



In case of any passenger irregularities such as denied boarding, flight cancellation or long delay of a flight you can benefit from the rights prescribed in relation to the compensation and service system Freebird Airlines, which incorporates Regulation (EC) No 261/2004 of the European Parliament. You may send your feedback via customerservices@freebirdairlines.com E-Mail address or by filling out the form at the following link <https://www.freebirdairlines.com/customer-relations>.



In respect of all flights, passengers must apply for the check-in process not later than 2 hours prior to the departure time. The check-in deadline shall be 60 minutes prior time of departure. If the passenger does not keep to the Check-in and boarding times and does not present himself/herself at the gate early enough for boarding, Freebird Airlines shall be entitled to refuse the carriage.



No compensation shall be paid to the passengers in respect of irregularities in case of any extraordinary circumstances (meteorological conditions, natural disasters, security risks, unforeseen deficiencies in terms of flight safety etc.).



You may be entitled to assistance such as meals and refreshments, access to communication, accommodation (if necessary) and transport to and from the place of accommodation if you are denied boarding or your flight is cancelled at short notice. In the event of a long delay, assistance will be available after:

- ⇒ two hours or more for flights of 1,500 km or less;
- ⇒ three hours or more for longer flights within the European Union or for other flights of between 1,500 and 3,500 km;
- ⇒ four hours or more for flights of over 3,500 km outside the European Union

If you have any incompatibility related to the implementation of your rights under the Regulation, you may contact the National Enforcement Body for your place of departure at the following link. <https://www.freebirdairlines.com/passenger-rights>



Denied boarding

1. When Freebird Airlines reasonably expects to deny boarding on a flight, it shall first call for volunteers to surrender their reservations in exchange for benefits under conditions to be agreed between the passenger concerned and the operating air carrier.
2. If an insufficient number of volunteers comes forward to allow the remaining passengers with reservations to board the flight, Freebird Airlines Europe may then deny boarding to passengers against their will.
3. If boarding is denied to passengers against their will, the operating air carrier shall immediately compensate them.

This article is valid for our passengers who comply with the General Terms and Conditions on our website: <https://www.freebirdairlines.com/en/flight-information>

Table 1

Condition of Compensation	Compensation Amount *
1) Flight shorter than 1500 km	250,- €
2) Flight between 1500 and 3500 km	400,- €
3) Flight longer than 3500 km	600,- €

* If passengers are offered an alternative flight which does not exceed the planned arrival time, the reservation of which is made 2 hours for 1, 3 hours for 2 and 4 hours for 3 the compensation will be reduced by 50%

Head Office

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Cancellation

1. In case of cancellation of a flight, the passengers concerned shall:
 - a) be offered assistance by Freebird Airlines
 - b) be offered assistance by Freebird Airlines as well as, in the event of re-routing when the reasonably expected time of departure of the new flight is at least the day after the departure as it was planned for the cancelled flight, the assistance specified in Table 2
 - c) have the right to compensation by Freebird Airlines in accordance with Table 1 unless;
 - i. They are informed of the cancellation at least two weeks before the scheduled time of departure; or
 - ii. they are informed of the cancellation between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than two hours before the scheduled time of departure and to reach their final destination less than four hours after the scheduled time of arrival: or
 - iii. they 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.

Delay

1. When Freebird Airlines reasonably expects a flight to be delayed beyond its scheduled time of departure:
 - a) for two hours or more in the case of flights of 1500 km or less; or
 - b) for three hours or more in the case of all intra-community flights of more than 1500 km and of all other flights between 1500 and 3500 km; or
 - c) for four hours or more in the case of all flights not falling under (a) or (b),

passengers shall be offered by Freebird Airlines the assistance specified in Table 2.
2. In any event, the assistance shall be offered within the time limits set out above with respect to each distance bracket.

Table 2

Type of Service	Content of Service
Meal and Refreshment	
Delay between 2 and 3 hours	Hot and cold beverages in reasonable amounts
Delay between 3 and 5 hours	Breakfast or meal depending on the time of the day in addition to hot and cold beverages.
Delay more than 5 hours	Additional snacks, hot and cold beverages
Accommodation	Hotel accommodation when needed
Transportation	Transportation between the airport and accommodation
Communication	Two telephone conversations, internet connection or E-Mail services without any time limitation shall be offered

