

YOUR FLIGHT WAS CANCELLED OR DELAYED

You arrived at check-in and for boarding before the deadline communicated to you and your flight was cancelled or delayed, or you were denied boarding.

We would like to offer our sincerest apologies for the difficulties encountered during your trip. Our ground staff are available to help you and support you.

ARTICLE 1. YOUR FLIGHT WAS CANCELLED

If your flight is cancelled, you will be offered the choice between:

- reimbursement of your ticket within 7 days at the price at which it was purchased for the unused part or parts of the journey and for the part or parts of the journey already used and which have become useless in relation to your original travel plan and, if necessary, a return flight to your first point of departure as soon as possible;
- re-routing to your final destination under comparable transport conditions, as quickly as possible, or
- re-routing to your final destination under comparable transport conditions at a later date at your convenience, subject to availability of seats.

The refund of the ticket can be made by bank transfer or through a non-transferable credit note, valid for one year on all our destinations and refundable beyond that if not used.

In the case of re-routing the day after original departure of the cancelled flight, you are entitled to:

- reasonable refreshments and food options given the wait time;
- two telephone calls of a maximum of five minutes each, two telexes, two faxes, or two emails;
- hotel accommodation;
- transportation from the airport to the accommodation (hotel or other).

You are entitled to compensation in accordance with Article 4 below, unless you were informed of the cancellation of the flight:

- at least 2 weeks before the scheduled departure time, or
- 2 weeks to 7 days before the scheduled departure time if you have been offered re-routing allowing you to depart no more than 2 hours before the scheduled departure time and reach your final destination no more than 4 hours after the scheduled arrival time, or
- less than 7 days before the scheduled departure time if you have been offered re-routing allowing you to depart no more than one hour before the scheduled departure time and reach your final destination no more than 2 hours after the scheduled arrival time.

ARTICLE 2. YOUR FLIGHT WAS DELAYED

In case of delay of 3 hours for all flights within the European Union of more than 1,500 km, 4 hours for all other flights of more than 3,500 km, you are entitled to:

- reasonable refreshments and food options given the wait time;
- two telephone calls of a maximum of five minutes each, two telexes, two faxes, or two emails;

When the reasonably expected departure time is scheduled the day after the original departure date, you are entitled to:

- hotel accommodation
- transportation from the airport to the accommodation (hotel or other).

When the delay is at least five hours, you are entitled to reimbursement of your ticket within seven days at the price at which it was purchased for the unused part or parts of the journey and for the part or parts of the journey already used and which have become useless in relation to your original travel plan and, if necessary, a return flight to your first point of departure as soon as possible.

ARTICLE 3. YOU WERE DENIED BOARDING

If it is necessary to deny boarding to passengers on your flight, an appeal will first be issued for volunteer passengers willing to surrender their seat in exchange for financial compensation to be determined. These passengers will be provided with assistance similar to that provided for a cancelled flight (refund or rebooking of your flight).

If there are an insufficient number of volunteer passengers and we have been forced to deny you boarding against your will, the same assistance will be provided to you, as well as the compensation and care provided in the event of a flight cancellation.

ARTICLE 4. RIGHT TO COMPENSATION

If your flight is cancelled or delayed for **at least 3 hours from the arrival time of the original flight**, or if you are denied boarding against your will, you are entitled to the following compensation:

- €250 for flights of 1,500 km or less;
- €400 for flights within the European Union of more than 1,500 km and for all other flights between 1,500 and 3,500 km;
- €600 for all other flights of 3,500 km or more,
- €300 for all other flights of 3,500 km or more, **if the flight is delayed more than 3 hours and less than 4 hours from the arrival time of the original flight.**

If your flight is cancelled or you are denied boarding against your will, the amount of compensation will be reduced by 50% if you were offered re-routing to your final destination on another flight whose arrival time does not exceed the scheduled arrival time of the flight originally booked by:

- 2 hours for all flights of 1,500 km or less;
- 3 hours for all flights within the European Union of more than 1,500 km and for all other flights between 1,500 km and 3,500 km;
- 4 hours for all other flights over 3,500 km.

The compensation is not due if the cancellation, delay or denied boarding was caused by extraordinary circumstances which could not be avoided by the airline.

ARTICLE 5. COMPETENT ADMINISTRATIVE BODIES

The *Médiation Tourisme et Voyage* [Mediation of Tourism and Travel] has been appointed as the competent body for the application of assistance and compensation rules. You can find the relevant information at the following address:

<https://www.mtv.travel/>

However, we recommend that you first file a claim on our website at the following address, so your request may be processed within a reasonable time frame:

<https://www.corsair.fr/vol/services/Carnet-de-bord/Apres-le-vol/relation-clientele>

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