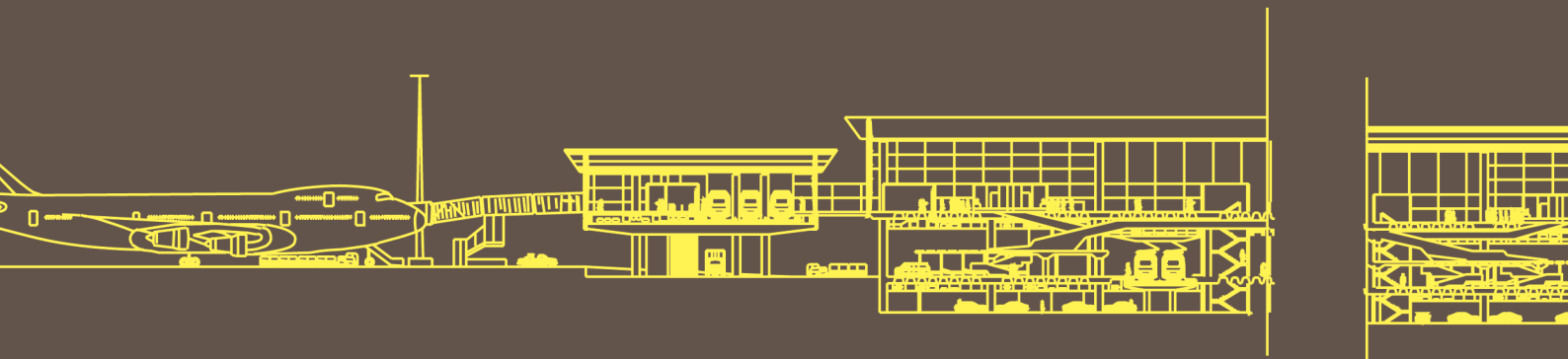


Air travel guide

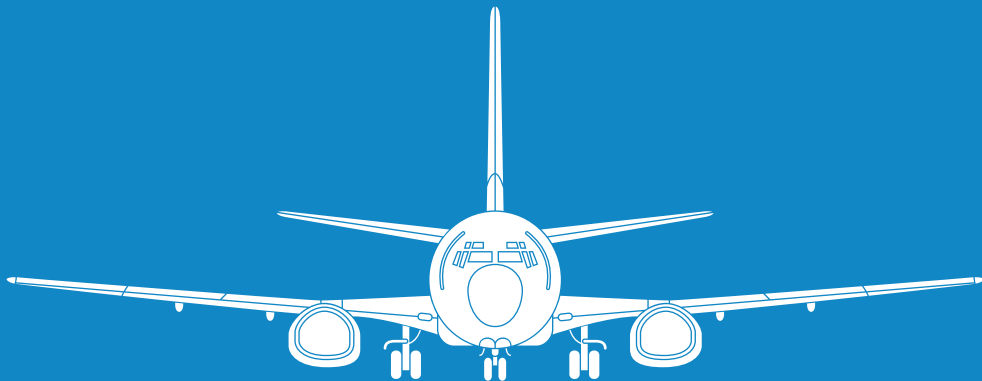
USER'S RIGHTS





INDEX

1	Introduction	3	5	Incidents with flight departure. Passengers' rights	15
2	Booking tickets	5		5.1 Cancellation	
3	Baggage. Security measures affecting hand baggage	7		5.2 Delays	
	3.1 Hold baggage			5.3 Denied boarding (overbooking)	
	3.1.1 Excess baggage			5.4 Change of class	
	3.1.2 Incidents with baggage			5.5 Supplementary compensation	
	3.1.3 Property Irregularity Report (P.I.R.)			5.6 Right to information	
	3.2 Hand Baggage		6	Special passengers	23
	Security measures			6.1 Persons with reduced mobility	
				6.2 Pregnant women	
				6.3 Minors	
4	Arrival at airport and boarding	13	7	Travelling with pets	27
			8	Claims	29





1 INTRODUCTION

Travelling by aeroplane for personal, professional or leisure reasons has become something commonplace for everyone.

