



PROBLEM WITH FLIGHT

Check list & instructions for traveler

You are entitled to get a compensation up to € 600, if your flight is canceled, delayed or overbooked.

Full name: _____ Airport From: _____

Passport/ID No: _____ Airport To: _____

Citizenship: _____ Airlines: _____

Email: _____ Flight date: _____

Phone No: _____ Flight number: _____

Describe what happened (problem):

Flight delay Airline arrived later than 3 hours to final destination?

Flight canceled Airline notified you about problem 14 days in advance?

Denied boarding Discount code: _____ (indicate)

Please, choose your problem with “√/”

EXTENDED PROCEDURE if your flight was canceled, delayed or overbooked

1. First of all do not panic. Now you need to be careful and organized to protect your rights and compensate damages.
2. Contact the representative of the airline or the agent of the service company and request an official Certificate stating the reason for the delayed, cancelled or overbooked flight. In case the representatives of the Airline are not able to provide with the Certificate, you should require them to make a note about disrupted flight in your ticket. Make sure that the person to whom you applied for a certificate write his/her name, position and put a seal.
3. Take photos of airport's scoreboards showing the actual status of your flight.
4. Collect all checks (food, drinks, hotel). We will need them all.
5. Do not accept vouchers and do not sign any documents - they can automatically deprive you from the right to receive proper compensation.
6. If your flight was overbooked or canceled, you can ask airline's representatives to change your flight for another day.
7. Ask the representatives of the airline to provide you with the food and drinks if you have to spend more than 2h at the airport.
8. Require the airline to accommodate you at the hotel. In case you have to wait at the airport for more than 8 hours or your departure is scheduled for the next day, the airline is obliged to cover all hotel costs and transfer to the hotel and back to the airport.

AirLaw.Pro are experts in claim compensations against airlines. Do you need help?

Claim is for free. We take commission only if we are successful:

1. Fill out this document
2. Add pictures of checked documents
3. Send it to us by post / email /QR code
4. Or fill out claim form on our website:
<https://claim.airlaw.pro/req/Create/en/>

Power of Attorney and Assignment of Claim

The Client grants AirLaw.Pro s.r.o. a legal entity duly incorporated under legislation of Slovak Republic registration address: Zahradnicka 64, 821 04 Bratislava, Slovak Republic, ID: 9452207187 (hereinafter the “**AirLaw.Pro**”) and its affiliates and subcontractors (e.g. external lawyers) full authority to handle a claim against the Airline in relation to the below specified disrupted flight(s) (and also any other flight notified by Client to AirLaw.Pro via email) pursuant to AirLaw.Pro’s Terms & Conditions and/or contract entered between AirLaw.Pro and the Client, and pertinent to receiving compensation for this flight(s) as prescribed by the Regulation (EC) No. 261/2004 of the European Parliament and of the Council of 11 February 2004, Montreal Convention of 1999 and National laws.

The Client also assigns to AirLaw.Pro full ownership and legal title to compensations that the Client and his/her fellow passenger(s) (hereinafter the “**fellow passengers**”) are entitled to, based on the Regulation (EC) No. 261/2004 and Montreal Convention of 1999 year as result of disruptions happened to the flight(s).

If the assignment pursuant to this document is declared invalid for any reason, this document shall be considered a power of attorney granted by the Client to AirLaw.Pro, pursuant to which AirLaw.Pro is granted exclusive power, with full substitution right, to:

1. **represent** the Client and his/her accompanying passengers legally before the operating air carrier, charterers and booking agent, its subsidiaries and affiliated companies, insurers, banks, notary offices and before all and any supervisory authorities, arbitrations, courts and other third parties and **to carry out all arrangements and paperwork processing**, including attesting copies of documents, in relation to claiming, collecting and receiving sums of compensations and refunds prescribed by the Regulation (EC) No. 261/2004 and other applicable legislation on behalf of the Client and his/her fellow passengers, including but not limited to flight compensation sum, full or partial refund/reimbursement of airport taxes (levies/duties/fees), full or partial cost of the air tickets, accommodation, meals, transportation, amounts of losses (fines, penalties, lost profit and benefits, cost of damaged and lost goods) and of other compensations, refunds, expenses and losses due to the disrupted flight(s) specified herein as well as reimbursement of direct and indirect expenses born for collecting all sums specified herein and interest accrued on all sums specified herein;
2. **obtain** every type of information required, as well as to initiate & handle information requests with respect to any civil or administrative law proceeding and to initiate complaints and/or lawsuits with the respective courts, arbitrations or administrative bodies responsible for the enforcement of air passenger rights regulations on behalf of the Client;
3. **initiate**, conduct, undertake and enforce every type of negotiations as well as legal - judicial and extrajudicial - measures appropriate to collect the sums (compensations, refunds, expenses, losses, etc.) specified in this document from the Airline on behalf of the Client;
4. process Client’s personal identifiable data as AirLaw.Pro deems necessary and request operating Airlines not to process Client’s personal data as per applicable personal data protection laws, except only to verify Client’s claims;
5. collect, receive and make payments pertinent to the flight(s) specified herein and in relation to the Regulation (EC) No. 261/2004 and/or another legislation on behalf of the Client;
6. **authorize** any employee of AirLaw.Pro to execute any and all powers specified herein;
7. **delegate** any and all powers specified herein to any third person.

The abovementioned authorities extend to fellow passengers’ claims.

The Client understands that this means that he/she cannot accept any direct contact or payment from the Airline.

By signing this Power of Attorney I agree with AirLaw.Pro’s Terms and conditions written on the website.

By signing this form, the Client assigns his/her rights to claim the payments specified herein to AirLaw.Pro, so that AirLaw.Pro can complete the rest of the claim process on behalf of the Client.

This form is used only for the purpose of collecting on behalf of the Client payments specified herein and is valid on any territory worldwide for an unlimited period of time from the day of its issuance.

Full name & Signature

Date