

Dear Passenger,

Reliability and punctuality are the prime objectives of Malév, and we continuously take all necessary measures to keep up our good service standards and to avoid flight irregularities.

However, if your flight is cancelled, depending on the specific circumstances of the case, Malév provides you assistance and compensation in lines with the information set out in this notice.

At the airport where the cancellation occurred, Malév will offer you free of charge:

- meals and refreshments in a reasonable relation to the waiting time;
  - 2 telephone calls;
  - hotel accommodation if an overnight stay becomes necessary and if you are not resident at the departure airport area;
  - transfer between the airport and the place of accommodation if an overnight stay becomes necessary;
- provided that these services will not prevent you from reaching the alternative flight we have arranged for you.

In addition, you may choose between

- rerouting to your destination at the earliest opportunity indicated by us or at a later date at your convenience, subject to availability of seats; or
- reimbursement for the part or parts of your journey not yet made, and for the part or parts already made if the flight is no longer serving any purpose in relation to your original travel plan, together with a return flight to the point of departure, when relevant.

Please note that we will only consider journeys set out in the same flight ticket in which the journey affected by the cancellation appears.

If the cancellation is not caused by extraordinary circumstances, you are also entitled to compensation, unless

- we have informed you of the cancellation at least 2 weeks before departure; or
- we have informed you of the cancellation between two weeks and seven days before departure, and offered alternative transportation the departure time of which is not more than 2 hours earlier and the arrival time of which is not more than 4 hours later than the original scheduled times; or
- we have informed you of the cancellation less than seven days before the scheduled time of departure, and offered alternative transportation the departure time of which is not more than 1 hour earlier and the arrival time of which is not more than 2 hours later than the original scheduled times.

Regarding compensation, you have the choice between cash, travel voucher or frequent flyer bonus points. Bonus points and travel voucher amounts are higher than cash amounts. Travel vouchers can be used for payment for Malév services within one year after the date of issue. Frequent flyer bonus points can be redeemed on Malév and on **oneworld** member airlines.

The amount of compensation is:

distance of your flight	cash	travel voucher	cash + travel voucher	bonus points
1500 km or less	250 EUR	450 EUR	100 EUR + 300 EUR	5000
1500-3500 km all intra-EC flights of more than 1500 km	400 EUR	650 EUR	100 EUR + 500 EUR	10500
all other flights	600 EUR	900 EUR	100 EUR + 750 EUR	15000

If we arrange alternative transportation and the arrival time at destination does not exceed the scheduled arrival time of the flight originally booked

- by 2 hours in respect of flights of 1500 km or less;
- by 3 hours in respect of intra-EC flights of more than 1500 km and for all other flights between 1500 and 3500 km;
- by 4 hours in respect of all other flights not falling under the previous two categories

the amount of compensation will be reduced by 50%:

distance of your flight	cash	travel voucher	cash + travel voucher	bonus points
1500 km or less	125 EUR	225 EUR	100 EUR + 100 EUR	2500
1500-3500 km all intra-EC flights of more than 1500 km	200 EUR	325 EUR	100 EUR + 200 EUR	5250
all other flights	300 EUR	450 EUR	100 EUR + 325 EUR	7500

As compensation cannot be paid and reimbursements cannot be made at the airport, you need to write to Malév Customer Care at [claims@malev.hu](mailto:claims@malev.hu).

We would like to inform you that each EU Member State has designated a body responsible for the enforcement of the assistance rules outlined in this notice.

In Hungary the designated body is:

*Nemzeti Fogyasztóvédelmi Hatóság (National Consumer Protection Authority)*

*1088 Budapest, József krt. 6.*

*Tel.: +36 1 459 4800, Fax: +36 1 210 4677, [nfh@nfh.hu](mailto:nfh@nfh.hu)*

**However, as it is the responsibility of airlines to deal with passenger claims, we kindly ask you to address all your requests to Malév Customer Care at [claims@malev.hu](mailto:claims@malev.hu) first.**

We sincerely apologise for any inconvenience and we hope that the remaining part of your journey will be pleasant.

Thank you for choosing Malév.

**MALEV** Hungarian Airlines 

*This notice is required by Regulation EC 261/2004 of the European Parliament and of the Council establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights.*

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