

# Your passenger rights

When things don't go to plan, we'll help you in line with EU regulation 261/2004 – a set of common rules all European airlines follow.

## Delayed flight

You're entitled to the rights listed under 'Right to care', if you're delayed by 2 hours or more for flights of 1500 km or less; or 3 hours or more for flights within Europe of more than 1500 km and all other flights between 1500 and 3500 km; or 4 hours or more for flights of 3500 km or more. Depending on the length of the delay you may be entitled to the rights listed under 'Right to rebooking or refund' and 'Right to compensation'.

## Cancelled flight

If your flight is cancelled, you are entitled to the rights listed under 'What you're entitled to'. You are not entitled to compensation if:

- you're informed of the cancellation at least 2 weeks before the scheduled departure time; or
- you're informed of the cancellation between 2 weeks and 7 days before the scheduled departure time and you're offered a rebooking, allowing you to depart no more than 2 hours before the scheduled departure time and reach your final destination less than 4 hours after the scheduled arrival time; or
- you're informed of the cancellation less than 7 days before the scheduled departure time and are you're offered a rebooking, allowing you to depart no more than one hour before the scheduled departure time and to reach your final destination less than 2 hours after the scheduled arrival time.

## Denied boarding

If you volunteer to give up your seat when a flight is overbooked, you're entitled to the rights listed under 'Right to rebooking and refund', in addition to compensation to be agreed upon between you and Norwegian.

If we don't have enough volunteers, and you're involuntarily denied boarding, you'll be entitled to the rights set out under 'What you're entitled to'.

## What you're entitled to

### Right to care

If you're involuntarily denied boarding, or your flight is cancelled or significantly delayed (as outlined above), you'll be entitled to:

- a) meals and refreshments vouchers in reasonable relation to the waiting time, provided it won't further delay departure of the flight,
- b) two telephone calls, telex or fax messages or e-mails,
- c) accommodation and transport between the airport and place of accommodation (if you're offered a flight the next day).

## Right to rebooking or refund

If you're denied boarding, your flight is cancelled or delayed by 5 hours or more, we will take all reasonable measures to provide you with an alternative flight to your final destination at no extra cost. You're also permitted to change the date of travel to a later date to your final destination, provided there are seats available.

If you no longer wish to travel, you're entitled to a full refund of the unused ticket, and any onward flights with Norwegian, including your return ticket.

## Right to compensation

Compensation will not be payable if the cause for the delay or cancellation is due to extraordinary circumstances, which could not have been avoided even if all reasonable measures had been taken. This may include, but may not be limited to, weather conditions affecting both the scheduled flight and earlier departures, strike action and other work conflict, air traffic control, unexpected illness of airline crew and other unforeseen circumstances that represent a safety hazard beyond our control. If you're involuntarily denied boarding, or your flight is cancelled or delayed by 3 hours or more on arrival due to reasons within our control, you'll be entitled to the following compensation:

- €250 for flights of 1500 km or less; or
- €400 for flights within Europe of more than 1500 km, and for all other flights between 1500 and 3,500 km; or
- €600 for flights of 3500 km or more.

The compensation set out above will be reduced by 50% if we're able to offer you rebooking on an alternative flight and the arrival time of that flight does not exceed the scheduled arrival time of the flight booked:

- by 2 hours for flights of 1500 km or less; or
- by 3 hours for flights within Europe of more than 1500 km, and for all other flights between 1500 and 3500 km; or
- by 4 hours for flights of 3500 km or more.

## Making a claim

If you incur any of the costs outlined above, please keep your original itemised receipts. You can claim for reasonable expenses and compensation via our website — [www.norwegian.com](http://www.norwegian.com). For contact details for your National Enforcement Body (NEB), please visit [www.norwegian.com/neb](http://www.norwegian.com/neb).