Consumers' now make generalized use of the air travel services offered by different airline companies. These companies should ensure that such travel takes place without any foreseeable incidents for passengers and their baggage. Regulations lay down passengers' rights in the event that cancellations, delays and denied boardings occur on the flight planned, or in the event of deterioration, destruction, damage or loss of any baggage checked in.

Airline companies must provide special care and attention to persons with reduced mobility (PRMs); it is the responsibility of companies, airports and handling agents to attend to PRMs' needs and PRMs must state, at the time of booking, the assistance they require in order to travel.

Airline companies usually allow you to travel with pets, for which you must comply with the requirements they lay down, both in the interests of the pet itself and so as not to bother other passengers.

At present, in order to guarantee security and to prevent crimes and acts of terrorism with liquid explosives, the European Union (EU) has laid down regulations affecting the transportation of liquids or similar substances in hand baggage that travellers carry on board aeroplanes.

Tarjeta de Embarque/ Boarding Pass

Vuelo / Flight

Fecha / Date

Salida / Departure

Vuelo / Flight

Fecha / Date

Desde / From

Hacia / To

Desde / From

Hacia / To

En Puerta N°
At gate N°

A las
At

Asiento en / Seat at



2 TICKET BOOKING



A plane ticket is a personal, non-transferable travel document, which entitles passengers to be transported by air, together with their baggage, to their contracted place of destination. In the event of loss, the airline company must be notified as soon as possible.

Tickets can be booked through a travel agency, in person with the company itself or electronically via internet. Whichever method you choose, **check and confirm** that the information shown on the ticket is correct and that it corresponds with the flight chosen, the boarding date, the flight time and, as the case may be, confirmation of the return flight.

It is a good idea to book tickets **as early as possible**, especially in the case of PRMs, because aeronautical regulations, for evacuation and emergency reasons, limit the number of PRMs that can travel on an aeroplane or require that, under certain circumstances, they be accompanied.

If you are planning to travel with pets, you **must notify** this when you make your booking. The possibility that your pet can board the plane depends on the plane's characteristics and on the airline company allowing it. They are usually accepted as baggage so they should be checked in and fly stowed in the aeroplane hold, properly housed in containers.

Keep all advertising, brochures and receipts that justify the conditions offered and payment of the fees required.

Make you have the **required documentation** (such as passport, visas, vaccination certificates) that you may have to show at your place of destination. You can consult all information in this respect on the Foreign Office web page www.maec.es.

Find out about the customs and laws of the country you are visiting from its consulate or embassy because, among other reasons, being in possession of items and articles you may take with you to other countries and which may not be an offence in Spain, **may be considered an offence** in the country you are visiting.



3 BAGGAGE. SECURITY MEASURES AFFECTING HAND BAGGAGE



Baggage is the first thing we prepare before setting out on a journey. As a general rule, we will have to carry it with us, though if the journey so allows and you do not have to carry baggage, you can save trouble and obtain your boarding card in advance.

Your **boarding card** is the document that demonstrates you have been accepted by the airline company as a passenger and that you have a seat on the plane. It is usually obtained at the check-in desks when you check in your baggage and show that your documentation is in order.

For the purposes of checking in, objects and belongings that travellers take with them into the aircraft cabin are **not considered baggage**. This is commonly called "hand baggage."

We therefore differentiate two types of baggage:

- **Hold baggage** is baggage that must be checked in and travels stowed in the airplane hold, whose weight and/or volume is subject to the limits, which, according to the ticket conditions and the plane's characteristics, have been laid down by the company.

- **Hand baggage** is baggage that you can carry yourself on board the plane. It comprises small, light items such as umbrellas, handbags, cameras and other similar objects. This baggage need not be checked in.

