

KNOW YOUR RIGHTS AS AN AIRLINE PASSENGER

(1) If an airline oversells its flight, involuntarily bumps you, and delays your arrival at your destination by more than 2 hours, the airline owes you up to \$1,350 cash; if the airline delays your arrival between 1 and 2 hours, the airline owes you up to \$675 cash;

(2) If an airline loses, damages or delays your checked bag on a domestic flight, the airline may owe you up to \$3,500; on an international flight, the airline may owe you up to \$1,500;

(3) If an airline loses your checked bag, the airline must also refund your bag fee;

(4) If you make a mistake booking (ex: you pick the wrong date to fly) or change your mind, the airline must give you 24 hours to re-book without penalty or refund your fare, as long as it's a week before departure; and

(5) An airline can keep you on the tarmac for no more than 3 hours for domestic flights and 4 hours for international flights and must provide food and water after 2 hours of delay, provide you updates every half hour, and ensure that bathrooms are working.



Share your story and learn more right now at:
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