

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 the departure of your flight is extensively delayed, depending on the specific circumstances of the case, Malév provides you assistance in lines with the information set out in this notice.

If the departure of your flight is delayed:

- for 2 hours or more in the case of flights of 1500 km or less; or
- for 3 hours or more in the case of all intra-EU flights of more than 1500 km and of all other flights between 1500 and 3500 km; or
- for 4 hours in the case of all flights not falling under the above categories;

we will offer you, before the departure of your flight, 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 accommodation if an overnight stay becomes necessary.

In addition we may, in our own discretion, arrange alternative transportation for you.

Please note that these services will not be provided if it would further delay the departure of the aircraft or if it would prevent you from reaching the flight on which we made a reservation for you, if applicable.

When the departure is delayed for more than 5 hours, and you chose not to travel, you may ask for 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 delay appears.

According to Regulation EC 261/2004 you are not entitled to compensation.

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

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 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.