

Flyers Bill of Rights

Before you go...

Buying tickets



Many airlines will hold tickets for 24 hours without payment, or will let you cancel your reservation and get a refund within that time frame, so you can make sure you get the best deal.

Flight performance



Major airlines are required by law to provide on-time performance information on their websites when you consider what flight to buy. Check these out to help avoid long delays.

If you're **involuntarily bumped**, and have to take a later flight, here's what you're owed:

DELAY	COMPENSATION
Less than 1 hour	None
1-2 Hours (Domestic)	200% of your one way fare up to \$650
1-4 Hours (International)	200% of your one way fare up to \$650
Over 2 Hours (Domestic)	400% of your one way fare up to \$1,300
Over 4 Hours (International)	400% of your one way fare up to \$1,300

At the airport ...

Flight bumping



Before you volunteer to give up your flight, remember any offer is first-come, first-served. If you're involuntarily bumped, airlines must provide you with a list of your rights and compensate you according to how long your flight will be delayed.

Tarmac delays

Airlines have to provide medical attention and working bathrooms the entire time the plane is on the tarmac. After two hours, you must have food and water. After three hours you must be in the air or back in the airport—or the airline faces massive fines.



Flight delays

If your flight is delayed more than 30 minutes, airlines must give you regular updates.

*Exact policies may vary by airline, and like most rules, there are some exceptions.

Post-flight problems ...

Delayed bags



If your bag is delayed overnight, airlines are required to reimburse you for reasonable expenses (such as toiletries or a change of clothes).

Lost bags



Airlines must refund any checked baggage fees, and reimburse you for the lost items up to \$3,400.

Complaints



Airlines are required to give you information on how to file complaints. Airlines need to acknowledge written complaints within 30 days and respond within 60.