

## FLIGHT IRREGULARITIES

### ➤ *Denied Boarding*

If you have been denied boarding (e.g. overbooked flight), you are entitled to receive assistance and compensation.

- More information : [Federal Office of Civil Aviation \(FOCA\)](#)

### ➤ *Cancellation*

If a flight is cancelled, passengers are entitled to receive assistance and, depending on the circumstances, compensation.

- More informations : [Federal Office of Civil Aviation \(FOCA\)](#)

### ➤ *Delay*

If a departure is delayed by 2,3 or 4 hours (depending on the flight distance), the airline is required to provide assistance to the passengers.

- More informations : [Federal Office of Civil Aviation \(FOCA\)](#)

## RIGHTS OF AIR PASSENGERS WITH REDUCED MOBILITY

Passengers with disabilities or reduced mobility traveling by Plane benefit now from the same rights in Switzerland as in the European Union.

- More informations : [Federal Office of Civil Aviation \(FOCA\)](#)

## PACKAGE HOLIDAYS

You can claim compensation from the organizer or your travel agency which sold you a Package Holiday if it does not provide the contractually agreed services. This right applies regardless of your destination if the contract has been concluded in the EU or Switzerland.

- More informations : [Federal Office of Civil Aviation \(FOCA\)](#)