



passenger notice - cancelled flights

We are sorry that your flight today has been cancelled. In accordance with EC Regulation 261/2004, you may be entitled to the following:

1. A choice between re-routing or refund

one of these three options:

- a) Refund of the unused part of your ticket presented at check-in (and, if the flight no longer serves the purpose of your journey, that part of the ticket already used), plus when relevant, a return flight at the earliest opportunity to the first point of departure shown on your ticket. Refunds will be made within seven days by the same means as the original form of payment for the ticket.

or

- b) Travel to the final destination shown on your ticket at the earliest opportunity. If you choose this option we will arrange alternative travel for you on the earliest flight on which seats are available under transport conditions comparable with your cancelled flight. If bmi offers you a flight to an alternative airport, bmi shall bear the cost of transferring you from the alternative airport to that for which the booking was

made, or to another close by destination in agreement with you.

or

- b) Travel to the final destination shown on your ticket under comparable transport conditions at a later date (subject to availability). If you choose this option to postpone your travel date please keep your original ticket which you can revalidate for later travel by contacting bmi reservations in advance of the preferred alternative travel dates to make a reservation.

2. In addition, bmi will provide the following care to you free of charge:
 - a) Meals and refreshments, depending on your waiting time; and
 - b) Two short telephone calls, or telex, or fax messages or emails; and
 - c) If re-routing under option (1b) necessitates an overnight stay, we will provide accommodation with transport between the airport and the hotel. Accommodation will be arranged by bmi staff at the airport on your behalf.

3. If the flight was cancelled other than as a result of extraordinary circumstances, compensation may be payable as prescribed under EC Regulation 261/2004. Compensation levels are shown below:

flight length	compensation	50% reduction (see (ii) below) for arrival of alternative flight within:
1500 kms or less	€250	2 hours
Intra EU flights in excess of 1500 kms	€400	3 hours
All non-EU flights 1500-3500 kms	€400	3 hours
All flights over 3500 kms	€600	4 hours

As a general rule, bmi's shorthaul flights are less than 1,500 kms. Our longhaul flights are 3500 kms or more.

please note:

- (i) Compensation will be paid, with your agreement, in bmi vouchers. If you do not wish to receive vouchers, compensation will be paid by means of the original form of payment for your ticket, unless you request otherwise. Where paid in cash or other non credit card form of payment, bmi will apply the current bank equivalent amount in local currency.
- (ii) If we are able to offer travel on an alternative flight and the arrival is no later than the relevant specified late arrival time as shown above, the compensation payable is reduced by 50%.
- final destination less than four hours after the scheduled time of arrival.
- You were informed of the cancellation less than seven days before the scheduled time of departure and were offered an alternative flight departing no more than one hour before the scheduled time of departure and reaching your final destination less than two hours after the scheduled time of arrival.

regulatory authority:

If you are dissatisfied with the provision of services during your delay and wish to contact the regulator, please note that for the United Kingdom, the Air Transport Users Council (AUC) together with the Civil Aviation Authority are responsible for enforcing these regulations:

contact:

Air Transport Users Council, Room K705, CAA House, 45-49 Kingsway, London, WC2B 6TE. Tel 0207 240 6061. Fax 0207 240 7071. Email: admin@auc.caa.co.uk

Civil Aviation Authority, Consumer Protection Group, Room K206/9, CAA House, 45-49 Kingsway, London, WC2B 6TE. Tel: 020 7453 6430 Fax: 020 7453 6431.

Compensation is not payable by bmi in the following cases:

- You were informed of the cancellation at least two weeks before the scheduled time of departure; or
- You were informed of the cancellation between two weeks and seven days before the scheduled time of departure and were offered an alternative flight departing no more than two hours before the scheduled time of departure and reaching your

bmi customer relations, Donington Hall, Castle Donington, Derby DE74 2SB
Email: customer.relations@flybmi.com



passenger notice - denied boarding

We are sorry your boarding has been denied on the intended flight. We have called for volunteers to stand down but unfortunately insufficient numbers of volunteers have come forward.

In accordance with EC Regulation 261/2004,

1. bmi will provide the following care to you free of charge:
 - a) Meals and refreshments, depending on your waiting time; and,
 - b) Two short phone calls, or telex or fax messages, or e-mails; and,

- c) If re-routing under option (3b) necessitates a stay of one or more nights, we will provide accommodation with transport between the airport and the hotel. Accommodation will be arranged by bmi staff at the airport on your behalf.

