

Civil Unrest North Africa and the Middle East



The Consumer Council

Civil unrest in various regions in North Africa and the Middle East has impacted on air passengers travelling to and from affected countries. If you plan to travel to a country experiencing civil unrest, here's what you need to know:

- 1) For UK Government travel advice by country and contact details for UK Embassies visit the Foreign and Commonwealth office website: www.fco.gov.uk

If you are a Northern Ireland resident travelling on an Irish passport, UK embassies will still provide support and assistance.

If you are travelling on an Irish passport you can also check travel advice with the Irish, Department of Foreign Affairs visit: www.dfa.ie

- 2) Check the status of your flight by contacting your airline or tour operator.

Cancelled flights due to civil unrest

If your flight is cancelled because of civil unrest your airline must offer you a choice between:

- A full refund.
- Or
- An alternative flight at the earliest opportunity plus free meals, accommodation and free telephone calls or emails while you wait.
- Or
- An alternative flight at a later date convenient to you.

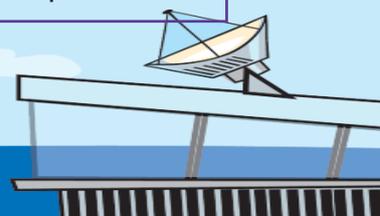
You are not entitled to financial compensation because civil unrest is beyond the control of the airline.

Delayed flights because of civil unrest

If your flight is delayed:

- Depending on the length of delay and distance of your flight (check Plane Facts for further details) - you are entitled to free meals and free telephone calls and/or emails.
- Five hours or more - you are entitled to a full refund if you decide not to travel.
- Overnight - you are entitled to free accommodation.

If your flight is cancelled or delayed and you choose a refund you are not entitled to any further assistance from your airline in terms of meals, accommodation or telephone calls.



Connecting flights affected by civil unrest

1. If your flights are booked on the same ticket, once flights resume as normal, the airline is responsible for rearranging your connections to ensure you reach your final destination.
2. If your flights are booked on separate tickets the airline operating the second leg of your journey is not obliged to refund or reschedule your flight if you miss your connection. For more information contact your airline.

Package Holidays and Charter Flights affected by civil unrest

If your flight is part of a package holiday or is booked with a charter airline and is disrupted because of civil unrest, you should contact your travel agent or tour operator.

Travel Insurance

How do I ensure my flight/holiday is protected?

At the time of booking, always make sure you buy travel insurance that covers your flight/holiday against unforeseen events such as civil unrest, severe weather or strike action. Airlines are under no obligation to refund passengers for losses incurred by civil unrest.

Please note: If your flight is cancelled or delayed because of civil unrest, you may still have to pay for other services you have booked as part of your holiday eg hotel accommodation or car rental.

Will my insurance company pay out if I choose not to fly?

Insurance companies will assess whether or not to pay out for claims arising due to civil unrest based on the travel advice provided by the Foreign and Commonwealth Office (FCO).

Don't leave home with out the 'Plane Facts'

The Consumer Council has produced Plane Facts, a guide that explains your rights and responsibilities as an air passenger. For your FREE copy of Plane Facts contact 0800 121 6022 or visit: www.consumerCouncil.org.uk/publications.

Complaints

If you have an unresolved air travel complaint, contact the Consumer Council:

0800 121 6022

complaints@consumercouncil.org.uk

We have the power to handle complaints on your behalf.

