



Overview of airline procedures for **claims** (not ticket refunds)

Link to airlines websites: <http://www.airlinecodes.co.uk/airlinelinks.asp>

Air Baltic

<http://www.airbaltic.com>

http://www.airbaltic.com/public/regulation_EC_no_261_2004.html

The body responsible for the enforcement of the Regulation (EC) No 261/2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights in the Republic of Latvia and Lithuania:

Consumer Rights Protection Centre
K.Valdemara st. 157
Riga, LV-1013
Latvia

Civil Aviation Administration
Rodūnios st. 2, LT-02188
Vilnius
Lithuania

Air Berlin

<http://www.airberlin.com>

Air Canada

<http://www.aircanada.ca/>

http://www.aircanada.com/en/notice/document/instruction_040209.pdf

Air China

<http://www.airchina.se/en/index.html>

Air France

Air France-Europe
Customer Care Center
TSA 21235
F-75564 Beauvais Cedex 12
E-mail : not available

Or (online)

- 1) [www.Airfrance.com](http://www.airfrance.com) – choose country
- 2) Contact us (top of page)
- 3) Making a claim or Your feedback
- 4) Contact the customer relations department
- 5) Online form
- 6) Fill in the form
- 7) If needed attachment files can be added

HTML link : <http://www.airfrance.dk/DK/en/local/transverse/frame/genericIFrameAuto.htm?url=https://www.af-klm.com/passage/ecomplaints/index.html?CallerID=AF&Language=EN&CallerCountryCode=DK&returnurl=http://www.airfrance.dk/DK/en/local/avotreservice/relationclientele/cli>

Air Mauritius

<http://www.airmauritius.com/>

Air Seychelles

No concrete information about claims concerning ash cloud. Other claims:

<http://www.airseychelles.com/en/home/index.php> → Travel Information → After your Trip → Customer service

Passengers who have suffered an inconvenience with Air Seychelles Ltd may contact our Customer Service department who will provide information and assistance.

For this service please call the numbers below:

Days	Local Time	GMT	Telephone Numbers
Weekdays	0800-1600	0400-1200	+248 516688 / 391090 / 381071
Weekends	0800-1200	0400-0800	+248 516688 / 391090

Each claim concerning operational irregularities, such as delays and overbookings must be submitted in writing to the After Sales Department who will consider it with the utmost attention and promptness.

The claim must be sent together with:

- Claim form
- Copy of airline ticket
- Check-in stub
- Receipts of any expenses

Via post:

Air Seychelles Ltd
P.O. Box 386,
Mahé
Seychelles

Via Fax: +248 324 194

Via E-mail:

aftersales@airseychelles.com
customerservices-Airport@airseychelles.com

American Airlines

<http://www.aa.com/>

ANA All Nippon

<http://www.ana.co.jp/asw/www/eur/e/>

For more information and details on these special procedures (incl. ANA Mileage Award Tickets), please contact [ANA International Reservations](http://www.ana.co.jp/eng/int/contact/europe.html) in each country. (<http://www.ana.co.jp/eng/int/contact/europe.html>: Sweden 08-5877-0428 [Business hours]

9:00-18:30 Sa.Su.Hol* 10:00-18:30)

Austrian

customer.relations@austrian.com - please scan receipts and attach – or per regular mail to:

Austrian Airlines Group
Customer Relations Department
P.O. Box 33
A - 1300 Vienna Airport

British Airways

http://www.britishairways.com/travel/euclaimnor/public/sv_se

To make a claim for compensation (excluding flights operated by Sun Air, BA8200-8299) please contact British Airways Customer Relations on-line at <http://ba.com/euclaim>. The person making the claim must be one of the passengers. Alternatively, claimants can write, to British Airways Customer Relations, EU Compensation Claims, PO Box 5619, Sudbury, Suffolk, CO10 2PG, United Kingdom.

To make a claim for compensation for a flight operated by Sun Air, write to Sun Air of Scandinavia A/S, Customer Relations, Cumulusvej 10, Billund, DK-7190, Denmark.

Claimants must supply their name and contact details, the names of other passengers being claimed for and their contact details, booking reference and details of the cancelled flight. Claims can cover up to a total of six passengers provided that they have the same surname, are in the same booking and have travelled the same journey.

