



# Things Airlines Won't Tell You



**FARE ON HOLD:** You have the right to put a fare on hold for 24 hours if you book more than 7 days before departure. (For American Airlines, you have to pay for the fare, but you have the right to cancel within 24 hours.)



**BUMPED FROM FLIGHT:** You have a right for cash (not a voucher) if you're bumped from a flight unless the airline has to substitute a smaller plane for operational reasons. Maximum payout: \$1,300 Also depends on length of the delay. If they put you on a flight within an hour of original flight, no payment is due.



**DELAYED/CANCELED:** If your flight is severely delayed or canceled, you have the right to get your money refunded, even on a non-refundable fare. You do not have to take the flight. The same applies to a re-routing or schedule change. If you booked the non-stop flight at 9 a.m. and the airline e-mails you to say they've put you on the 5 a.m. connecting flight, you can say "no thanks" and ask for a refund.



**ADVICE:** If you bought a ticket and can't use it for any reason, you should frequently monitor the flight's schedule and see if there's a significant time change; even if there's no change, show up at the airport anyway and hope that the flight is delayed or canceled and then ask for a refund.



**GET OFF PLANE:** You have the right to request to get off the plane if your flight is delayed on the tarmac/runway after 3 hours domestically, 4 hours international flights. In other words, you can say to the crew, "Get me back to the terminal - I want to get off."



**WHERE'S MY BAG?** If the airline misplaces your checked bag, you have the right to ask for reasonable replacement of essential items (not just a toothbrush). If the delay happens away from your home, the DOT has ruled that in those circumstances, a delayed bag is as good as a lost bag. If you're going to a business meeting and you wore sweats on the plane and your suit is in your checked bag, you can buy a suit and get reimbursed (not an Armani \$4,000 suit, but something to get you to the meeting).



**INTERNATIONAL TRAVEL:** Different rules apply when flying from the European Union and Canada, but they apply to U.S. citizens as well as Canadians and Europeans. For example, if a flight from Canada is delayed more than 8 hours, the airline is required by law to provide a hotel room, meals and airport transfers to the hotel. If your flight from Europe suffers a long delay, you could get up to 600 euros in compensation or \$750. Neither of those rules exists in the U.S.