



REPUBLIKA E KOSOVËS
REPUBLIKA KOSOVO - REPUBLIC OF KOSOVO
Qeveria - Vlada - Government
Ministria e Infrastrukturës
Ministarstvo za Infrastrukturu
Ministry of Infrastructure

More Information?

Call the following phone number during working hours (08:00-16:00 CET weekdays)

(0)38 200 28 105



**DENIED BOARDING? CANCELLED?
DELAYED FOR A LONG TIME?**
Airlines have a legal obligation to inform you about

YOUR RIGHTS

AND WHERE TO COMPLAIN

Denied Boarding

You may be entitled to compensation between € 125 and € 600 depending on flight distance and the delays incurred when rerouted.

Long Delays

You may request a refund of your ticket if the delay exceeds five hours, but only if you decide not to travel.

Cancellation

Financial compensation is due unless you were informed 14 days before the flight, or you were rerouted close to your original times, or the airline can prove that the cancellation was caused by extraordinary circumstances

Assistance by airlines

Depending on the circumstances, if you are denied boarding or your flight is cancelled or delayed, you may be entitled to receive assistance (catering, communications, and an overnight stay if necessary). In the event of denied boarding or cancellation, you may be offered the option of continuing your trip or a refund of your ticket.

National authority responsible for ensuring these rights in the Republic of Kosovo is the Ministry of Infrastructure. More information is available at: <http://www.mi-ks.net>

The list of the national authorities in the EU Member States responsible for enforcing these rights are available at: <http://apr.europa.eu>

AIR PASSENGER RIGHTS

Identity of the airline

You must be informed, in advance, of which airline is operating your flight. Airlines found to be unsafe are banned or restricted within the European Union. They are listed at: <http://www.caa-ks.org>

Liability

Airlines can be held liable for damages resulting from delays (limited to ± € 4 800), for damage to and loss of baggage (limited to ± € 1 200) and for injury or death in accidents. However, airlines shall not be liable if they have taken all reasonable measures to avoid the damages or it was impossible to take such measures.