



As an informed flyer, it's always good to know about your rights and when is one entitled to compensation. (Photo: Reuters)

Here's a Checklist to Make Sure You Get Your Airfare Compensation

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Ever been in a situation where you reach the airport and find yourself in either of the situations:

- 1 Your flight has been delayed with no prior intimation
- 2 Your flight has been cancelled with no information to any passengers
- 3 You have been denied boarding
- 4 Your first flight was delayed which led to a missed connection to your next destination

If you have been subjected to any of the above situations at the airport that has made you feel helpless, and more importantly, with a loss to bear, then there's good news for you. As a flier, you should keep this checklist handy to make sure you get your refund and compensation the next time you are in such a situation.

As an informed flyer, it's always good to know your rights and when you are entitled to a compensation from the airline.

Here's the checklist to help you get a definitive compensation:

- 1) **Cancelled Flights:** The airline is required to inform their passengers two weeks in advance in case the flight is cancelled. If a passenger is given a notice of less than two weeks, or upto 24 hrs of booked departure, it's the airlines' responsibility to arrange an alternate flight for their passengers, or the passengers can claim compensation upto INR 10,000, depending on the duration of the flight. Make sure you keep all the documents handy regarding your communication with the airline authorities.
- 2) **Delayed Flights:** Passengers are not entitled to a compensation, but the airline has to provide facilities like meals and refreshments as per the waiting time and hotel accommodation when necessary.
- 3) **Denied Boarding:** It's a trend that is growing in India. As a passenger, the airline authorities will ask you to give up your seat, voluntarily, in case of overbooking. If you do so in exchange of benefits, the airline will book you on an alternative flight with no compensation to be claimed. If the passenger is denied boarding against their will, compensation can be claimed upto INR 20,000. It's mandatory for you to claim a denied boarding form from the authority to claim your compensation.
- 4) **Missed Connections:** We have multiple queries where passengers have missed their connecting flights due to the first carrier being delayed. In the event any passenger is booked on connecting flights, and the first leg of his departure is delayed, the passenger shall be compensated by the airline of the first flight for the first leg, provided that the passenger ultimately arrives at the final destination at least 3 hours later than the scheduled arrival time.

As a pioneer in the industry, we are addressing passenger grievances. In our experience, we have seen, both professionally and personally, the amount of effort it takes to get compensated from airlines. This very reason has pushed us to work with a legal team to help the passengers in getting their compensation.

(Akanksha Anshu is the Co-founder & Managing Director at refundme.in, India's first, flyer's right protection and Compensation management company. This is a personal blog and the views expressed above are the author's own. The Quint neither endorses nor is responsible for the same.)