

Passenger rights in the European Union are governed by European Regulation (CE) 261/2004 and Regulation 1107/2006

The passenger rights legislation set forth in Regulation 261/2004 applies to all flights departing from airports in the European Union as well as to all flights operated by a Community carrier that depart from airports located in a third country, unless the passengers receive benefits or compensation and are given assistance in that third country.

Our website www.iberiaexpress.com contains the full text of the regulation, including the common rules regarding denied boarding, cancellations and delays explained below and which Iberia Express supplements with priority protection for unaccompanied minors and people with special needs due to disability and/or reduced mobility.

1. Assistance

In case of denied boarding, cancellation or delay, the carrier must provide the necessary assistance: meals and refreshment in a reasonable relation to the waiting time; two telephone calls, telex, fax messages or emails; and, where necessary, accommodation for one or more nights and transport between the airport and place of accommodation.

2.Denied boarding

In the event that the company foresees that it must deny boarding, first of all, ask for volunteers to give up their reservations. They will have the right to alternative transport or a full refund of the ticket in seven days and also to receive a compensation agreed with the airline. If there are not enough volunteers, and boarding is denied against the passenger's will, your rights are:

- Right to assistance
- Right to reimbursement or alternative transportation, where the passenger can choose one of the following options that the company should offer:
 - The refund of the ticket within the following seven days, or a return flight to the first point of departure, at the earliest opportunity
 - The transport to the final destination in comparable transport conditions as the earliest opportunity, on flights of the airline itself or any other, or
 - The transport to the final destination under comparable transport conditions at a later date that suits the passenger, depending on available seats.
- Right to compensation

The compensation will be paid immediately and will be paid in cash, by electronic bank transfer, bank order, bank cheque or, with the signed agreement of the passenger, in travel vouchers and/or other services

Flight distance	Compensation	Reduction of 50% if the arrival time does not exceed the scheduled time
Up to 1,500 km	250€	By two hours (125€)
Intra-Community flights of more than 1,500 km and all other flights between 1,500km and 3,500km	400€	By three hours (200€)
Flights or more than 3,500km	600€	By four hours (300€)

3.Cancellation

In addition to the right to assistance (point 1) and the right to reimbursement or alternative transport mentioned in point 2, the air passenger will have:

- Right to compensation from Iberia Express unless:
 - You have been informed of the cancellation 2 weeks or more in advance with regarding the scheduled departure time, or

- You have been informed of the cancellation between 2 weeks and 7 days in advance with respect to the scheduled departure time and is offered an alternative transportation that allow departure no more than two hours prior to departure time scheduled and arrive at your final destination less than four hours late with respect to the expected arrival time, or
- You have been informed of the cancellation less than 7 days in advance with respect to the scheduled departure time and are offered to take another flight that allows them to leave with no more than one hour in advance of the scheduled departure time and arriving at your destination end less than two hours late in relation to the expected arrival time, or
- If the airline can prove that the cancellation was caused by extraordinary circumstances that could not have been avoided even if the company had taken all reasonable measures. Among others, they are understood as extraordinary circumstances adverse weather conditions that affect programming the flight, political instability, strike or other collective disputes outside the company air traffic restrictions, as well as any other circumstances unforeseen events that pose a security risk and are beyond your control of the company.

If none of these circumstances occurs, passengers have the right to:

Flight distance	Compensation	Reduction of 50% if the arrival time does not exceed the scheduled time
Up to 1,500 km	250€	By two hours (125€)
Intra-Community flights of more than 1,500 km and all other flights between 1,500km and 3,500km	400€	By three hours (200€)
Flights or more than 3,500km	600€	By four hours (300€)

4.Delays

In case of flight delay, the passenger has the right to assistance (according point 1). When the delay in the departure of a flight is more than five hours, you may choose the total or partial reimbursement of your ticket. Except for extraordinary circumstances, the jurisprudence of the Court of Justice of the European Union also recognizes the right to compensation in similar terms to those indicated in the event of cancellation for a delay of at least three hours in the arrival at the final destination

5.Upgrading and downgrading

If for this or other circumstances beyond its control, the carrier is obliged to accommodate passengers in a class lower than that for which the ticket was purchased, they will receive reimbursement within seven days for 30% of the price paid for flights of 1,500 km or less; 50% for intra-Community flights of more than 1,500 km or between 1,500 and 3,500 km for all other flights; and 75% for all flights not falling in the aforementioned segments. If passengers are placed in a higher class than that for which the ticket was purchased, there will be no surcharge.

More information:

The provision of this notice is mandatory under the terms of Regulation CE 261/2004 of the European Parliament and the Council of the European Union.

Passengers may contact our Customer Services: <https://www.iberiaexpress.com/en/general-info/contact/customer-service>

The body in Spain responsible for compliance with this Regulation is:
Agencia Estatal de Seguridad Aérea (AESA)
División de calidad y atención al usuario <https://www.seguridadaerea.gob.es/>
Paseo de la Castellana, 112 Madrid 28046

Consult the responsible body in each country of the Union on the web:

https://transport.ec.europa.eu/document/download/d7b5dd33-4083-4faa-8132-b6dc8b3a1c07_en