

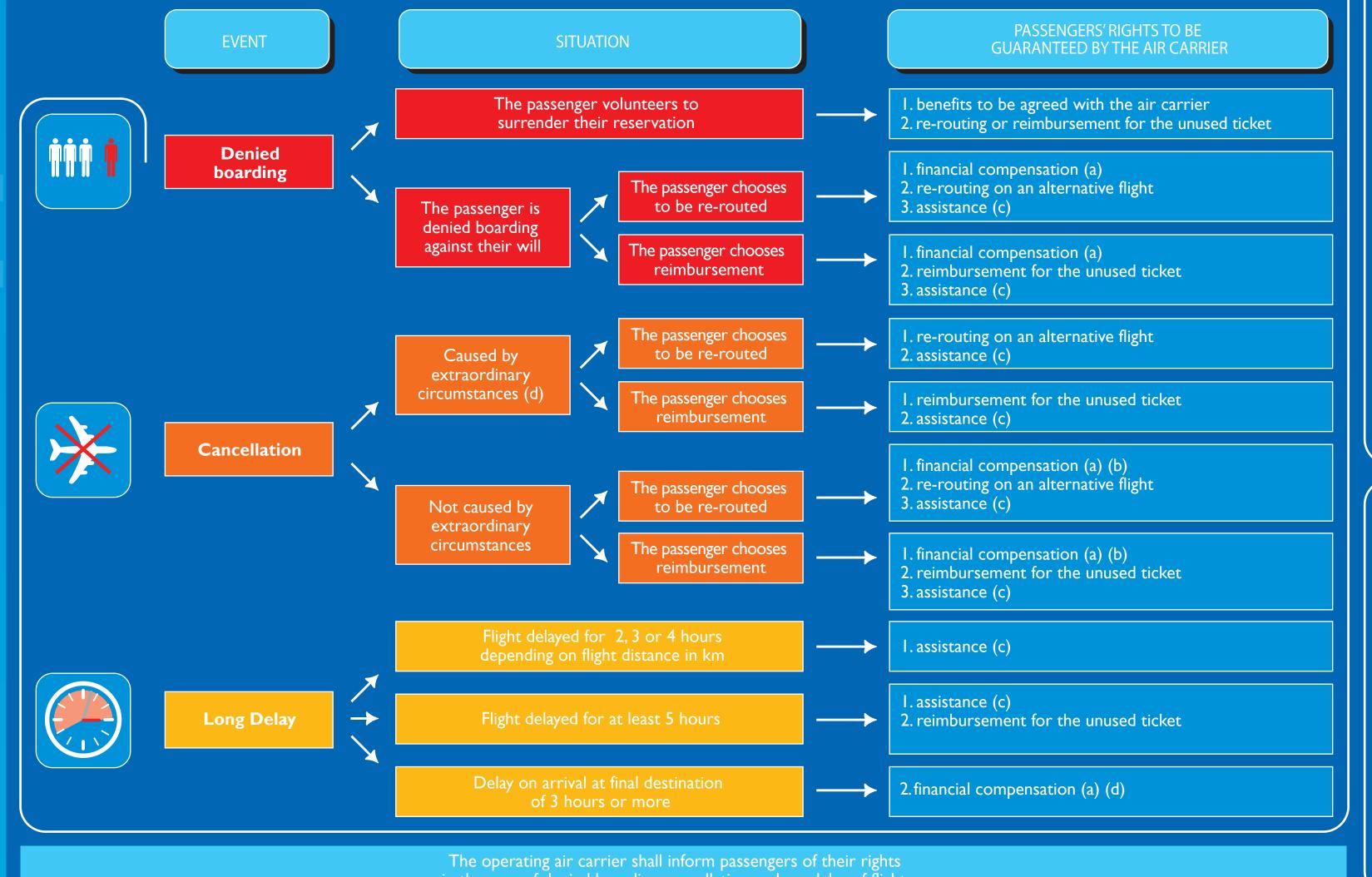
# PASSENGERS' RIGHTS CHARTER

## Information at a

## PASSENGER RIGHTS IN THE EVENT OF DENIED BOARDING AND OF CANCELLATION OR LONG DELAY OF FLIGHTS - REGULATION (EC) No. 261/2004