3.1 Hold baggage.

Your ticket includes the right for your baggage to be transported, at no additional cost, according to the limits laid down regarding weight/volume. Permitted weight depends on ticket class, destination and the plane's characteristics, which generally correspond to the following weights:

	1st CLASS	BUSINESS CLASS	TOURIST OR SIMILAR
DOMESTIC FLIGHTS	30 kg	30 kg	20 kg
INTERNATIONAL FLIGHTS	30 kg	30 kg	20 kg
FLIGHTS TO THE U.S.A., CANADA, BRAZIL AND VENEZUELA and other American destinations.	The "piece concept" is used, limiting the number of items of hand baggage and stipulating they must have a specific volume		

3.1.1 Excess baggage

If your baggage exceeds the weight included in the ticket price, and provided that flight conditions allow, you may **check more weight** than permitted by paying the amount laid down for excess baggage.

3.1.2 Incidents with baggage

The airline company is responsible of damages that occur due to the deterioration, destruction, loss or delay of baggage checked in. The airline company is “objectively” liable, due to the simple fact that such damages occur on board the plane or while checked-in baggage is in the company’s possession.

If the company can demonstrate that damages are due to the nature, defects or non-compliance of the baggage, **it shall not be liable**, in the event of delay, nor shall it be liable if it can prove that all reasonably necessary measures were adopted to avoid such delay or that it was impossible to adopt such measures.

You may be paid a **maximum compensation of 1,000 Special Drawing Rights (SDR) ***.

** The SDR acts as a unit of account of the International Monetary Fund (IMF) and other international bodies, representing an asset against freely traded currencies of IMF’s member countries. SDR holders can obtain their value in euros or other currencies of the IMF’s member countries. At present, approximately 1SDR=1.12 euros (you can consult exchange rate in euros, updated daily, on the Bank of Spain’s web page www.bde.es)*

Consumers may be entitled to a higher limit of compensation if they make a **special declaration of value for their baggage**, provided they do so before or at the time of checking in and paying the supplementary fee.

3.1.3 Property Irregularity Report (P.I.R.)

When an incident has occurred with your baggage, you must **fill in the PIR**. Receiving your checked-in baggage “without protest ” constitutes an assumption, unless proven otherwise, that such baggage has been delivered in proper condition and in accordance with the travel document.

Fill in the PIR before leaving the airport and hand it in to the airline company or its handling agent. Should you be unable to do so, you must act within the following terms:

In the event of **damage, deterioration or destruction**, you have:

7 days as of reception.

In the event of **delay or loss**, you have:

21 days as of when the baggage was handed over to the passenger or as of the date when it should have been.

If you bring a **claim before a court of law**, you must present it within 2 years as of the plane’s arrival.

3.2 Hand baggage. Security measures

The items and articles that you may **carry with you** on board the plane are considered to be hand baggage. Such baggage must be carried in a single case or hand-held bag and its weight is generally limited to a maximum of six kilos and to a size of one hundred and fifteen centimetres, adding its length and height. Such baggage is inspected before you may enter the restricted area or step inside the plane, in the same way passengers are checked and searched, randomly and continuously, for security reasons, in order to detect any item that may endanger other passengers or the aircraft.

With the same intention of **guaranteeing security** against liquid explosives, the EU has adopted certain security measures that restrict the quantity of liquids or substances with a similar consistency that passengers may carry with them.

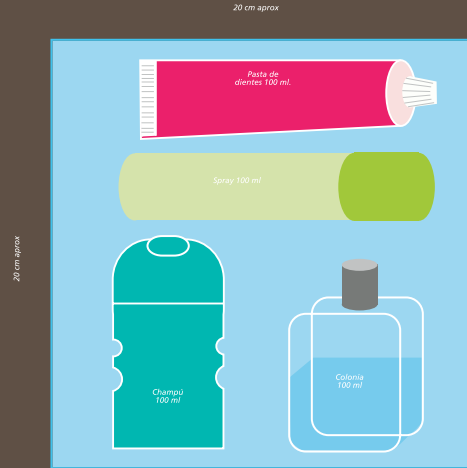
These measures are applicable in all Spanish airports, in the rest of European Union countries and in Norway, Iceland and Switzerland, regardless of your place of destination.

