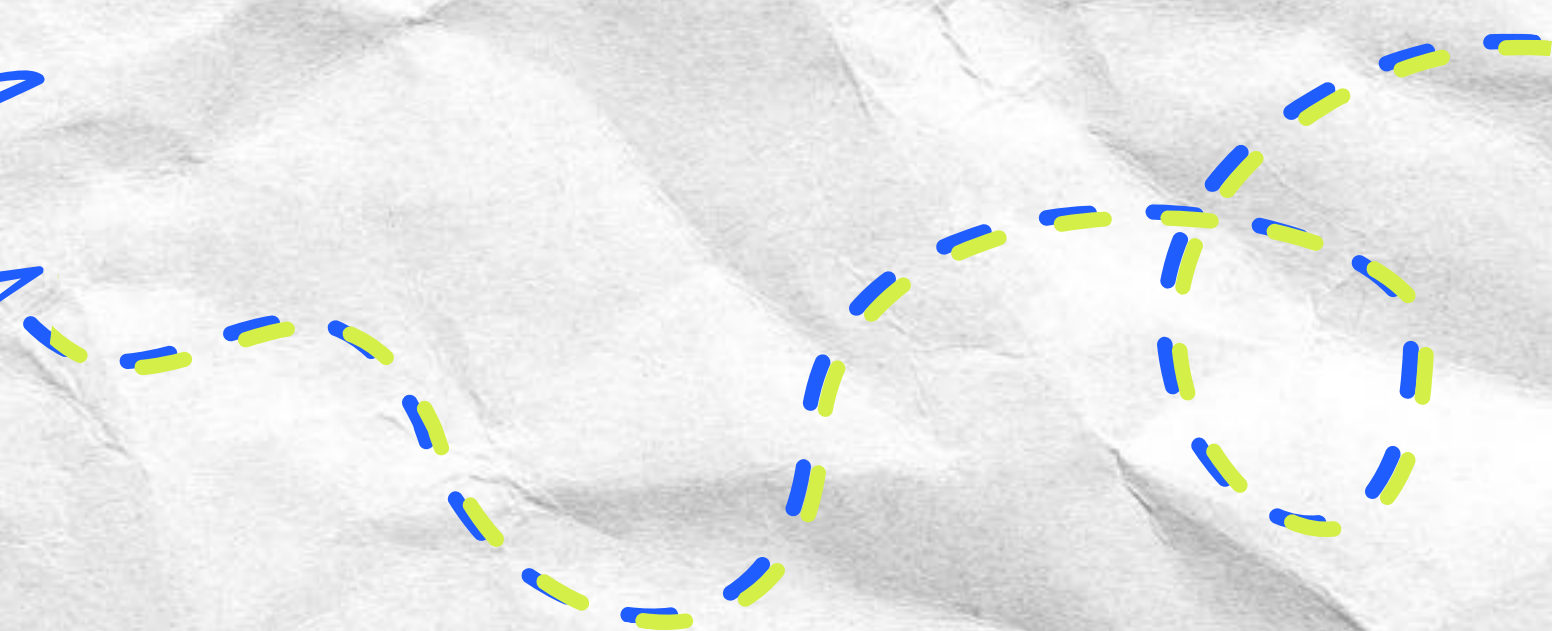


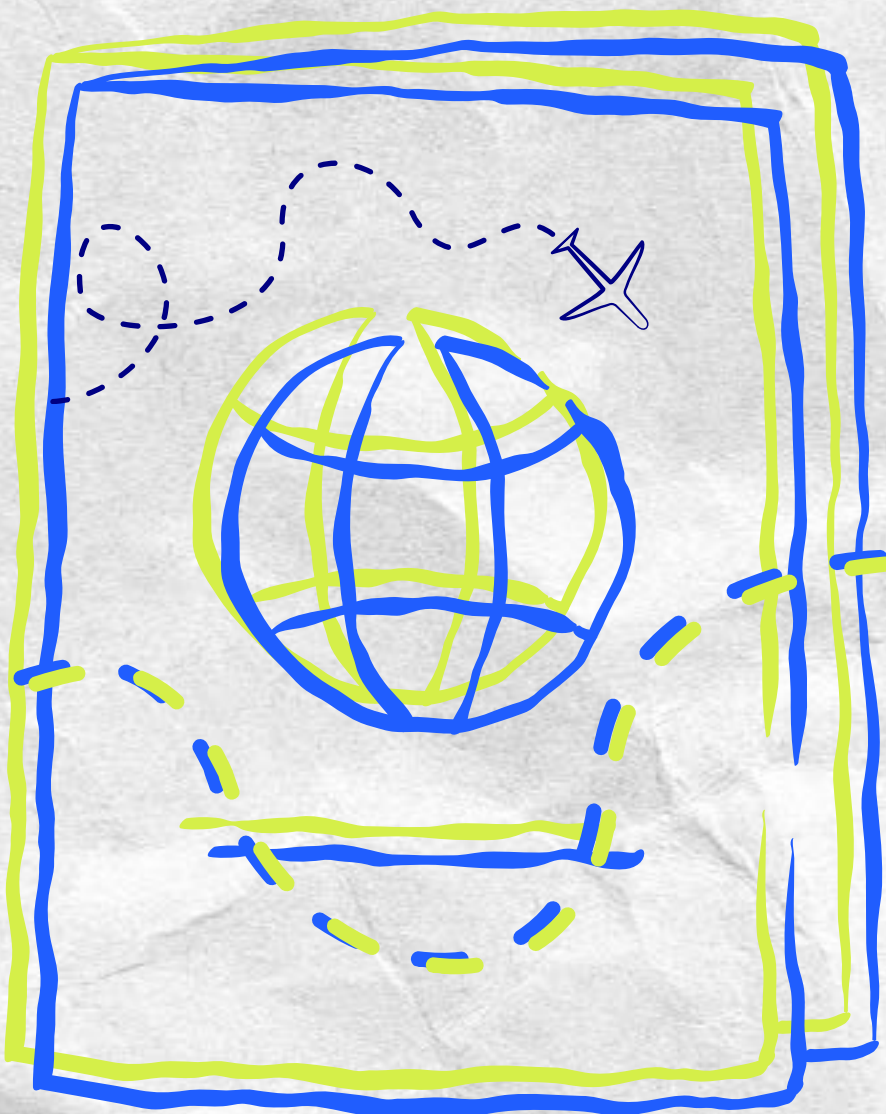
AIR PASSENGER RIGHTS: WHAT'S NEW?

- Time consuming compensation requests
- Streamlined passenger requests
- Extraordinary circumstances unclear
- More predictability for passengers & airlines
- Difficulty comparing fares
- Increased pricing transparency, including hand luggage



X Time-consuming procedures limit access to compensation.

✓ Airlines must send clear instructions on how to submit a request for compensation within 96 hours. People with reduced mobility or disabilities can now receive the full cost of their mobility equipment if it is damaged.





Extraordinary circumstances rules are unclear.



Refined rules introduce clearer definitions and greater predictability for passengers and airlines. New deadlines will apply for complaints, and airlines must respond to certain details of passenger requests.





No more confusion about fares and hand baggage allowance.



Passengers can more easily compare fares and hand baggage rules across airlines and booking platforms, while airlines retain freedom to set their pricing structures.

