

Dear Wizz Air Customer,

At Wizz Air our priority is your safety and comfort together with providing every passenger with the best "Wizz Experience".

As an airline however, we can at times be faced with problems which lead to delays and cancellations for which we sincerely apologise. Let us assure you that we are doing everything we can to get you on your way as quickly as we possibly can.

In case of flight delay and cancellation you have the following options in accordance with our General Conditions of Carriage, except as otherwise provided by the Regulation (EC) No 261/2004 (the "Regulation") establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights.

CANCELLATION

- We re-book you on another flight operated by us on the same or – if necessary – a comparable route, within 14 days before or 30 days after the scheduled date of departure of the delayed/cancelled flight, subject to availability of seats
- OR**
- You may cancel your reservation and request refund in credit on your "customer account" for the cancelled flight and for the return sector, if applicable
- OR**
- You may cancel your reservation and request the refund of the Total Fare paid for the cancelled flight and, if applicable, for the return sector (including taxes and charges).

Please visit wizzair.com for self-service option or contact our Information/Ticketing Desk at the airport to arrange these for you. If you wish to change your choice later, you may do so according to the general rules, and by paying the relevant fee.

- AND**
- In case requested by you, we will facilitate two telephone calls (alternatively you can choose telex, fax, or email) free of charge, or where it is not feasible for Wizz Air to provide you with these opportunities, we will reimburse the costs of such communications.

- AND**
- In event of re-routing, when the time of departure of the new flight is on another day than original flight departure, we arrange hotel accommodation and transport between the airport and place of accommodation free of charge. Our handling agent will be able to recommend hotels in the area.

In case Wizz Air or the ground handling agents at the airport could not assist you with organizing hotel accommodation, transportation, refreshments or meals, we advise you to arrange those on your own expense and please keep all the related receipts. Later, upon submission of a claim on our website, you would need to provide the copies of the receipts in order to be reimbursed for these expenses. The refund of the costs for assistance specified above is up to a reasonable amount, as supported by the receipt(s)/invoice(s) submitted by you.

- AND**
- Compensation of

AMOUNT	DISTANCE	NOTE
250EUR	1500 km or less	If you are offered a new flight and the arrival time does not exceed the scheduled arrival time of your booked flight by 2 hours this amount will be reduced by 50%
400EUR	between 1501 and 3500 km in the case of all intra-Community (EU-EEA) flights	If you are offered a new flight and the arrival time does not exceed the scheduled arrival time of your booked flight by 3 hours this amount will be reduced by 50%
600EUR	over 3500 km in the case of non intra-Community (EU-EEA) flights)	If you are offered a new flight and the arrival time does not exceed the scheduled arrival time of your booked flight by 4 hours this amount will be reduced by 50%

The above compensation shall not be paid if you were informed about the cancellation:

- 2 weeks before scheduled time of departure time (STD);
- between 2 weeks and 7 days before STD and an alternative Wizz Air flight is offered to you, the departure time of which is not more than two hours before the STD and the arrival time is less than four hours after the scheduled time of arrival (STA);
- less than 7 days before STD and an alternative Wizz Air flight is offered to you, the departure time of which is not more than one hour before the STD and the arrival time is less than 2 hours after STA.

Please note that we shall not be obliged to pay the compensation if the cancellation is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken. Extraordinary circumstances refers to, but is not limited to, the following reasons: air traffic control, weather, industrial action (other than industrial action by Wizz Air employees), terrorist alert or security reason, airport or runway closure, civil unrest, acts of God, flight safety reasons. Each case will be evaluated individually to determine whether the unavoidable extraordinary circumstance exists.

If you have any complaints related to the implementation of your rights under the Regulation, you may contact the National Enforcement Body for your place of departure (https://ec.europa.eu/transport/themes/passengers/neb_en).

