



# Finnair Notice on Passenger Rights

This Notice is based on Regulation (EC) No 261/2004 of the European Parliament and of the Council. In the event of denied boarding, long delay or cancellation of flights, Finnair will assist passengers in the following manners:

## Denied boarding

When the number of passengers exceeds the number of seats on a flight, Finnair will call for volunteers to surrender their reservation in exchange of agreed benefits.

If an insufficient number of volunteers come forward, Finnair will immediately compensate passengers who have been denied boarding against their will, with a one-time compensation amounting to

- EUR 250 for flights of 1,500 kilometres or less;
- EUR 400 for all intra-Community flights of more than 1,500 kilometres, and for all other flights between 1,500 and 3,500 kilometres;
- EUR 600 for other than intra-Community flights longer than 3,500 kilometres.

The above-mentioned compensations are reduced by half if an alternative transport does not exceed the scheduled arrival time of the flight originally booked by more than two hours (in the first case), by more than three hours (in the second case) or by more than four hours (in the third case).

The compensation will be paid except where there are reasonable grounds to deny boarding such as reasons of health, safety or security, or inadequate travel documents.

In such cases Finnair will additionally offer

- refreshments and/or a meal as well as communication facilities and if an overnight stay becomes necessary, hotel accommodation including transport between the airport and place of accommodation; and
- the choice between either an alternative transport to the final destination at the earliest opportunity; or at the later date at the passenger's convenience, subject to availability of seats; or
- reimbursement of the full cost of the ticket 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 and, in case the journey has already started, Finnair will then transport the passenger back to the first point of departure indicated in the ticket.

## Long delays

Finnair will offer refreshments and/or a meal as well as communication facilities, when a flight is expected to be delayed

- for two hours or more in the case of flights of 1,500 kilometres or less; or
- for three hours or more in the case of all intra-Community flights of more than 1,500 kilometres and of all other flights between 1,500 and 3,500 kilometres; or
- for four hours or more in the case of other than intra-Community flights longer than 3,500 kilometres.

In case the estimated flight departure is postponed to the next day, Finnair will offer hotel accommodation and transport to hotel if necessary. In delays of at least five hours, if the flight is no longer serving any purpose in relation to the passenger's original travel plans, the passenger has the right to cancel the journey, in which case Finnair will reimburse the ticket. In case the journey has already started, Finnair will then transport the passenger back to the first point of departure indicated in the ticket.

In delays of at least three hours at arrival at destination the passenger is entitled to the same amount of compensation as in the event of denied boarding unless the delay is caused by extraordinary circumstances

## Flight cancellation

If a flight is cancelled, Finnair will offer the choice between reimbursement of the ticket or re-routing to the final destination including assistance and care as previously mentioned in case of denied boarding.

If a flight has not been cancelled due to extraordinary circumstances or the passenger has not been informed about the cancellation in reasonable time, Finnair might be liable to pay the same amount of compensation as if the passenger had been denied boarding.

The right to compensation does not apply if

- the passenger is informed of the cancellation at least two weeks before the scheduled time of departure; or
- between two weeks and seven days before the scheduled time of departure and offered re-routing, allowing to depart no more than two hours before the scheduled time of departure and to reach the final destination less than four hours after the scheduled time of arrival; or
- less than seven days before the scheduled time of departure and are offered re-routing, allowing to depart no more than one hour before the scheduled time of departure and to reach the final destination less than two hours after the scheduled time of arrival: or
- the cancellation is caused by extraordinary circumstances. Such circumstances may, in particular, occur in cases of political instability, meteorological conditions incompatible with the operation of the flight concerned, security risks, unexpected flight safety shortcomings and external strikes that affect the operation of an operating air carrier.

In all the above cases, reimbursement may be paid either in cash, by electronic bank transfer, bank orders or bank cheques, or with the signed agreement of the passenger, in travel vouchers. The ticket shall be reimbursed within seven days.

If a passenger is faced with a situation described in this Notice and feels that Finnair has not acted in accordance with the Notice, the passenger may contact Finnair Customer Relations after the journey. Contact information and a contact form are available at [www.finnair.com/contacts](http://www.finnair.com/contacts). The mail address is Finnair Plc, Customer Relations, SL/403, 01053 FINNAIR, FINLAND.

If the passenger can not reach an agreement with Finnair Customer Relations, the passenger may contact the local consumer body for inquiries. In Finland the passenger may turn to the Consumer Disputes Board:

Consumer Authority in Spain  
Agencia Estatal de Seguridad Aérea (AESA)  
División de Calidad y Protección Usuario  
Paseo de la Castellana 112  
28046 Madrid

In Finland the Consumer Ombudsman and the Finnish Transport and Communications Agency are responsible for the enforcement of this Regulation regarding airlines.

Finnish Competition and  
Consumer Authority /  
the Consumer Ombudsman  
P.O. Box 5  
FI-00531 HELSINKI, FINLAND  
Tel. +358 (0)29 505 3000  
Email: [kirjaamo@kkv.fi](mailto:kirjaamo@kkv.fi)

Finnish Transport and  
Communications Agency  
(Traficom)  
P.O. Box 320  
FI-000590 TRAFICOM  
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