

10 lid 2 e Wob

) - ILT

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**Verzonden:** dinsdag 17 maart 2020 13:10  
**Aan:** 10 lid 2 e Wob ) - ILT  
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## cancelation of flight due to Covid-19



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A late reply, but ILT publiced the following on their website:

### Care and assistance

EC 261/2004 offer important rights to passengers even during this outbreak. When flights are cancelled or there are long delays, passengers have right of information on their rights and have right to care and assistance. For cancelled flights passengers must be offered the choice between refund and re-routing (alternative flight or later date).

### Compensation

ILT considers the outbreak of corona as extraordinary. Even circumstances where airlines cancel flights within the 14 days period due to economic and environmental consequences of operating flights with only a small number of passengers on-board are considered by ILT as extraordinary.



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Dear colleagues,

Just to share with you the Portuguese NEB latest publication regarding COVID-19:

### **Press Release 05/2020 - COVID-19 - Information to passengers on flight cancellations caused by the outbreak of COVID-19**

To all passengers,

If your flight is canceled based on the outbreak of COVID-19, please note that under Regulation (EC) No. 261/2004 you will be entitled to re-routing and assistance from the air carrier or, alternatively, a refund.

ANAC considers that flight cancellations motivated by the outbreak of COVID-19 or by restrictive measures imposed by health authorities, as of January 23 for the People's Republic of China and as of March 1 for all other destinations are based on extraordinary circumstances and **do not** entitle passengers to compensation by air carriers under Article 7 of Regulation (EC) No 261/2004.

Also, if you decide, on your own initiative, not to fly on a flight already booked due to the outbreak of COVID-19, please note that:

(i) Flights to Italy have been suspended from March 10 until March 24 (14 days), so you have the right to choose between re-routing or, alternatively, a refund of the ticket price;

(ii) For other affected areas, since no flight restrictions have been declared by the national authorities, and the World Health Organization has not yet declared restricted areas, the change or reimbursement of your ticket will depend on the tariff conditions of the purchased ticket.

As a result of this situation, several air carriers have been adopting a commercial policy of easing tariff conditions based on the outbreak of the COVID-19 virus.

As such, we recommend that you contact the air carrier that operates your flight through the available channels.

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