Regulation (EC) No 261/2004 shall apply to all flights (scheduled and non-scheduled) departing from:

- an airport located in the territory of a Member State, or Norway, Iceland or Switzerland;
- an airport located in a third country, to an airport situated in the territory of a Member State (including Norway, Iceland and Switzerland), if the operating carrier of the flight concerned is a Community carrier (or from Norway, Iceland or Switzerland) unless passengers received benefits as provided for by local regulations.



INTRA-COMMUNITY FLIGHTS 1500 KM OR LESS € 250 INTRA-COMMUNITY FLIGHTS MORE THAN 1500 KM € 400 INTERNATIONAL FLIGHTS 1500 KM OR LESS € 250 INTERNATIONAL FLIGHTS BETWEEN 1500 AND 3500 KM € 400 INTERNATIONAL FLIGHTS IN EXCESS OF 3500 KM € 600



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- a) Compensation is payable to the passenger relative to the flight (intra-community or International) and distance in km (see table). The air carrier can reduce the total compensation by 50% if re-routing involves a delay in arrival of not more than 2, 3, or 4 hours (based on the respective distances in km) compared to the scheduled arrival time of the original flight.
- b) The passenger does not have the right to compensation if they are informed of the cancellation: at least two weeks before the scheduled time departure; 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; 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.
- c) The Passenger has the right to receive, free of charge the following assistance: meals and refreshments in reasonable relation to the waiting time; hotel accommodation in cases where a stay of one or more nights becomes necessary; transport between the airport and place of accommodation; two telephone calls, telex or fax messages, or e-mails.
- d) The Passenger does not have the right to compensation where the air carrier can prove that a cancellation/long delay has been caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken (e.g meteorological conditions incompatible with the operation of the flight concerned, security risks, Air Traffic Control decisions, strikes)

in the case of denied boarding, cancellation or long delay of flights

In case of denied boarding, cancellation or long delay of flights, passengers who intend to lodge a complaint must contact the airline that issued the ticket and / or, the Tour Operator which stipulated the air transport contract in the case of all-inclusive travel. ENAC is the National Body (NEB) responsible for the enforcement of the Regulation 261/2004, when the disruptions occur:

• departing from an Italian airport: for a flight/journey booked with an airline of any nationality (both EU and extra EU);



• arriving at an Italian airport: when the flight departs from an extra EU country, it is operated by an UE air carrier and the Italian airport is the first arrival in the EU. ENAC lays down sanctions towards air carriers in case of ascertainment of infringements. In the event of disruptions related to flights departing extra EU countries and arriving at airports located in the EU, if the airline is a UE company, the complaint can be lodged directly with the territorially competent Nationa Enforcement Bodies (NEBs) whose contacts are available on ENAC website at the "Passengers" section. The provisions of Regulation (EC) 261/2004 foreseen for EU countries also apply to Norway, Iceland and Switzerland.

Passengers may lodge a complaint with ENAC – by using only the dedicated online form available on the website at the "Passengers" section - in order to ascertain a violation of Regulation (EC) 261/2004 - when:

• the airline does not provide an answer after at least six weeks from the date of receipt of the passenger's complaint • passengers deem that the reply received by the airline is not satisfactory with respect to the provisions of Regulation (EC) 261/2004

The complaint can be submitted to ENAC free of charge, directly and personally, without the need to be represented. Further information are available on the website www.enac.gov.it.

