



## **TRANSPORTATION**

### **FLIGHT CANCELLATION PROCEDURE – (EC) NO. 261/2004**

#### **1. PROCEDURE FOR DELAYED OR CANCELLED FLIGHTS**

Unless you receive early confirmation that your flight may be delayed or cancelled, your group must still proceed in accordance with the itinerary and follow the airline check-in procedure as normal.

The following guidelines will apply to both the outbound and inbound flights.

##### **Delayed flights**

As part of our duty of care IBT will do what we can to assist but the airline is responsible for looking after your group and must work to the following guidelines:

Where a flight is delayed beyond its scheduled departure time for:

- two hours or more for flights of 1,500km or less;
- three hours or more for all intra-EU flights of more than 1,500 km and for all other flights between 1,500 km and 3,500 km;
- four hours or more for all other flights;

All passengers shall be offered appropriate meals and refreshments and two telephone calls, two faxes or two emails.

##### **If your flight has been delayed overnight or cancelled**

Should re-routing on the same day not be possible and the airline have provided a suitable alternative for the next day, the airline must make every effort to arrange hotel accommodation and transportation (if required) between the airport and hotel(s) for your group.

Please note that this task may take some time to arrange due to the size of your group.

The airline should also provide you with an evening meal plus breakfast (for a 1 night stay). However this must be verified as on occasions some airlines have been known only to provide accommodation.

In the unlikely event that the airline are not able to arrange the care set out above, please contact IBT Travel and we will make every effort to source accommodation and transport to and from the airport. Please note that the time taken to find a solution (if it is at all possible) will be determined by the time of day we are alerted to the problem.

#### **2. IMPORTANT POINTS TO NOTE**

##### **Contact your insurance company**

If a situation occurs and there is not an immediate solution to the problem the first thing you should do is to make contact with your travel insurance provider. This will set up a case file for the future and they will be able to discuss the options with you and offer advice.

You will find the 24 hour telephone number on the front of your documentation.

If the problem occurs on the outbound journey they will inform you how much time needs to pass before travel delay insurance becomes active.

If the problem occurs on the inbound journey they will inform you what you are covered for and what steps they will take to help resolve the issue. Nothing should be done until this call has been made.

### Contact IBT Travel

Once you have established the options with your travel insurance provider you should make contact with the IBT 24-hour telephone number to appraise us of the situation. The staff on duty will assess the situation and liaise with you until we find the most acceptable solution.

### Outbound Journey only

If your delay is over 5 hours and the options made available to you by the airline are not acceptable all passengers shall be offered the choice of reimbursement of the ticket price for the part or parts of the journey not made by the carrier whose flight was delayed.

In all cases, where the flight is part of a package, you are only entitled to reimbursement of the flight element of that package. This means that if you choose to cancel after the five hour delay but the airline can still get you to your destination then it is you who have made the choice to cancel and as such will only receive a refund of the flight element of the package and nothing for any other components. Basically, the airline could provide the flight but you have chosen not to take it – therefore you have made the decision to cancel the trip.

Where the rearranged outbound flight constitutes a significant change to your holiday, or where the outbound flight can't be rearranged, you are entitled either to an alternative holiday, if we are able to offer one, or to cancel the holiday and receive a full refund of the holiday cost. Please note that a significant change is one where the delayed departure is at least 12 hours after the original scheduled departure time.

## 3. SUMMARY

IBT will provide remote assistance to help find a solution to the problem and will remain in contact for the duration of the delay.

Where possible the airline has a duty to provide food and soft drinks in proportion to the time of your delay. If you are delayed overnight then they will provide reasonable costs for transport to and from the airport and hotel accommodation plus food in proportion to your delay.

If the airline cannot do this and IBT are able to find an alternative solution, you may need to cover the costs and claim it back from the airline.

If you do not have the means to do this then IBT will help and recover the cost from you until you are able to recover the costs from the airline.

In a situation such as this, the airline will not cover what you might consider to be additional costs when in transit. They would argue that they have provided for meals and drinks during your delay and that you would ordinarily be providing for food and drinks if travelling on the original schedule.

**Please note that the airline will not cover costs for the purchase of alcohol.**