



FLIGHT DELAYS AT DUBLIN AIRPORT.

The Commission for Aviation Regulation today (10 July 2008) advised passengers delayed at Irish airports arising from radar difficulties at Dublin Airport that they have certain entitlements under EC legislation.

Passengers whose flights are delayed for greater than two hours should

- Be informed of their legal entitlements by the airline, and be offered free of charge by the airline
- Food and refreshments in reasonable relation to the waiting time.
- Two phone calls, telex or fax messages, or emails.
- Accommodation if a stay of one or more nights becomes necessary.
- Transport between the airport and place of accommodation.

If the flight is cancelled, they are entitled to

- Be informed of their legal rights by the airline.
- Access to telephone, fax, telex or other forms of communication
- A refund or an alternative flight to their destination subject to availability, and
- Food, refreshments and accommodation offered by the airline free of charge (if necessary and in reasonable relation to the waiting time) while waiting on an alternative flight.

In the case where a town, city or region is served by several airports the airline may offer a flight to an alternative airport to that for which the booking was made, the airline shall bear the cost of transferring the passenger from that alternative airport to the original destination or to another close-by destination agreed with the passenger.

These entitlements should be claimed off the airline in the first instance. Passengers are advised to retain all receipts for expenses incurred, as these will be necessary to sustain a claim against the airline.

It is unlikely that passengers will be entitled to compensation for flights cancelled as a result of the difficulties affecting Dublin Airport due to the extraordinary nature of the circumstances.