

Information for passengers regarding EU Regulation 261/2004



Dear passenger,

If your flight has been canceled or significantly delayed, or if you have been denied boarding on a flight for which you have a confirmed reservation due to overbooking, you are entitled to rights under EU Regulation 261/2004, which came into force on February 17, 2005. The operating air carrier is responsible for granting your rights.

Validity

The regulation applies:

- to passengers departing from an EU Member State or from a third country on a flight with an EU airline to an EU country, unless they have received compensation and assistance in that third country,
- only if you have a confirmed reservation for the flight in question,
- only if you have checked in by the specified check-in deadline or, if no time has been specified, at least 45 minutes before the published departure time (except in the case of flight cancellation)
- only if you are traveling at a fare available to the public.

You are not entitled to compensation under the EU Regulation if the incident is due to extraordinary circumstances that could not have been avoided even if all reasonable measures had been taken. For example, in the event of bad weather conditions, political instability, strikes, security risks, or unexpected flight safety deficiencies. You are not entitled to any compensation if you have been excluded from the flight for reasonable reasons, e.g., in connection with health, general or operational safety, or insufficient travel documents.

Delays

According to EU Regulation 261/2004, delays are defined as a departure delay of 4 hours or more for flights over 3,500 km, 3 hours for flights between 1,500 and 3,500 km and flights over 1,500 km within the EU, and 2 hours for flights up to 1,500 km. If it is foreseeable that your flight will be delayed by this amount of time, you are entitled to receive certain care services from the airline. These include: meals in reasonable proportion to the waiting time, hotel accommodation if necessary, including any transfers, and the opportunity to make two short phone calls, send faxes, or emails. Assistance does not have to be provided if it would further delay your departure. The operating airline will provide assistance to passengers without prior request. In the event of delays of more than 5 hours, you have the right to cancel your flight and receive a refund for the cost of the ticket and any unused parts of the journey, or to assert your further rights in accordance with Article 8(1)(a) of EU Regulation 261/2004. Prerequisite for this is that you can demonstrate in a comprehensible manner that you have missed the purpose of your journey. We expressly point out that the conditions of the Package Travel Directive (90/314/EEC) apply to package tours. This means that you may incur very high cancellation costs if you cancel.

Long delay

In the event of an arrival delay of three hours or more, you are also entitled to compensation in the form of cash payment, check, bank transfer, or, with your consent, a voucher, in accordance with ECJ rulings C-581/10 and C-629/1. The amount of this payment depends on the distance of the planned flight and the alternative transportation offered to you: For flight distances up to 1,500 km, the compensation is €250; between 1,500 and 3,500 km and for flights within the EU over 1,500 km, it is €400; and for flights over 3,500 km, it is €600, unless the delay was due to extraordinary circumstances.

Denied boarding

If the airline has made you an offer to voluntarily give up your seat on the flight, or if you are involuntarily denied boarding on the flight you booked, you are entitled to support services and reimbursement from the airline as listed under "Delays." The operating airline will provide support services to passengers without prior request. In addition, you will be offered alternative transportation to the final destination of your booked flight. This alternative transportation will be provided at the earliest possible time and under comparable conditions. Subject to available seats, you may also choose to travel to your final destination at a later date of your choice, in which case you will be responsible for your own meals, hotel, and transfer costs. In the event of involuntary denied boarding, you are also entitled to immediate compensation in the form of cash, check, bank transfer, or, with your consent, a voucher. The amount of this payment depends on the distance of the planned flight and the alternative transportation offered to you: for flight distances up to 1,500 km, the compensation is €250; between 1,500 and 3,500 km and for flights within the EU over 1,500 km, it is €400; and for flights over 3,500 km, it is €600. If you are offered an alternative flight whose arrival time is no later than 2 hours for flights of up to 1,500 km, no later than 3 hours for flights between 1,500 and 3,500 km and flights within the EU over 1,500 km no later than 3 hours and for all flights over 3,500 km no later than 4 hours after the scheduled arrival time of the originally booked flight, the compensation is only 50% of the above-mentioned payment amounts, i.e. €125, €200 or €300.

Cancellation

If the flight on which you had a confirmed booking has been canceled, you will receive information about possible alternative transportation and, in addition to the alternative transportation, you will also have the same rights to care, reimbursement, and compensation as listed above. If your flight was canceled due to extraordinary circumstances, you are not entitled to compensation. Likewise, you are not entitled to compensation if you were informed of the cancellation

- at least 14 days before the scheduled departure,
- between 14 days and 7 days before the booked departure and the departure of the alternative flight offered is no more than 2 hours before the original departure time or the arrival is no more than 4 hours after the scheduled arrival time,
- less than 7 days before departure and departure no more than 1 hour before the original departure time or arrival no more than 2 hours after the scheduled arrival time.

To contact the respective airline directly in writing, please use the contact form at the following link:

<https://www.condor.com/en-de/information-services/help-contact/>



In accordance with EU regulations, below you will find the contact details of the national authorities responsible for ensuring passenger rights authorities under the link:

https://transport.ec.europa.eu/transport-themes/passenger-rights/national-enforcement-bodies-neb_en

