarily surrender your seat, you will be entitled to receive care as described in subsection C of this Notice. You will also be entitled to rerouting or reimbursement as detailed in the subsection B of this Notice. In the event that there are insufficient volunteers and you are involuntarily denied boarding, you will be entitled to the rights defined under subsections A, B and C in the Description of Your Rights section of this Notice.

## Description of your rights

### A. Right to compensation

- 1) If your flight is cancelled or delayed by 3 or more hours or you are involuntarily denied boarding, you are entitled to receive €600 in compensation from us. If, however, we offer you re-routing on an alternative flight that will arrive within four hours of the arrival time of the flight on which you were originally booked, your compensation can be reduced to €300.
- 2) We will pay any compensation due under this section in cash, by prepaid card, EFT, bank check or, with your written agreement, in a travel voucher.

### B. Right to reimbursement or re-routing

- 1) If your flight is cancelled, you are denied boarding, or your flight is delayed by five (5) hours or more, you are entitled to choose between:
  - a) Reimbursement within seven (7) 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 no longer serves any purpose in relation to your original travel plan and, if applicable, a return flight to the first point of departure at the earliest opportunity; or
  - b) Re-routing under comparable transport conditions to your final destination at the earliest opportunity or, at a later date at your convenience, subject to the availability of seats.
- 2) We will reimburse you in cash, by prepaid card, EFT, bank check or, with your written agreement, in a travel voucher.

If we offer you a flight to an airport other than that for which the booking was made (in case the town, city or region is served by several airports), we will pay the cost of transferring you from that alternative airport either to that for which the booking was made or to another close-by destination agreed with you.

### C. Right to Care

If you are denied boarding, your flight is cancelled, or your flight is delayed by three (3) or more hours beyond its scheduled time of departure:

- a) and the expected departure time of your new flight (if any) is the same day as the departure date of your originally ticketed flight, we offer you the following free of charge:
  - Meals and refreshments in a reasonable relation to the waiting time; and
  - Two (2) telephone calls, telex or fax messages, or e-mail messages.
- b) We will also offer you free of charge:
  - Hotel accommodations in cases where a stay of one (1) or more nights becomes necessary or a stay additional to that intended by you becomes necessary; and
  - Transport between the airport and place of accommodation (hotel or other)

If you are involuntarily denied boarding, or if your flight is cancelled or delayed and the expected time of departure of the new flight is at least the day after the departure of the originally ticketed flight.

We may limit or decline your right to care if provision of care would itself cause further delay.

### Other rights not prejudiced

The foregoing rights apply without prejudice to any additional rights that you may have to further compensation. Compensation described in this notice may be deducted from such additional compensation.

### Customer Care

900 Grand Plaza Drive, Dept. NHCCR, Houston, Texas 77607  
Fax: 832-235-1806 / 800-214-0605

**In order for us to process your claim expeditiously, please supply your name, contact details (email address and/or mailing address), ticket number, flight number, booking reference and details of the claim you are making.**

**To make a claim for compensation, please contact United Customer Care online at: [united.com/feedback](http://united.com/feedback)**

If we are unable to solve your problem to your satisfaction, you can complain to the relevant national enforcement body. The following are the contact details:

#### Belgium:

Direction générale 'Transport aérien'  
Directoraat-generaal 'Luchtvaart'  
CCN - 2ème étage - 2de verdieping  
Rue du progrès 80 Bte 5,  
Vooruitgangstraat 80 Bus 5  
BE - 1030 BRUXELLES - BRUSSEL

#### Denmark:

Statens Luftfartsvæsen  
Danish Transport Authority, Civil Aviation  
Box 744  
Ellebjergvej 50  
DK - 2450 KOBENHAVN SV

#### France:

Direction générale de l'aviation civile (DGAC)  
Direction du transport aérien, Mission du  
Droit des passagers,  
Bureau des passagers aériens  
50 rue Henry Farman  
FR- 75720 Paris cedex 15

#### Germany:

SOEP  
Fasanenstraße 81  
10623 Berlin  
TEL: +49 (0) 30.6 44 99 33 - 28  
FAX: +49 (0) 30.6 44 99 33 - 31

#### Ireland:

Commission for Aviation Regulation  
3rd Floor  
Alexandra House  
Earlsfort Terrace  
IE - DUBLIN 2

#### Italy:

L'Ente Nazionale per l'Aviazione Civile  
Viale del Castro Pretorio, 118  
IT - 00185 ROME

#### Netherlands:

Inspectie Leefomgeving en Transport  
Human Environment and Transport  
Inspectorate  
Postbus 575  
NL - 2130 AN HOOFFDORP

#### Norway:

Luftfartstilsynet  
CAA Norway  
P.O Box 243  
NO-8001 BODØ

#### Portugal:

Instituto Nacional de Aviação Civil (INAC)  
Rua B, Edifícios 4, 5 e 6  
Aeroporto da Portela  
PT - 1749-034 LISBOA

#### Spain:

AGENCIA ESTATAL DE SEGURIDAD AÉREA.  
División de Calidad y Protección al Usuario.  
Paseo de la Castellana 112  
28046 Madrid

#### Sweden:

Consumer Protection Agency  
Visiting address: Lagergrens Gata 8  
Postal address: Box 48,  
SE - 651 02 KARLSTAD  
Tel. : +46 77 14 23 300  
Fax : +46 54 - 19 41 95

#### Switzerland:

Offi ce Fédéral de l'Aviation Civile  
CH - 3003 BERNE

#### United Kingdom:

Passenger Complaints Unit  
Civil Aviation Authority  
[www.caa.co.uk/passenger](http://www.caa.co.uk/passenger)  
Phone: 020 7453 6888