

Overview of passenger rights according to EC no. 261/2004. For a full version of the regulation click [here](#).

This notice is a brief overview of passenger rights according to Regulation (EC) no. 261/2004 (the Regulation).

This notification only informs passenger of their rights under the regulation; it does not give passengers any additional contractual rights.

The Regulation may apply to passengers if:

- They have a confirmed reservation on a flight operated by WOW air, purchased at a fare available directly or indirectly to the general public; and
- They have presented themselves for check-in before the Check-In Deadline as specified by WOW air in our General Terms & Conditions of Travel (except in the case where your flight has been cancelled); and
- The flight is departing from an airport in the EU or from an airport in a country outside the EU to an airport in the EU (unless it is evident that you received benefits or compensation and were given assistance in such other country and that those benefits, compensation, and assistance directly correspond to your entitlement under the Regulation); and
- They have not been denied boarding due to a matter set out in our General Terms & Conditions of Travel or related regulations.

FLIGHT DELAY

If delay on flights exceeds:

- 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 for all other flights between 1500 and 3500 km.
- 4 hours or more for flights of 3500 km or more

Passenger could be entitled to relevant rights set out in paragraphs 1 to 3 below.

FLIGHT CANCELLATION

If a flight is cancelled, passengers are entitled to rights set out paragraphs 2 and 3. Additionally, passengers may be entitled to rights set out in paragraph 1. Regarding passenger's right to financial compensation, please note that WOW air is entitled to refuse said compensation when:

- Passengers are informed of the cancellation at least two weeks before the scheduled time of departure; or
- Passenger are informed of the cancellation between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing you to depart no more than two hours before the scheduled time of departure and reach your final destination less than four hours after the scheduled time of arrival; or

- Passenger are informed of the cancellation less than seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than one hour before the scheduled time of departure and to reach their final destination less than two hours after the scheduled time of arrival; or
- WOW air can prove that the cancellation is caused by extraordinary circumstances which could not have been avoided even if WOW air had taken all reasonable measures. This is including but not limited to political instability, safety and security reasons, weather disruption, labor disputes or failure or delay of air traffic control facilities.

DENIED BOARDING

In the unlikely event that a seat is not available for a passenger with a confirmed reservation, WOW air will seek volunteers to surrender their seats in exchange for benefits that are agreed upon between WOW air and the said volunteer, before involuntarily denying boarding to other passengers. If there are insufficient volunteers and WOW air denies boarding involuntarily. If WOW air denies boarding involuntarily, passengers may be entitled to the relevant rights set out in paragraphs 1 to 3 below.¹

1. RIGHT TO COMPENSATION

If passengers are involuntarily denied boarding or their flight is cancelled or delayed by three or more hours with respect to the scheduled arrival time (provided no extraordinary circumstances occur), passengers may be entitled to receive one of the following amounts from WOW air:

- €250 in respect of all flights of 1,500km or less; or
- €400 in respect of all intra-EU flights of more than 1,500km, and for all other flights between 1,500km and 3,500km.
- €600 in respect of all other flights of 3,500km or more; or

If WOW air can offer you re-routing within its own network on an alternative flight and the arrival time of the re-routed flight does not exceed the scheduled arrival time of the flight booked:

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

The compensation set out above may be reduced by 50%. The great circle route method shall measure distances.

2. RIGHT TO REIMBURSEMENT OR RE-ROUTING

If passengers are denied boarding (whether voluntarily or involuntarily) or their flight is cancelled, they may additionally be entitled to choose between:

¹ Other rights may apply when passengers are involuntarily denied boarding flights departing from the United States, Canada or Israel.

- a) reimbursement pursuant to Article 8(1) of the Regulation within seven days, by means provided for in Article 7(3), of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made and for the part or parts already made if the flight is no longer serving any purpose in relation to the passenger's original travel plan; or
- b) re-routing, under comparable transport conditions, to their final destination at the earliest opportunity; or
- c) re-routing, under comparable transport conditions, to their final destination at a later date at their convenience, subject to availability of seats.

If a flight is delayed by at least five hours and passengers select not to travel, they may be entitled to receive reimbursement as set out in above, together with, when relevant, a return flight to the first point of departure, at the earliest opportunity.

3. RIGHT TO CARE

If passengers are involuntarily denied boarding or if their flight is cancelled or delayed by more than 2 hours, WOW air will offer them, free of charge:

- a) meals and refreshment vouchers in reasonable relation to the waiting time, if it will not further delay the departure of the aircraft;
- b) two telephone calls, telex or fax messages or e-mails;
- c) hotel accommodation in cases where a stay of one or more nights becomes necessary, or where a stay additional to that intended by you becomes necessary;
- d) transport between the airport and place of accommodation (hotel or other).

If a flight is delayed as specified under 'Flight Delay' above or cancelled without notice being given to you prior to their arrival at the airport of departure WOW air will offer passengers items (a) and (b) above. If, as a result of the delay or them being re-routed following a cancellation, their new time of departure is reasonably expected to be at least the day after the original day of departure, WOW air will also offer them items (c) and (d) above.