- Under these new regulations, liquids are considered to be:

- Drinks, water, soups, syrups, perfume.
- Gels, lotions, solid-liquid mixtures, toothpaste (and paste in general), hair cream.
- Shaving foam, aerosols and the contents of pressurized containers.
- Other articles of a similar consistency.

If you have, wish to or must carry any of the items included above, you must check it in and it must go in the baggage hold.

If it is necessary for liquids to travel as hand baggage, you must carry them in a standardized, self-sealing bag with a capacity no greater than one litre (20x20cm) similar to the one depicted below:



None of the individual bottles or recipients contained in the bag may exceed 100 ml.

It is recommended that you **prepare this bag at home**. If the liquids you intend to carry on board are not contained in this bag, you will have to get rid of them before entering the restricted boarding area or stepping onto the plane.

Some **liquids are exempt** from these restrictions, specifically medicines and baby foods, which can be carried outside the bag and must be handed over for inspection. Accordingly, liquids, such as drinks or perfumes, that you have bought in any shop located beyond the security control point (restricted area) or which you buy directly on board the plane, are not affected by such restrictions. Ask for such products to be given to you in a sealed bag in the event you have to catch a connecting flight or a return flight on the same day.

At the **security control point**, you must place any personal items, exempt liquids and the plastic bag with permitted liquids (not exceeding the volume required and contained within the plastic bag) on the tray for inspection. You must also remove your coat or jacket (they will also be simultaneously inspected, separately), place them on the tray and pass through the metal detector gates. Any portable computers and electric apparatus must pass through the x-ray machine, outside of your hand baggage.

For security reasons, there exists a series of **objects** (sharp, pointed instruments, weapons, etc) that are **prohibited** in the aircraft cabin, so they must be checked in as hold baggage (provided that their transportation in the aircraft hold is not also prohibited). A complete list of articles that you are not allowed to carry as hand baggage and/or as checked in baggage is available to the public on Aena's web page www.aena.es.

Security personnel may refuse access to the boarding area and the aircraft cabin for any passenger in possession of an article that, while not considered prohibited, **they find suspicious**.



4 ARRIVAL AT THE AIRPORT AND BOARDING



The first thing you should do on arriving at the airport, unless you already have your boarding card, is go to the check-in desks, so that, after showing your ticket, confirming your documentation and checking in your baggage, you are given this card.

Take into account that airline companies accept no responsibility for passengers not being accepted when they arrive at the check-in desks after the **deadline** for the flight.

The “**acceptance deadline**” for flights is the minimum period before the programmed departure time in which passengers must have been accepted, checked in their baggage and be in possession of their boarding card.

Passengers must arrive at check-in desks within the **minimum period** laid down by the air carrier, tourist operator or authorized travel agent and, in the event that no period is stated, at least forty five minutes before the expected flight departure time.

International destinations require a longer period for boarding due to greater security measures. Consult your company.

Have on hand any documentation required, according to your place of destination.

Not having the documentation required for your destination may mean you are not allowed to board, without any liability being incurred.



5 INCIDENTS WITH FLIGHT DEPARTURES. PASSENGERS' RIGHTS



Airline companies are responsible for damages that travellers may incur as a consequence of delays, cancellations and denied boarding (overbooking) which may take place. For each of these incidents, community regulations stipulate the rights that consumers can exercise against airline companies, provided that the origin of the flight is an EU airport or, in the event that the airport is located outside the EU, the airline company is EU-based.

5.1 Cancellation

In the event that a flight is cancelled, consumers are entitled to cash **compensation** of between 250 and 600 euros, depending on the distance and destination of the flight. They may also choose from among the following options:

- **Refund in 7 days** of the full ticket cost at the price they paid for it, corresponding to the cancelled part of the journey, if the flight is no longer rational according to the passenger's initial travel plan. Furthermore, as the case may be, a flight back to the original starting-point as quickly possible.
- **Transport to final destination** in comparable conditions as **fast as possible**.
- **Transport to final destination** in comparable conditions, on a subsequent date that **suits the passenger** according to available seats.

