



The Consumer Council

Consumer Council information for air passengers on delayed and cancelled flights

Cold weather is affecting airline passengers from across Northern Ireland with many flights cancelled or delayed. Here's the Consumer Council's advice on your rights and options if your travel plans are disrupted by the bad weather:

Cancelled flights:

- If your flight is cancelled the airline will make alternative travel arrangements to your final destination; if they cannot make alternative arrangements for you, you are entitled to a refund.
- If your flight is cancelled at short notice, passengers are usually entitled to compensation. However, this **does not apply** if the cancellation is due to extraordinary circumstances like snow or other severe weather conditions as these are outside the airline's control.

Delayed flights:

- If your flight is delayed by 2 hours or more on domestic flights and short European routes, the airline must provide passengers with free meals and refreshments plus two free telephone calls, faxes or e-mails.
- Delays of 3 hours on longer European routes and 4 hours on transatlantic flights - passengers are also entitled to the assistance outlined above.
- Where the delay is 5 hours or longer, passengers have the option of a full refund of the ticket if they decide not to fly.

- If you face an overnight delay, the airline must provide passengers with hotel accommodation and transport between the airport and hotel.

What to do before you fly:

1. Contact your airline and/or airport for up to date information (see below for a full list of airlines operating in and out of Northern Ireland and their contact details)
2. Make sure your travel insurance provides adequate cover for cancellations and delays.

The Consumer Council has produced Plane Facts, a guide that explains your rights and responsibilities as an air passenger and a handy travel wallet with information you need to know if your flight is delayed, cancelled or you are denied boarding. For your FREE copy of Plane Facts or a travel wallet, contact 0800 121 6022 or to download Plane Facts, visit: www.consumercouncil.org.uk. The Consumer Council also has the legal power to handle complaints on behalf of air passengers. If you have an unresolved complaint – get in touch

Airlines

Aer Arann	00353 818 214 214
Aer Lingus	www.aerlingus.com
BMI	087 0240 0206
Bmibaby	090 5828 2828
Continental	080 0028 3687
Easyjet	www.easyjet.com
Flybe	0871 700 5000 / 0871 700 2000
Jet2	www.jet2.com
Ryanair	www.ryanair.com

Airports

George Best Belfast City Airport	028 90939093
Belfast International Airport	028 94484848
City of Derry Airport	028 71810784