Traveloffsy

POCKET CARD · UK FLIGHTS

# Flight delayed, cancelled or overbooked? UK rules

Flights from a UK airport on any airline, into the UK on a UK or EU airline, or into the EU on a UK airline.

## Delayed

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| **Care** | Delay of more than 2, 3 or 4 h, by flight length: meals, refreshments, a way to communicate, and a hotel if needed. |
| **Refund** | Delayed more than 5 h: a refund within 7 days. Vouchers only if you agree. |
| **Compensation** | £220 to £520, by flight length, arriving more than 3 h late. Not for extraordinary circumstances. |

## Cancelled

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| **Refund** | Whatever the reason: a refund within 7 days, or re-routing, possibly with another airline or transport. |
| **Compensation** | £110 to £520 if cancelled within 14 days of departure, unless extraordinary circumstances. |

## Bumped (overbooked)

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| **Refund** | The airline must ask for volunteers first. Bumped against your will: a refund within 7 days or re-routing. |
| **Compensation** | £110 to £520, by flight length and the alternative flight offered. |

## Missed connection and bags

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| **Connection** | One booking: the airline should help arrange another flight. Separate bookings: the airlines may not be able to help. |
| **Bags** | Tell the airline at the airport straight away. Claim in writing within 7 days for damage, 21 days for a delayed bag. Lost after 21 days. |

**How to claim.** Contact the airline directly and keep every receipt. Not satisfied, or no reply within 8 weeks: its alternative dispute resolution (ADR) provider or, if it has none, the Civil Aviation Authority (CAA).

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**Source:** UK Department for Transport, Air passenger travel guide (GOV.UK). Contains public sector information licensed under the Open Government Licence v3.0; summarised and modified by Traveloffsy. Checked 5 Oct 2026. Figures change: check the latest at **traveloffsy.com/travel-rights-finder**. General information, not advice.