The **sum** to be paid by the airline company as compensation for the cancelled flight shall be comprised between the following amounts according to distance and destination of the flight:

- **250 euros** for flights up to 1,500 kilometres.
- **400 euros** for all intra-community flights over 1,500 kilometres and for all other flights between 1,500 and 3,500 km.
- **600 euros** for all flights that do not fall into the above categories.

Compensation will be paid in, by bank transfer, cheque or, by signed agreement with the passenger, by travel vouchers or other services. It must be paid within a **term of seven days**.

Such compensations may be **reduced by 50%** when passengers are offered the option to be taken to their final destination by alternative transport, allowing them to arrive with a difference regarding the initially-planned time for the flight booked:

- No greater than **2 hours** for all flights up to 1,500 kilometres.
- No greater than **3 hours** for all intra-community flights over 1,500 kilometres and for all other flights between 1,500 and 3,500.

- No greater than **4 hours** for all flights that do not fall into the above categories.

Passengers will be entitled to **no compensation** in any of the following cases:

- If the airline company can prove that the cancellation was due to extraordinary circumstances that could not have been avoided even if all reasonable measures had been taken.
- Passengers were informed of the cancellation at least 2 weeks in advance of the planned departure time.
- They were informed of the cancellation between 2 weeks and 7 days in advance of the planned departure time and they are offered alternative transport which allows them to leave no more than 2 hours in advance of their planned departure time and arrive at their final destination no less than 4 hours after their planned arrival time.

- They were informed of the cancellation, at most, 7 days in advance of the planned departure time and they are offered another flight that allows them to leave no more than 1 hour in advance of their planned departure time and arrive at their final destination no more than 2 hours after their planned arrival time.

The burden of proof corresponds to the airline company, which must demonstrate that it has informed passengers of the flight's cancellation, in addition to the time when they were informed.

Whenever passengers are informed of the cancellation, they must be given an explanation with respect to possible alternative transportation.

[The applicable regulations (Regulation EC 261/2004) state that such extraordinary circumstances may occur, in particular, in cases of political instability, meteorological conditions incompatible with the operation of the flight concerned, security risks, unexpected flight safety shortcomings and strikes that affect the operation of an operating air carrier. Extraordinary circumstances are also deemed to exist where the impact of an air traffic management decision (in relation to a particular aircraft on a particular day) gives rise to a long delay, an overnight delay, or the cancellation of one or more flights by that aircraft].

Apart from the minimum compensation mentioned above, if the consumers have opted for transport to their final destination, they will be provided, free of charge, **in exercising their right to attention**, with sufficient food and refreshment according to the duration of delay, two phone calls, telex or voice messages or two e-mails. When the alternative flight's departure time is at least the following day, they will be provided with hotel accommodation and transport between the airport and the place of accommodation.

5.2 Delays

A community airline company (or a non-community company performing international transport in accordance with the Montreal Convention) is liable for damages caused by delays in passenger air transport. It is not liable if it demonstrates that all reasonably necessary measures were adopted to avoid such damages or that it was impossible to adopt such measures.

Liability in the event of flight delays in international traffic has a **limit of 4,150 SDR** per passenger (approximately 4,648 euros). Este límite de responsabilidad no implica una compensación automática por el importe máximo.

This liability limit does not imply automatic compensation for the maximum amount.

- **2 hours** or more in the of all flights of 1,500 kilometres or less.
- **3 hours** or more in the case of all intra-community flights over 1,500 kilometres and all other flights between 1,500 and 3,500.
- **4 hours** or more in flights that do not fall into the above categories, must offer, free of charge, sufficient food and drink, according to the duration of the delay, two phone calls, telex or voice messages or two e-mails.

Furthermore, if the delay involves **departing on the day following** previously foreseen time, passengers will be provided with hotel accommodation and transport between the airport and the place of accommodation.

If the **delay lasts at least 5 hours**, the company must offer passengers a refund, within 7 days, of the full ticket cost at the price they paid for it, corresponding to the unrealised part of

the journey, if the flight is no longer rational according to the passenger's initial travel plan and, as the case may be, a return flight to the initial starting-point as quickly possible.

