



INFORMATION TO PASSENGERS FLYING FROM/TO BRUSSELS AIRPORT (last update 30/03/2016 - 2 PM)

You have a reservation for a flight to/from BRUSSELS Zaventem and your flight is cancelled or rescheduled?

According to the Air Passenger Rights Regulation (261/2004), even in case of cancellation due to extraordinary circumstances, such as the event at Brussels airport on 22 March, the operating air carrier has to provide timely information and assistance.

INFORMATION

- the airline should contact you and inform you about your passenger rights;
- if the airline did not contact you yet, please contact the airline's customer centre. Many airlines provide information about this emergency situation on their website (see the links in the next pages).

CARE & ASSISTANCE

- if you are stranded and need accommodation while waiting for the airline to arrange a new flight, the airline should offer you appropriate care free of charge (such as meals, accommodation, and transfer to/from the hotel);
- if assistance for people with disabilities or reduced mobility was booked for the original journey, such assistance should equally be available on the new flight.

TRAVEL ARRANGEMENTS

- following the cancellation of the flight, the airline should offer you free of charge the choice between travelling at a later date agreed by you (subject to availability of seats) **or** reimbursement of your unused ticket;
- if the airline automatically reschedules your flight, the airline should inform you of this change of reservation in a timely manner so you can be in time at check-in **or** decide to travel at a later date or renounce travelling;
- if you are on a connecting flight, the airline should also offer you the possibility of a return flight free of charge to the airport of departure;
- if the airline reroutes you to other airports in the vicinity (e.g. Charleroi) while Brussels airport remains closed, it should bear the cost of transferring you from that alternative airport to Brussels.

More information on your rights at the following link:

http://europa.eu/youreurope/citizens/travel/passenger-rights/air/index_en.htm

You can find the list of airlines with information about their flights at the following link:

<http://www.brusselsairport2203.be/en/>