

Compensation claim for delayed flight

For instructions on how to fill in the form, please see page 4.

First name(s):	<input type="text"/>
Surname:	<input type="text"/>
Address:	<input type="text"/>
Postal code:	<input type="text"/>
City:	<input type="text"/>
E-mail:	<input type="text"/>
Telephone:	<input type="text"/>
Booking number	<input type="text"/>
Date of departure:	<input type="text"/>
Flight number:	<input type="text" value="NVR"/>
Airport of departure:	<input type="text"/>
Airport of arrival:	<input type="text"/>

Are you claiming compensation on behalf of others?

YES	<input type="radio"/>
NO	<input type="radio"/>

If yes Please state the total number of persons over 18:
Please state the total number of persons under 18:

If claiming compensation on behalf of others, all passengers over the age of 18 must complete the Power of Attorney on page 2 and 3.

Date:

Signature:

Please note that computer generated signatures are not accepted.

Account Details:

Account number

Swift code:

IBAN number:

To be completed by Novair:

Reference number

Amount

Personal information belonging to the recipient of the compensation:

Full name	Booking number
Address	Postal code and town

Personal information belonging to the fellow traveler(s):

Full name	Booking number
Address	Postal code and town

Full name	Booking number
Address	Postal code and town

Full name	Booking number
Address	Postal code and town

Full name	Booking number
Address	Postal code and town



Power of Attorney

By both parties' signature, the agent possesses the legal capacity to receive cash compensation regarding a flight delay in relation to EU on behalf of the principal.

Details regarding the flight delay:

Date of departure	Flight number (NVRXXX):
Airport of departure	Airport of arrival

Signatures (please note computer-generated signatures are not accepted)

The Recipient:

Date:
Place:
Signature:

The fellow traveler(s):

Date:
Place:
Signature:

Date:
Place:
Signature:

Date:
Place:
Signature:

Date:
Place:
Signature:

Dear Novair guests,

We apologize for the flight delay and for the possible inconveniences the delay might have caused.

According to the EG261/2006 Regulation, passengers might be eligible for compensations if their flight is delayed as follows:

1. EUR 250,- on flights of 1,500 kilometers or less.
2. EUR 400,- on intra-EU*) flights of more than 1,500 kilometers.
3. EUR 400,- on other flights between 1,500 and 3,500 kilometers.
4. EUR 600,- on all flights not falling under 1), 2) and 3)

*) intra-EU: EU countries and Norway, Switzerland and Lichtenstein. Please note that Canary Islands are part of EU.

Please note that Novair is not obligated to compensate for any extra costs acquired due to delay (e.g. extra parking fees, missing salaries, extra connection travel etc.). We recommend you contact your Travel Insurance.

How to fill in the Delay Compensation Form

If you are seeking delay compensation only for yourself, please fill out only page 1. Otherwise, please also fill out the Power of Attorney (PoA) on pages 2 – 3. Please fill out the form on the computer screen (except signatures) or write in block letters.

Flight delay compensation is always personal compensation paid to individual passenger, regardless of who paid for the ticket. Therefore, if you are seeking compensation on behalf of others, you will have to submit a PoA from that person (pp. 2 – 3).

Please note that the form must be signed by hand, therefore it is necessary to print the form before signing. After signing, you can take a photo or scan the document and email it to Novair. (eu261@novair.se).

If a passenger claiming compensations is under 18 years old, the PoA must be signed by the child's legal guardian.

Instructions for page 1:

- Booking number = Tour Operator's ticket number. If you are seeking compensation on behalf of several passengers, please write all booking numbers here.
- Date of departure = Scheduled date for the delayed flight.
- Flight number = The number for delayed flight. Please note that the outbound and homebound flights have different numbers.
- Airport of departure, Airport of arrival = Scheduled departure and destination airports for the delayed flight.
- Persons over and under 18 years = Total number of travelers included in the claim.
- Signature: Claimer's signature by hand. Please note that computer generated signatures are not accepted.
- Account details: if you have a Danish bank account, please fill in your account number in domestic format. In all other cases (as Novair will transfer funds from Denmark), the bank account has to be in international format (IBAN account number and bank's BIC/SWIFT code). Please consult your bank statement, online bank or contact your bank's Customer Service.

Instructions for pages 2 - 3:

- Recipient of the compensation = Same as claimer on page 1.
- Information of fellow travelers. Please fill in the names and street addresses of all travelers seeking compensation (including those who are under 18). Do not forget booking number, esp. if you are seeking compensations on behalf of several persons.
- Details of the delayed flight: please use the scheduled dates, even if the flight was significantly delayed.
- Date, place and signatures: please note that computer generated signatures are not accepted.

Please email the filled form and possible attachments to eu261@novair.se Note that there is a significant delay on handling time if you choose to send the compensation form via postal service.

Data Protection Statement

Information you provide on your claim, will only be used in connection with the compensation case. By submitting the claim, you accept that Novair may contact relevant parties for more information and clarifications.

Nova Airlines AB (Novair) is the legal entity responsible for the personal information regulated in accordance with applicable data protection legislation, including Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016.