5.3 Denied boarding (Overbooking)

Denied boarding due to overbooking is a refusal to let passengers board, even though they have a confirmed booking on this flight and they have checked in within the period and under the conditions required or have been transferred by an airline company or tourist operator. Denied boarding does not occur when this happens for reasonable health or security reasons and when inadequate travel documents are presented.

When a company foresees that it will have to deny boarding on a flight, it must first ask for **volunteers** to give up their bookings in exchange for certain benefits, under the conditions agreed with the company, and inform them that they are also entitled to a refund or alternative transport.

A volunteer is someone who has arrived for under the conditions required and who **agrees**, at the request of the airline company, to **voluntarily give up** their booking in exchange for certain benefits.

Only if the number of volunteers is insufficient may the airline company deny passengers from boarding, against their will.

In the event of denied boarding, **consumers may choose** from among the following options:

- **A refund, within 7 days, of the full ticket cost** at the price they paid for it, corresponding to the unrealised part of the journey, if the flight is no longer rational according to the passenger's initial travel plan and, as the case may be, a flight back to the initial starting-point as quickly as possible.
- **Transport to final destination** in comparable conditions as quickly as possible.
- **Transport to final destination** in comparable conditions, on a subsequent date that suits the passenger according to available seats.

Furthermore, regardless of the option the passenger chooses, they are entitled to receive from the company, as compensation, one of the following amounts:

- **250 euros** for flights up to 1,500 kilometres.
- **400 euros** for all intra-community flights over 1,500 kilometres and for all other flights between 1,500 and 3,500.
- **600 euros** for all flights that do not fall into the above categories.

Compensation will be paid in cash, by bank transfer, cheque or, by signed agreement with the passenger, travel vouchers or other services. It must be paid within a **term of seven days**.

These compensations may be reduced **by 50%** when passengers are offered the possibility of transport to their final destination by alternative transport, allowing them to arrive with a difference as regards the time initially planned for the booking:

- No greater than **2 hours** for all flights up to 1,500 kilometres.
- No greater than **3 hours** for all intra-community flights over 1,500 kilometres and for all other flights between 1,500 and 3,500.
- No greater than **4 hours** for all flights that do not fall into the above categories.

In addition to the minimum compensations described above, consumers, in the event of having opted for transport to their final destination as quickly as possible (an alternative flight), will be provided, free of charge, in exercising their right to attention, sufficient food and refreshments, according to the duration of the delay, two telephone calls, telex or voice messages or two e-mails. Furthermore, they will be provided with hotel accommodation and transport between the airport and the place of accommodation when the alternative flight's expected departure is, at the least, the following day.

5.4 Change of class

If the airline company in charge of making the flight accommodates a passenger in a seat of a **higher class** than the one booked, without their having so requested, it may not **charge extra**, while if they are assigned a seat of a **lower class**, the airline company must **reimburse** the consumer within a term of seven days:

- **30%** of the passenger's ticket price for all flights of 1,500 kilometres or less.
- **50%** for all intra-community flights of over 1,500 kilometres (except flights between European territory and French overseas territories) and for all other flights between 1,500 and 3,500.
- **75%** for all flights other than the above.

5.5 Supplementary compensation

Notwithstanding the compensations above, the regulations do not exclude the possibility of bringing claims before the courts of law, in order to obtain supplementary compensation.

5.6 Right to information

Airline companies must ensure that check-in desks display, so that it is clearly visible to passengers, a notice with the following text:

“In the event of denied boarding, flight cancellation or delay in excess of two hours, ask at the check-in desk or at the boarding gate for the form explaining your rights, especially as regards compensation and assistance.”

If an airline company denies boarding or cancels a flight, it must provide, to each affected passenger, a form in explaining the regulations as regards compensation and assistance.

It must also **provide an identical form** to every passenger affected by a delay of at least 2 hours.