DELAY

DISTANCE	LENGTH OF DELAY	ASSISTANCE PROVIDED PER FARE PAYING PASSENGER
1500 km or less	2 hours or more	<ul style="list-style-type: none"> refreshment and meal at the airport in a reasonable relation to your waiting time two telephone calls, or telex, fax messages or emails Where it is not feasible for Wizz Air to provide you with these opportunities, please keep all the related receipts.
1501 3500 km	3 hours or more	
3501 km or more	4 hours or more	

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If your flight is delayed at least 5 hours you can choose from the following options (in addition to aforesaid assistance):

- We re-book you on another flight operated by us on the same or – if necessary – a comparable route, within 14 days before or 30 days after the scheduled date of departure of the delayed/cancelled flight, subject to availability of seats; please contact our Information/Ticketing Desk at the airport to arrange the rebooking of your flight

OR

- You may cancel your reservation and request refund in credit on your “customer account” for the cancelled flight and for the return sector, if applicable

OR

- You may cancel your reservation and request the refund of the Total Fare paid for the cancelled flight and, if applicable, for the return sector (including taxes and charges).

If you wish to change your choice later, you may do so according to the general rules, and by paying the relevant fee.

AND

- In event of re-routing, when the time of departure of the new flight is on another day than original flight departure, we arrange hotel accommodation and transport between the airport and place of accommodation free of charge. Our handling agent will be able to recommend hotels in the area.

In case Wizz Air or the ground handling agents at the airport could not assist you with organizing hotel accommodation, transportation, refreshments or meals, we advise you to arrange those on your own expense and please keep all the related receipts. Later, upon submission of a claim on our website, you would need to provide the copies of the receipts in order to be reimbursed for these expenses. The refund of the costs for assistance specified above is up to a reasonable amount, as supported by the receipt(s)/invoice(s) submitted by you.

Passengers whose flight is delayed for more than three hours upon arrival are entitled to compensation as specified in Article 7 of the Regulation, unless the delay was caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken. Extraordinary circumstances refers to, but is not limited to, the following reasons: air traffic control, weather, industrial action (other than industrial action by Wizz Air employees), terrorist alert or security reason, airport or runway closure, civil unrest, acts of God, flight safety reasons. Each case will be evaluated individually to determine whether the unavoidable extraordinary circumstance exists.

If you have any complaints related to the implementation of your rights under the Regulation, you may contact the National Enforcement Body for your place of departure (https://ec.europa.eu/transport/themes/passengers/neb_en).

CONTACT US

Please visit our website and submit your claim via our online form (complaints: <http://wizzair.com/Claims>) that will result in the quickest handling of your complaint. In other cases you can refer to the details in the footer.

You can also contact us on the following local rate assistance numbers which are dedicated solely to passengers in case of delays and cancellations.

COUNTRY OF CALL ORIGIN	PHONE NUMBER	COUNTRY OF CALL ORIGIN	PHONE NUMBER
Albania	+3616777516	Latvia	+37167660434
Austria	+43720775243	Lithuania	+37052032417
Azerbaijan	+3616777502	Macedonia	+38923207642
Belgium	+3225887035	Malta	+35627781644
Bosnia	+38755233981	Moldova	+3616777509
Bulgaria	+35924928367	Moldova	+37322903870
Catalonia	+34937370069	Montenegro	+3616777511
Croatia	+38517757014	Morocco	+3616777520
Cyprus	+35722007144	Netherlands	+31202621943
Czech Republic	+420225850035	Norway	+4721930671
Denmark	+4578733194	Poland	+48221284905
Estonia	+3726094151	Portugal	+351300500497
Finland	+358931585800	Romania	+40312294796
France	+33170700852	Russia	+74995044413
Georgia	+995706777037	Serbia	+381113216842
Germany	+4969120066954	Slovakia	+421233046989
Greece	+302130022598	Slovenia	+38617774391
Hungary	+3616777505	Spain	+34910602892
Iceland	+3545390640	Sweden	+46812410514
Israel	+97233741285	Switzerland	+41225510025
Italy	+390200689768	UAE	+3616777508
Kazakhstan	+77172696071	Ukraine	+380893202532
Kosovo	+3616777518	United Kingdom	+443309770444

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