Brussels Airlines

<http://www.brusselsairlines.com/com/>

<http://www.brusselsairlines.com/com/contact/flight-cancelled.aspx>

Cathay Pacific

http://www.cathaypacific.com/cpa/en_INTL/homepage

China Airlines

<http://www.china-airlines.com/en/index.htm>

Cimber Sterling

Send to:

ccc@cimber.dk

If a joint claim please copy:

Morten.dahl@cimber.dk

City Airlines

<http://www.cityairline.com/>

Continental Airlines

<http://www.continental.com/>

Czech Airlines

<http://www.czechairlines.de>

Delta

<http://www.delta.com/emailus/servlet/EmailUs?cmd=go>

Delta Air Lines

Attn. Customer Care

Western European Call Center

PO BOX 548

Hayes UB3 9DU

UK

E-mail: not available

Or (online)

- 1) www.Delta.com
- 2) Contact us (top of page)
- 3) E-mail Us
- 4) Fill in the form
- 5) Under "Nature of your comment" select Complaint/Concern

Estonian Air

<http://www.estonian-air.ee/>

Ethiad Airlines

<http://www.etihadairways.com/>

Ethiopian Airlines

<http://www.ethiopianairlines.com/en/travel/policies/refunds.aspx>

Finnair

www.finnair.com

Select: Location – enter
Customercare – enter
Feedback - enter
Choose Feedback form

Or by regular mail to:

Finnair Customer Relations
SL/08
01053 FINNAIR
FINLAND

Iberia

www.iberia.com

Select: Information – enter
Customer Relations – enter
Complaints - enter
Choose Make a CLAIM

Or send by regular mail to:

Iberia
Customer Relations Unit
Apartado de Correos: 36.315
E-28 080 Madrid
Spain

Icelandair

<http://www.icelandair.de>

Vid förfrågningar om reklamationer, ska dessa skickas med orginalkvitton till Icelandairs kontor i Köpenhamn:
Adress: Icelandair, Havneholmen 27-29 STUEN, 1561 COPENHAGEN V DENMARK

JAL Japan Airlines

<http://www.jal.co.jp/en/>

KLM

http://www.klm.com/travel/dk_en/customer_support/customer_support/contact/ecomplaints_customercare.htm

KLM - Europe
Customer Care Center
TSA 21235
F-75564 Beauvais Cedex 12
E-mail : not available

Or (online)

- 1) [www.KLM.com](http://www.klm.com) – choose country
- 2) Customer Support (top of page)
- 3) Under Complaints or compliments click on “Send us your complaint or compliment”
- 4) Scroll down to “KLM customer care”
- 5) Click on “send us an e-mail”
- 6) Select Country and click on “Next”
- 7) Fill in the form
- 8) If needed attachment files can be added

Kullaflyg

<http://www.kullaflyg.se/huvudmeny/start.aspx>

LAN Airlines

<http://www.lan.com>

No information found.

LOT Polish Airlines

<http://www.lot.com/>

Lufthansa

www.lufthansa.com under Help & Contact, choose Compliments & Complains – then choose how you would like to contact Customer Relations – and choose country.

Luxair

<http://www.luxair.lu>

Malaysia Airlines

<http://www.malaysiaairlines.com/>

Malev

<http://www.malev.de>

Malmö Aviation

<http://www.malmoaviation.se/o.o.i.s/1>

Mexicana

http://www.mexicana.com/cs/Satellite?pagename=MexicanaG5_US_EN/Page/HomePageComposition_US_EN

- Mexico City (52) (55) 5998-5998
- Elsewhere in Mexico 01 800 801 2010
- USA and Canada 1877 801 2010
- London 08081017600
- Madrid 9009 75226

Norwegian

<http://www.norwegian.se/>

Qantas

<http://www.qantas.com.au/travel/airlines/home/au/en>

Qatar Airways

<http://www.qatarairways.com/>

No refunds (in some situations 1 night and 1 meal at a reasonable price)

Ryanair

<http://www.ryanair.com/>

SAS

<http://www.scandinavian.net/>

Kunder hänvisas till vår hemsida för mer information om vilka kostnader vi ersätter under denna extrema situation. De kunder som söker ersättning för extra kostnader i samband med att de blivit strandade på grund av askmolnet behöver skicka in originalkvitton till Customer Relations tillsammans med ett bankkontonummer inklusive clearing nummer, ev. Eurobonusnummer och biljett information / itinerary