6 SPECIAL PASSENGERS



6.1 Persons with reduced mobility

Persons with reduced mobility are people whose mobility to use transport is reduced for reasons of physical disability (sensorial or motor, permanent or temporary), intellectual disability or deficiency, any other disability, or whose age or circumstances require proper attention and adaptation of their particular needs to service made available to other travellers.

The companies, the airports and the service agents associated with both are responsible for meeting PRMs' needs. It is also the responsibility of PRMs to **specify their travel needs** when they make their booking and to verify that all the relevant information has been included within it.

Aeronautical regulations, for **security reasons in the event of evacuation and emergency**, limit the number of PRMs that can travel on an aircraft or require that, under certain conditions, they be accompanied; this limitation depends on the size of the aircraft and on the degree of care and attention that the passenger with reduced mobility needs. PRMs booking in advance and properly informing the airline company of their travel requirements significantly minimizes the risk of not obtaining a seat for the date and destination intended.

In the event you have to cancel the journey, you should notify the cancelled booking **as soon as possible**, so that another PRM may occupy your seat.

If you use a **folding wheelchair**, it can be stored in the passenger cabin if there is sufficient room, otherwise it must go in the aircraft hold. If the wheelchair is battery-powered, it must always go in the hold.

At the airport, airline companies will let you remain in your own wheelchair until it has to be stowed in the hold or, as the case may be, until you reach the aircraft and provided you do not have to go up or down steps. Nevertheless, this should not represent an obstacle as airline companies will **provide** you with a special wheelchair for transfer to the aircraft. Should you require a wheelchair on board the aircraft, you should request it when booking.

If you suffer from a **sensorial handicap**, the company personnel will provide you with any help you need during the flight.

If you suffer from a respiratory insufficiency and needs supplementary oxygen, the company will provide you with oxygen on board. They may charge you for this service. **You are not permitted to take your own oxygen.**

If you are travelling with your **guide dog**, it may board with you at no extra charge. Do not forget to notify this when you make your booking.

Take into account that, that security reasons, aeronautical regulations limit the number of passengers with reduced mobility to 10% of the aircraft's capacity, included companions who, as they case may be, are required.

In the event of denied boarding, cancellation and delays of any duration, companies will give **priority** to transporting persons with reduced mobility and their companions or certified guide dogs. Persons with reduced mobility and their companions will be entitled to receive attention as quickly as possible.

6.2 Pregnant women

Airline companies recommend that you do not travel by plane when the gestation period exceeds **thirty-two weeks**. In any event, before organizing your journey, consults with your company, take into account that you must sign a Disclaimer that exempts the company with respect to any contingency that may arise as a result of your pregnancy.

6.3 Minors

As a general rule, minors must travel accompanied by an adult. Consult with your company whether they offer a companion service, in which case a crew member, upon payment to the company for its services, will take care of the minor. Nevertheless, if the child is over five years old and younger than twelve, they may travel alone provided that you sign a Disclaimer and guarantee that a previously-identified adult will be waiting to take care of them at the destination airport.

Children **younger than 14** who fly with their parents must have the necessary documentation.

Airline companies classify minors into several categories, according to whether they are entitled to carry baggage, to occupy seats and the circumstances determining their journey, so we **can differentiate**:

- **Children younger than two.** are not entitled to a seat or to carry baggage. No more than one baby is allowed per adult. It is not permitted travel with them on seats at the emergency exit. The maximum number of babies on board cannot exceed, in any event, 10% of the aircraft's capacity.
- **Children older than two and younger than twelve** are entitled to a seat and their quota of baggage. There is no limit to the number of children on board. They cannot travel on seats at the emergency exit.
- **Unaccompanied minors** must be at least five years old to travel alone and no more than twelve as, in this case, they would be an adult passenger. Children younger than five cannot travel alone but must be accompanied by an adult passenger. You must always request authorization and notify

the name and telephone number of the adult who takes the child to the airport of origin and the adult who picks children up at the destination airport.

- **Groups of minors** must have at least one adult guardian for every 15 children. The Airline's Commercial Department should be notified in advance as regards the number of children and adult guardians.