INTERNATIONAL CODES IDENTIFYING

**DIFFERENT NEEDS** 

### RIGHTS FOR DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY (PRM) - REGULATION (EC) No. 1107/2006

This regulation shall apply to all flights (scheduled and non-scheduled)

• departing or in transit from an airport located in the territory of a Member State, Norwey, Iceland or Switzerland

• departing from an airport located in a third country, to an airport situated in the territory of a Member State (including Norwey, Iceland or Switzerland), if the operating carrier of the flight concerned is a Community carrier (or from Norwey, Iceland or Switzerland)

EVENT	SITUATION	WHAT THE AIR CARRIER HAS TO DO	WHAT THE AIRPORT MANAGING BODY HAS TO DO	WCHR	Visually impaired passengers Passengers that need help moving from the aircraft to the terminal, self-sufficient to board and move about the
	<b>Booking acceptance</b> The air carrier may require that a PRM be	The air carrier that receives the request shall book the required assistance at least 36 hours before the	The airport managing body shall make available, at no charge, the assistance necessary for PRMs to:	WCHS	aircraft Passengers that need help between the aircraft and the terminal and for boarding, self-sufficient inside the aircraft
Γ	<ul> <li>accompanied by another person who is capable of providing the assistance required should the PRM not be autonomous for the following functions:</li> <li>breathing, the passenger should not require</li> </ul>	scheduled time of departure transmitting the	<ul> <li>communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings</li> <li>move from a designated point to the check-in counter</li> </ul>	WCHC	Passengers lacking all mobility and not self-sufficient. Must be accompanied to their seat and need total personal attention
	<ul> <li>additional oxygen</li> <li>eating, the passenger should be able to feed</li> </ul>	<ul> <li>carriage of recognised assistance dogs in the cabin, subject to national regulations</li> </ul>	<ul> <li>check-in and register baggage</li> <li>proceed from the check-in counter to the aircraft,</li> </ul>	DEAF	Deaf passengers
	themselves. In the case of blind passengers, cabin crew can assist the passenger by opening food	<ul> <li>in addition to medical equipment, transport of up to two pieces of mobility equipment per disabled</li> </ul>	with completion of emigration, customs and security procedures	DPNA	Disabled passenger with intellectual or developmental disability
	<ul><li>containers and by describing the in-flight food</li><li>services</li><li>movement, the passenger should be able to</li></ul>	person or person with reduced mobility, including electric wheelchairs (subject to advance warning of	• board and disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance		
	<ul> <li>move from their seat to the onboard wheelchair</li> <li>communication, the passenger should be able to communicate with cabin crew and understand their appoundements and instructions</li> </ul>	48 hours and to possible limitations of space on board the aircraft), and subject to the application of relevant legislation concerning dangerous goods	<ul> <li>needed, as appropriate</li> <li>proceed from the aircraft door to their seats</li> <li>proceed from their seats to the aircraft door</li> </ul>	the aircraft door to their seats their seats to the aircraft door their seats to the aircraft door their seats to the aircraft door	

Flight Booking

use of toilet facilities, the passenger should be able to use the toilet facilities onboard. The cabin crew can assist the passenger to move about the cabin using the onboard wheelchair medicine, the passenger should be able to take any medicine and medication on their own.

Refusal of booking or boarding The refusal of a booking or of boarding may only

occur: • for security reasons if the size of the aircraft or its doors makes the embarkation or carriage of the PRM physically impossible

nmunication of essential information concerning a flight in accessible formats. • the making of all reasonable efforts to arrange seating to meet the needs of PRM's on request and subject to safety requirements and availability • assistance in moving to toilet facilities if required • when assisted by an accompanying person, the air carrier will make all reasonable efforts to give such person a seat next to the PRM.

#### The air carrier shall:

• immediately inform the PRM of their reasons and, on request, communicate these reasons in writing within five working days of the request • propose a re-routing or reimbursement

roceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures

proceed from the baggage hall to a designated point reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed move to the toilet facilities if required be assisted by an accompanying person with embarking and disembarking receive, subject to advance warning of 48 hours, ground handling of all necessary mobility equipment receive assistance with ground handling of recognised assistance dogs, when relevant have access, in accessible formats, to information needed to take flights.

 the air carrier regarding bookings or for lack of assistance in the air



**Complaints to ENAC** 

Alternatively, complaints can be sent by mail to the following address: Passenger's Right & Quality Services Unit – ENAC – Viale del Castro Pretorio 118,00185 Rome – Italy or via mail: pax.disabili@enac.gov.it or to the relative Bodies of Member States, Norway, Iceland and Switzerland for flights originating in or arriving at those States from extra UE countries. Further information are available on the website www.enac.gov.it.

