

## **Assistance to passengers for flight disruptions caused by the conflict in Israel**

### **FAQs**

#### **1. My flight to Israel was cancelled due to the conflict. Do I have rights?**

**YES** - For flights from the EU to Israel (and from Israel to the EU with EU airlines) passengers are protected under EU rules on passenger rights. According to the [EU Air Passenger Rights](#), **you are always entitled to assistance/care (such as refreshments, meals, hotel accommodation), and the carrier has to offer you the choice between the reimbursement of your ticket or rerouting to your final destination.** Under these rules, the reimbursement can be made either in cash or in the form of a voucher. However, reimbursement by means of a voucher is only possible if you agree.

In addition, you **may also have a right to compensation**, but this must first be assessed for your particular case: if the airline can prove that a cancellation, or long delay (more than 3 hours), is caused by 'extraordinary circumstances' it is not obliged to pay compensation. This means that the events which caused the cancellation or delay are beyond the control of the airline and could not have been avoided even if the airline had taken all reasonable measures. The current circumstances in Israel, including the security risks, may possibly be grounds for an exemption from the obligation for airlines to pay compensation. Nevertheless, the question as to whether individual airlines can be exempted from paying compensation will need to be assessed on a case-by-case basis.

#### **2. The departure time of my flight from Israel to Europe has been repeatedly delayed and finally my flight was cancelled. I need to return to Italy urgently. Do EU rules provide for the repatriation of passengers due to flight cancellations?**

ONLY in the context of **package travel** contracts, EU law requires repatriation of passengers, in line with [EU rules on package travel](#). In these cases, when the travel services are not performed in accordance with the package travel contract, the travel organiser is required to repatriate the traveller via an equivalent means of transport without undue delay and at no extra cost.

For **tickets bought separately** and which are not part of a travel package contract, see question 4.

**3. My flight to Sweden was cancelled and I paid the Swedish Authorities for a repatriation flight from Israel. Can I ask the airline that cancelled my flight to reimburse me for these costs?**

**NO** - According to **recent case law** of the European Court of Justice on EU Air Passenger Rights, a passenger whose return flight is cancelled, who registered and paid for a repatriation flight organised by a Member State in the context of consular assistance, does not have a right to reimbursement from the airline. The Court ruled that only flights of a commercial nature that are cancelled may be reimbursed and that a repatriation flight is not considered as a commercial flight, because it is organised in the context of a Member State's consular assistance.

However, you can still ask the airline to reimburse the cancelled flight (refund), see the general information [here](#).

**4. Have the Member States of the EU enacted measures for repatriation flights for their citizens? Whom can I contact to book such a flight?**

**YES** - Several EU Member States organise **repatriation flights** to evacuate their own and other nationals. In these situations, contact your [embassy or consulate](#) for assistance and information on repatriation flights.

If you are a national of a Member State which is not represented in Israel by an embassy/consulate, or if it has no embassy/consulate that is in a position to provide consular protection, you are entitled to seek protection from the embassy or consulate of any EU Member State, in line with [EU consular protection rules](#). In these situations, it is also recommended to contact your national ministry of foreign affairs.

Read more on **consular protection** [here](#).

