

**Information**  
**on the rights of air passengers in the case of the flight cancellation, flight delay, denied boarding**

## **I. Flight cancellation**

The following rights are due to the passenger in case flight is cancelled:

- To get written information at the airport on their rights;
- To re-route to another flight (at the earliest departure date or subject to availability of seats at a later date at the passenger's convenience) or to get the refunding of the price of the ticket;
- To get meals and refreshments provided that re-routing for the earliest departure date is chosen;
- To get overnight accommodation and airport transfer between the place of accommodation and the airport provided that re-routing at the earliest departure date is chosen;
- In case when a town, city or region is served by several airports, and an air carrier offers a passenger a flight to an airport alternative to that for which the booking was made, then the air carrier shall bear the cost of transferring the passenger from that alternative airport either to that for which the booking was made, or to another close-by destination agreed with the passenger;
- To get the possibility of making two phone calls or sending two fax messages or sending two emails free of charge;
- To get compensation in the amount of 250, 400 or 600 EUR, depending on the distance of the flight, as follows:

	Flights of 0-1500 km in any relation:	Flights between the EU member states longer than 1500 km:	Flights between 1500-3500 km between an EU member state and a 3rd country:	Flights longer than 3500 km between an EU member state and a 3rd country:
Amount of compensation:	250 €	400 €	400 €	600 €

**It is important to know that no compensation is due, in case the flight is cancelled due to an extraordinary (an unforeseeable and unavoidable) circumstance! The state authority makes decision in the issue of extraordinary circumstances. Moreover, in certain cases the compensation may be reduced by 50 %.**

## **II. Flight delay**

The following consumer rights are due to passenger in case flight is delayed:

- To get written information at the airport on their rights;
- To get meals and refreshments;
- To get the possibility of making two phone calls or sending two fax messages or sending two emails free of charge;
- To get overnight accommodation and airport transfer between the place of accommodation and the airport provided the duration of delay justifies it;
- To cancel their flight and to request the refunding of the price of the ticket in the case when the delay is at least five hours;
- To get compensation in the amount of 250, 400 or 600 EUR, depending on the distance of the flight, as follows:

	Flights of 0-1500 km in any relation:	Flights between the EU member states longer than 1500 km:	Flights between 1500-3500 km between an EU member state and a 3rd country:	Flights longer than 3500 km between an EU member state and a 3rd country:
Amount of compensation:	250 €	400 €	400 €	600 €

**It is important to know that no compensation is due, in case the delay of at least 3 hours upon arrival is caused by an extraordinary (an unforeseeable and unavoidable) circumstance. The state authority makes decision in the issue of extraordinary circumstances.**

### III. Denied boarding

The following consumer rights are due to the passenger in case the boarding of the passenger is denied on a flight:

In case the flight is overbooked, the passengers may voluntarily give up their own reservations. The following rights are due to the passengers in this case:

- To re-route to another flight (at the earliest departure date or subject to availability of seats at a later date at the passenger's convenience) or to get the refunding of the price of the ticket;
- In case when a town, city or region is served by several airports, and an air carrier offers a passenger a flight to an airport alternative to that for which the booking was made, then the air carrier shall bear the cost of transferring the passenger from that alternative airport either to that for which the booking was made, or to another close-by destination agreed with the passenger;
- To get benefit based upon the agreement between the air carrier and the passenger (e.g.: cash, voucher, free trip, hotel service, placement in higher class for another trip on one occasion, discount card, etc.)

In case an insufficient number of volunteers comes forward to allow the remaining passengers to board the flight, the air carrier may lawfully deny boarding to passengers.

The following are due to the passengers whose boarding is denied:

- To get written information at the airport on their rights;
- To re-route to another flight (at the earliest departure date or subject to availability of seats at a later date at the passenger's convenience) or to get the refunding of the price of the ticket;
- In case when a town, city or region is served by several airports, and an air carrier offers a passenger a flight to an airport alternative to that for which the booking was made, then the air carrier shall bear the cost of transferring the passenger from that alternative airport either to that for which the booking was made, or to another close-by destination agreed with the passenger;
- To get meals and refreshments provided that re-routing for the earliest departure date is chosen;
- To get overnight accommodation and airport transfer between the place of accommodation and the airport provided that re-routing at the earliest departure date is chosen;
- To get the possibility of making two phone calls or sending two fax messages or sending two emails free of charge;
- To get compensation in the amount of 250, 400 or 600 EUR, depending on the distance of the flight, as follows:

	Flights of 0-1500 km in any relation:	Flights between the EU member states longer than 1500 km:	Flights between 1500-3500 km between an EU member state and a 3rd country:	Flights longer than 3500 km between an EU member state and a 3rd country:
Amount of compensation:	250 €	400 €	400 €	600 €

### IV. Assistance providing fora

The protection of consumers is taken care of by several organisations in respect of investigating the complaints made against airlines and the enforcement of their financial claims:

#### A) Settlement of complaints directly with the airline:

First the passenger has to submit his/her complaint to the airline. Please contact us through the following contact data in the case of a complaint or dissatisfaction:

The electronic form of the Smartwings company group is available at the following link:  
<https://www.smartwings.com/en/contact-form>

Contact data of Smartwings Hungary Kft:  
1143 Budapest, Ilka utca 25. B. épület 4. emelet 408.  
Phone: +36 1 461 0490  
E-mail: [claim.bud@smartwings.com](mailto:claim.bud@smartwings.com)

Airport office:  
Liszt Ferenc International Airport, Terminal 2B  
Phone: +36 1 296 55 66  
E-mail: [occ.bud@smartwings.com](mailto:occ.bud@smartwings.com)

#### **B) Through the authorities:**

Government Office of Budapest  
Office of District V  
Consumer Protection Department  
Address: 1051 Budapest, Sas u. 19.  
E-mail: [fogyasztovedelem@bfkh.gov.hu](mailto:fogyasztovedelem@bfkh.gov.hu)  
Phone: 06-1-450-2598  
Website: [www.kormanyhivatal.hu](http://www.kormanyhivatal.hu)

Ministry of Construction and Transport, Transport Authority:

<https://www.kozlekedesihatosag.kormany.hu>

Ministry of Justice, Consumer Protection Portal:

[www.fogyasztovedelem.kormany.hu](http://www.fogyasztovedelem.kormany.hu)

#### **C) European Consumer Centre:**

[www.magyarefk.hu](http://www.magyarefk.hu)

#### **D) Conciliation Body proceeding**

[www.bekeltetes.hu](http://www.bekeltetes.hu)

#### **E) Domestic and border crossing alternative and online dispute settlement, claim enforcement**

The Hungarian consumer may turn directly or through the online dispute settlement platform to the mediatory body or the court in the case of a complaint existing against an airline with a registered seat located in Hungary.

Moreover, in the case of an air passenger transport contract concluded online, the passenger may also try to settle its domestic or cross-border legal dispute existing against an EU airline through the online dispute settlement platform operated by the European Commission in the course of online dispute settlement implemented through a member state competent alternative dispute settlement forum that joined the platform.

The online dispute settlement platform is available through the following link:

<https://ec.europa.eu/consumers/odr/main/?event=main.home2.show>