In certain companies, children younger than two **do not pay for a ticket** if they do not occupy a seat. In others, children younger than two pay 10% of the fare and do not occupy a seat. Consult these conditions at your travel agency or with the airline company when purchasing your ticket. You are allowed to take a portable cot or folding pram at no extra cost.

In general, children younger than twelve get a **discount** of 50% on national flights and from 25% to 33% on international flights.

In the event of denied boarding, cancellation and delays of any duration, companies will **give priority** to unaccompanied minors, who will be entitled to receive attention as quickly as possible.



7 TRAVELLING WITH PETS



Pets that accompany passengers on their journeys can be accepted as baggage, by paying the corresponding fee for excess baggage.

As a **general rule**, such animals must be checked in and stowed in aircraft hold, where they must be housed in a recipient or container.

It is possible that they may travel with their owners in the passenger cabin. In this case, you must comply both with the maximum dimensions of the container and with the maximum permitted weight of the animal together with its container or cage, as applied by the airline company, which you should consult in advance. Take into account that airline companies can limit the number of pets travelling in the cabin and that they do not allow animals which, owing to their characteristics, foul odour or any other circumstance, may bother or disturb the other passengers and the company.

Do not forget to bring all your pet's documentation: health and vaccination certificates, plus permits and documents required by your countries of destination or transit. Find out at the corresponding consulates and embassies. If you do not have the necessary documentation, your pet cannot travel.

When you make your booking or buy your ticket, whether via the airline company or your travel agency, it is recommended that you **notify your intention** to take a pet on board and that you find out about the possibility of travelling with your pet, along with its specific travelling conditions.

8 CLAIMS



Bringing claims is a consumer's right, and exercising this right helps to improve services, to adapt items and products offered for sale and contributes to preventing abusive and fraudulent practices.

If you think that there have been deficiencies complying with the conditions of your travel contract (delays, loss or deterioration of baggage, modifications to schedule, improper service quality, unforeseen stopovers, etc.), or any deficiency in the acquisition of goods or in the services provided within the airport facilities which affects your rights as consumer, exercise your right to claim.

Remember that claims for loss, deterioration or incidents with your **baggage** should fill in the Property Irregularity Report.

Initially, if you think it is possible, it is a good idea to present your disagreement to the airline company or the establishment giving rise to the claim and attempt to reach an **amicable agreement**. If you are not satisfied with the response, ask for the complaints form.

Your claim must be **addressed** to the airline company when you have only contract transport, or to the organizers and retailers (travel agencies) when your flight is in the context of a package trip.

In any event, even though the company does not have a complaints form, you can claim by sending a letter addressed directly to the airline company itself or, in the event that it so provides, you can present your claim by e-mail or via its web page.

Furthermore, on Aena's complaints forms, which you will find at the information desks of Spanish airports, you can present all kinds of claims relating to **airport services**, air traffic and the official and commercial companies or entities that operate in them.

NOTES

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Información y publicaciones
sobre temas de consumo en la web municipal:

www.madrid.es

www.madrid.es/consumo

Consultas o reclamaciones de consumo en los teléfonos:

010Líneamadrid

91 529 82 10 si llama desde fuera
de la ciudad de Madrid



ASOCIACIÓN DE AMAS DE CASA Y
CONSUMIDORES-USUARIOS DE MADRID
"ASCENSIÓN SEDEÑO"
(AACCU)



FEDERACIÓN
DE LA UNIÓN NACIONAL
DE CONSUMIDORES
Y AMAS DE HOGAR
DE ESPAÑA



Unión de Cooperativas de Consumidores
y Usuarios de Madrid



Unión de consumidores
de la CM-UCE



ADICAE MADRID
Consumidores críticos, responsables y solidarios



FEDERACIÓN DE USUARIOS CONSUMIDORES INDEPENDIENTES
DE LA COMUNIDAD DE MADRID



E + C
EUROCONSUMO
Comunidad de Madrid



i MADRID!