Denmark

SAS kundservice
Postboks 150
2770 Kastrup

Sweden

SAS Kundrelationer
Avd STOSK
195 87 Stockholm
Sweden

Norway

SAS Customer Relations
Avd. OSLSK
0080 Oslo
Norway

All other countries:

Scandinavian Airlines
Customer Relations - International
Dept. Scandinavian Airlines
S-195 Customer Relations - International
Sweden Dept. STOSN
S-195 87 Stockholm

Singapore Airlines

http://www.singaporeair.com/saa/en_UK/index.jsp

SKYWAYS

<http://www.skyways.se/Rese-info/resevilkor/#Klagomål%20och%20Reklamationer%20från%20resenär>

Klagomål och reklamationer från resenär

Under normala förhållanden besvaras skriftliga klagomål inom 21 dagar från datum av mottagande. Adress och kontakt enligt nedan.

Skyways
Customer Relations
Box 249
190 47 Stockholm-Arlanda
customer.relations@skyways.se

South African Airways

<http://www.flysaa.com/>

No information found.

Spanair

<http://www.spanair.com/web/sv-se/>

Sri Lankan

<http://www.srilankan.lk/>

Passenger and Baggage Claims

It is our aim at SriLankan Airlines to provide you with the highest standard of service. Simply fill out the form and send it to us, and we'll get in touch with you. http://www.srilankan.aero/contactus/contactus_passenger.asp

Sverigeflyg

<http://www.sverigeflyg.se/huvudmeny/start.aspx>

SWISS INTERNATIONAL AIRLINES

http://www.swiss.com/web/EN/various/Pages/Breaking_news.aspx

https://www.swiss.com/web/EN/general/contacts/Pages/customer_relations_form.aspx please scan receipts and attach

TAM

<http://www.tam.com.br/b2c/vgn/v/index.jsp?vgnextoid=97981ed526b72210VgnVCM1000003752070aRCRD>

TAP AIR PORTUGAL

<http://www.flytap.com/Portugal/en/Company/Press/Highlights/FAQa39sAirDisruption/>

Am I entitled to a Hotel if my flight is cancelled due to the ash cloud?

TAP will pay for your hotel stay, except for those passengers that in their point of origin didn't request a hotel booking from TAP, having therefore signed the subsequent Terms and Conditions.

Thai Airways

<http://www.thaiairways.se/dd.aspx>

THAI Volcano Help Center telephone number
(0800-1700 hrs, M-F, from 21-30 April): +66 02 545 3000

Email contact: customer@service.thaiairways.com

Turkish Airlines

<http://www.thy.com/sv-SE/index.aspx>

1400 Old Country Road Suite 304 Westbury, NY 11590
Attn. Passenger Refunds
Generell information angående ersättning kan också fås via fax (516) 247-5425

UNITED AIRLINES

<http://www.united.com/page/article/0,6867,53414,00.html>

It may also be helpful for you to view our [travel disruptions](#) page for information about what to expect if delays or cancellations occur.

US Airways

<http://www.usairways.com/default.aspx>

Vietnam Airlines

http://www.vietnamairlines.com/wps/portal/en/site/home?lang=en&country=denmark&country_code=DK&

WIDEROES FLYVESELSKAP

<http://www.wideroe.no/>

VIRGIN ATLANTIC

<http://www.virgin-atlantic.com/en/gb/passengerinformation/latestnews/index.jsp>

How do you claim your costs back for hotels and meals if you have incurred any?

As soon as you have returned home and have had the chance to gather all your paperwork and receipts please email

EUcompensation@fly.virgin.com

Attaching scanned copies of your receipts

Alternatively please send a letter and copies of your receipts to

Virgin Atlantic Customer Relations

EU Compensation

PO Box 747

Dunstable

LU6 9AH

What will Virgin Atlantic pay for?

The reasonable cost of

- Breakfast, and either lunch or dinner for each day you have been delayed

Plus

- Two short telephone or e-mail messages for each day you have been delayed

Plus

- Mid range hotel accommodation and a return journey from the airport to the hotel using public transport

We are unable to reimburse any of the following:

- Unreceipted expenses
- Top range and/or luxury hotels
- Alcohol
- Room service
- Entertainment
- Any other purchases not related to meal and accommodation requirements

Travel Insurance:

We strongly advise passengers with travel insurance to contact their providers to ensure their travel policy has not expired.