

Rights In Delays, Cancellations, & Diversions

Transfer To Another Airline

Your rights vary by airline:

- If you decide not to complete the trip, all airlines must refund the remaining value of your ticket, even if it's a non-refundable ticket.
- If you want to complete the trip, all airlines promise you the next available seat to your destination on their own next flight. If the next available seat is a day or more later, *Air Canada* accommodates return date changes to provide your original length of stay; other lines may offer this option.
- American, Delta, Sun Country, United, Virgin America, and WestJet may transfer you to another line, at their sole discretion.
- Air Canada, Alaska, Hawaiian, and WestJet say they will transfer you at their request.
- If your connecting flight on the outbound portion of a round-trip is cancelled at the connecting point and you no longer want or need to travel further, Alaska, Air Canada, Porter and WestJet will, at your option, return you to your origin point at no cost and refund the full value of your ticket.

Amenities

- In a long delay, your rights depend on the cause of the delay.
- In a delay of four hours or more, Alaska, Hawaiian, United and WestJet provides meal expenses and JetBlue offers future travel vouchers.
- In an overnight delay, Alaska, American, Delta, Hawaiian, Sun Country, United and WestJet provide overnight accommodations.

Rights You Don't Have:

- Airlines do not guarantee schedules.
- Airlines do not guarantee your seat assignment even when reserved in advance.
- Airlines do not promise to seat family groups together.
- Airlines do not refund baggage fees even if your luggage is delayed.
- Airlines are not responsible for consequent damages (i.e. missing a cruise, missing an interview, missing a wedding).
- Airlines can change frequent flier rules without warning and you have no recourse.
- You cannot sue in state court, only in federal court.



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Airline Passenger Rights

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3 Levels of Air Passenger Rights

Level 1: Rights with Compensation

When you are wronged by an airline and they owe you money.

Level 2: Rights Enforced by Gov't

When an airline violates government rules, the government imposes a fine.

Level 3: Rights in Airline Contracts

When you are wronged by an airline, the contract states that it must accommodate you or reimburse you.

Rights with Compensation

Bumping

Cash Penalty – If an airline bumps you from a flight, it owes you 200% of the one-way fare, with a \$675 maximum, if it can't get you to your destination within two hours; or 400% with a maximum of \$1350, if the delay is more than four hours. Time limits double for international flights. This rule applies only when you've been bumped due to overbooking.

Cash requirement – An airline may offer vouchers or some other non-monetary compensation, but you can demand check or credit to your card.

Baggage

If an airline loses or damages your checked baggage, it owes you up to \$3,500 (domestic) or \$1675 (international).

Loss compensation only applies if an airline can't locate your luggage within 30 days.

Rights Enforced by Government

The Department of Transportation enforces the following airline regulations:

1. To deplane if your flight is delayed on the tarmac for more than three hours, with a few minor exceptions, and the right to water and toilet during a long tarmac delay.
2. To see honest, fully inclusive airfares in advertising and online postings on airline and third party websites.
3. To cancel and receive a full refund on a ticket, booked a week or more before departure, even if nonrefundable, if you can find a better deal within 24 hours of your first purchase.
4. To full and accessible disclosures of the terms and conditions of each airline's contract of carriage.

Rights In Airline Contracts

All airlines have the same set of Customer Service Plans regulated by Airlines for America. These plans include the following rights and policies:

- Lowest fare availability
- Handling of delays, cancellations and diversions
- Baggage acceptance and delivery
- Handling refunds
- Accommodating passengers with special needs
- Frequent flyer program details
- Handling of complaints

