

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 overbooked and therefore you cannot travel, 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 you surrendered your reservation or are denied boarding, 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;
- transfer between the airport and the place of accommodation if an overnight stay becomes necessary.

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 denied boarding appears.

As compensation, you have the choice between cash, travel voucher or frequent flyer bonus points (FFBP) in the below amounts:

distance of your flight	travel voucher	bonus points	cash
1500 km or less	500 EUR	52000	250 EUR
1500-3500 km all intra-EC flights of more than 1500 km	800 EUR	82000	400 EUR
all other flights	1200 EUR	125000	600 EUR

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%, and therefore we will provide:

distance of your flight	travel voucher	bonus points	cash
1500 km or less	250 EUR	26000	125 EUR
1500-3500 km all intra-EC flights of more than 1500 km	400 EUR	41000	200 EUR
all other flights	600 EUR	62500	300 EUR

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.

If, for some reasons, payment of compensation cannot be effected at the airport, we will take all measures to compensate you as soon as possible.

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)  
Közép-magyarországi Regionális Igazgatósága  
1052 Budapest, Városház u. 7.  
1364 Budapest, Pf.: 144  
Tel.: +36 1 328 0185, Fax: +36 1 411 0116  
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 Department 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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