ENAC is the Body responsible for the application of Regulation (EC) 1107/2006 relative to the rights of disabled passengers and passengers with reduced mobility and has the power to sanction those air carriers, the airport managing bodies or tour operators failing to comply with the regulation.

The results of any investigations carried out by ENAC will be communicated to the passenger.

#### Request for assistance

Notification must be made to the air carrier, its agent or to the tour operator at least 48 hours before the departure time. It is advised that requests are made at the time of booking in such a way that the person is able to take the flight for which he or she holds a reservation.

## RIGHTS FOR PASSENGERS FOR LOSS OF OR DAMAGE TO CHECKED BAGGAGE - REGULATION (EC) No.889/2002

EVENT	WH	AT THE PASSENGER HAS TO DO	<ul> <li>POINT A) – Documentation required to be sent to the carrier's Customer</li> <li>Service or Baggage Assistance office</li> <li>The flight booking number if the ticket was purchased via internet or the</li> </ul>
buyguye	Make a lost baggage claim in order to report the event, at the airport Baggage Services office, before leaving the baggage reclaim area. The report should be filed using	In case of retrieved baggage, within 21 days from its actual return to the passenger, it is necessary to send all the documentation indicated in POINT A) to the Office of Customer Services and/or Baggage Assistance of the airline that operates the flight, in order to initiate the procedure for the refund of any costs sustained.	<ul> <li>original receipt in the case of a paper ticket;</li> <li>The original PIR report made in the airport;</li> <li>The original baggage receipt and proof of having paid for any excess baggage;</li> <li>In the case of lost baggage a list of the contents;</li> </ul>
	<ul> <li>the appropriate PIR - Property Irregularity Report form.</li> <li>Make a damaged baggage claim in order to report the</li> </ul>	If the baggage has not been found within 21 days of the PIR Report being filed, the passenger should send the documentation indicated in POINT A) below to the carrier's Customer Service or Baggage Assistance office to begin the compensation procedure.	<ul> <li>In the case of baggage that is located and returned, a list of any missing items</li> <li>Original receipts indicating goods purchased (relative to the period of the delay) replacing personal effects contained in the baggage;</li> <li>Confirmation of complete bank account coodinates: name of account holder, IBAN and SWIFT</li> </ul>
	event, at the airport Baggage Services office, before leaving the baggage reclaim area. The report should be filed using the appropriate PIR - Property Irregularity Report form.	In the case of damage to baggage, within 7 days of filing a "Damaged Baggage Report" the passenger should send the documentation indicated in POINT B) below to the carrier's Customer Service or Baggage Assistance office to begin the compensation procedure.	code - for foreign bank accounts. If the account details do not match those of the person making the claim, the claimant should also indicate the address, telephone number, fax and email (if available) of the account holder
			POINT B) – Documentation required to be sent to the carrier's Customer Service or Baggage Assistance office:

In the case of lost, damaged or delayed baggage, the Passenger has a right to compensation of up to 1131 SDRs ("Special Drawing Rights – approximately for air carriers from Member States and from countries adhering to the Montreal Convention, and up to 17 SDRs per kg from air carriers adhering to the Warsaw Convention, unless the passenger has taken out additional baggage assurance. There is no national Body with specific responsibility or with the power to take action in the case of lost, damaged or delayed baggage. Complaints made via the online form on the ENAC web site www.enac.gov.it do however allow the Authority to highlight tical issues and Passengers' needs in order to constantly monitor and improve the service offered by air transport operators.



original receipt in the case of a paper ticket;

• The original PIR report made in the airport;

• The original baggage receipt;

• The flight booking number if the ticket was purchased via internet or the

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