



Important information for passengers affected by flight cancellations caused by the shutdown of some E.U. Member States air space and airports due to the volcanic ash cloud

Passengers affected by flight cancellations caused by the shutdown of the air space and airports of some E.U. Member States due to the volcanic ash cloud:

→ must contact airlines in order to obtain :

☞ reimbursement of non used tickets

or

☞ re-routing to final destination under comparable transport conditions at the earliest opportunity

→ Passengers, having chosen re-routing to final destination under comparable transport conditions at the earliest opportunity, are entitled to assistance by the operating air carrier [meals and refreshments in a reasonable relation to the waiting time; hotel accommodation for one or more nights, transport between airport and place of accommodation and two telephone call, fax or e-mails]

→ Flight cancellations in these cases result from an extraordinary circumstances. So, passengers are not entitled to financial compensation.