2. Compensation according to the flight length as shown below:

flight length	compensation	50% Reduction (see (ii) below) for arrival of Alternative Flight within
1500 kms or less	€250	2 hours
Intra EU flights in excess of 1500 kms	€400	3 hours
All non-EU flights 1500-3500 kms	€400	3 hours
All flights over 3500 kms	€600	4 hours

As a general rule, bmi's shorthaul flights are less than 1,500 kms. Our longhaul flights are 3500 kms or more.

please note:

- (i) Compensation will be paid, with your agreement, in bmi vouchers. If you do not wish to receive vouchers, compensation will be paid by means of the original form of payment for your ticket, unless you request otherwise. Where paid in cash or other non credit card form of

payment, bmi will apply the current bank equivalent amount in local currency.

- (ii) If we are able to offer travel on an alternative flight or airline and the arrival is no later than the relevant late arrival time shown above, the compensation payable is reduced by 50%.

3. In addition, we will offer you:

One of these three options

- a) Refund of the unused part of your ticket presented at check-in, (and, if the flight no longer serves the purpose of your journey, that part of the ticket already used), plus when relevant a return flight at the earliest opportunity to the departure airport shown in your ticket. Refunds will be made within 7 days by the same means as the original form of payment.

or

- b) Travel to the final destination shown on your ticket at the earliest opportunity. If you choose this option we will arrange alternative travel for you on the earliest flight on which seats are available under transport conditions comparable with your cancelled flight. If bmi offers you a flight to an alternative airport, bmi shall bear the cost of transferring you from the alternative airport to that for which the booking was made, or to another close by destination in agreement with you.

or

- c) Travel under comparable transport conditions (subject to availability of seats) to the final destination shown on your ticket at a later date. If you choose this option to postpone your travel date please keep your original ticket which you can revalidate for later travel by contacting bmi reservations in advance of your preferred alternative travel dates to make a reservation.

important: Where the denied boarding is for justifiable reasons such as health, safety, security or inadequate travel documentation reasons, bmi are under no obligation to provide care, compensation, reimbursement or alternative travel arrangements.

regulatory authority:

If you are dissatisfied with your treatment and wish to contact the regulator, please note that for UK airlines, the Air Transport Users Council (AUC) together with the Civil Aviation Authority are responsible for enforcing these regulations:

contact:

Air Transport Users Council, Room K705, CAA House, 45-49 Kingsway, London, WC2B 6TE. Tel 0207 240 6061. Fax 0207 240 7071. Email: admin@auc.caa.co.uk

Civil Aviation Authority, Consumer Protection Group, Room K206/9, CAA House, 45-49 Kingsway, London, WC2B 6TE
Tel: 020 7453 6430 Fax: 020 7453 6431.



passenger notice - delayed flights

We are sorry that your flight has been subject to a delay. In accordance with EC Regulation 261/2004, you may be entitled to the following:

When a flight is delayed as follows:

Flight length	Delay to flight is:
Under 1,500 kms	2 hrs or more
Intra-EU flights in excess of 1500kms	3 hrs or more
All other flights between 1,500 and 3500 kms	3 hrs or more
All flights over 3500 kms	4 hours or more

As a general rule, bmi's shorthaul flights are less than 1,500 kms. Our longhaul flights are 3500 kms or more.

1. bmi will provide the following care to you free of charge:

- a) Meals and refreshments in a reasonable relation to the waiting time,
- b) Two short phone calls, or telex or fax messages, or e-mails.

please note:

The above arrangements may not be provided, if, by making the arrangements, this would cause the flight to be further delayed.

2. **When a flight is delayed by over 5 hours.** bmi will offer you the above (a and b) as well as:

- c) Hotel accommodation where a stay of one or more nights

becomes necessary, and transport between the airport and accommodation. Accommodation will be arranged by bmi staff at the airport on your behalf.

or

- d) Refund: You may choose instead to have a refund for the part or parts of the journey not made (and, if the flight no longer serves the purpose of your journey, that part of the ticket already used), plus when relevant, a return flight at the earliest opportunity to your first point of departure if travelling on a through ticket. Refunds will be made within seven days by the same means as the original form of payment for the ticket.

regulatory authority:

If you are dissatisfied with the provision of services during your delay and wish to contact the regulator, please note that for the United Kingdom, the Air Transport Users Council (AUC) together with the Civil Aviation Authority are responsible for enforcing these regulations:

contact:

Air Transport Users Council, Room K705, CAA House, 45-49 Kingsway, London, WC2B 6TE. Tel 0207 240 6061. Fax 0207 240 7071. Email: admin@auc.caa.co.uk

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