

Guidance Notes on Completing the Claim Form

- 1) Forms must be completed in **BLOCK CAPITALS** in **BLACK** or **BLUE INK** and in **FULL**.
- 2) Monarch regrets that processing of the Claim Form will be delayed or your claim may be rejected where;
 - a) the Claim Form is incomplete, unsigned or illegible.
 - b) the Claim Form is not accompanied by the required documentation.
- 3) All sections of the form must be completed.
- 4) Please complete a separate Claim Form for each adult passenger on the booking who is claiming for a flight delay. Please note that only delays in excess of 3 hours upon arrival will be processed.
- 5) All Claim Forms must be accompanied by the following documents:
 - a) a copy of the passenger's passport; this should be of the passport name page and signature.
 - b) a copy of your booking confirmation / flight itinerary and/or boarding cards.
- 6) In the case of a successful claim, you have the option to choose whether any settlement is paid by cheque or by Monarch Flight Vouchers. If you select Monarch Flight Vouchers then you will receive a voucher to the value of your delay compensation plus 20%. For example, if you are entitled to compensation of Euro 250 then you will receive a Monarch Flight Voucher to the value of Euro 300. Monarch Flight Vouchers have a validity of 1 year from the date of issue. Please note all forms of compensation, whether by voucher or cheque, will be in full and final settlement of your claim for delay compensation under Regulation 261 against Monarch Airlines.
- 7) Upon receipt of your fully completed claim form this will be logged into our database and an email acknowledgement will be sent. From this date Monarch will endeavour to process your claim within 28 days.
- 8) Please note that once your Claim Form has been verified and your details recorded on our database your documentation will be shredded. Completed forms and documentation will not be returned.
- 9) Please note that a flight delay will be assessed in line with the criteria set down in Regulation EC261/2004. Any individual issues you submit with the claim form regarding your flight delay will be passed to our Post flight team who will respond to you directly.

Guidance on Regulation 261/2004

- 1) EU Regulation 261/2004 provides that, in the event of cancellation or long delay, passengers are entitled to compensation in certain situations.
- 2) If your flight arrived at its destination more than 3 hours behind schedule, then you may be entitled to compensation. The amounts of compensation payable are:
 - i) Euro 250 for flights of 1500km or less
 - ii) Euro 400 for Intra-Community flights of greater than 1500km & all other flights between 1500 and 3500km
 - iii) Euro 600 for all flights over 3500km*

Note: *If your arrival is within 3 and 4 hours of your original scheduled time of arrival, then the compensation payable is reduced by 50%
- 3) You may not be entitled to compensation despite suffering a delayed flight where the delay was caused by Extraordinary Circumstances.

EU COMPENSATION CLAIM FORM FOR A FLIGHT DELAYED MORE THAN THREE HOURS

PLEASE COMPLETE IN **BLOCK CAPITALS** IN **BLACK** or **BLUE INK** and in **FULL**.

A **SEPARATE FORM** MUST BE COMPLETED **FOR EACH ADULT** WISHING TO MAKE A CLAIM FOR COMPENSATION. PLEASE REFER TO THE ATTACHED GUIDANCE NOTES.

1. Claimant Details

Enter all details in BLOCK CAPITALS

	Title:								
Passenger Name	Surname:								
Passport Number Please enclose with this form a photocopy of passport name page and signature	First & Middle Name/s:								
Current Address Please ensure information is clear and easy to read	Passport No:								
	Postcode: (no spaces) <table border="1" style="width: 100%; text-align: center; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>								
Home Telephone									
Mobile Number									
Email Address									

2. Claimants currently under the Age of 16

Please include in the table below details of each child claiming compensation for delay.

Please enclose with this form a photocopy of passport name page for each child.

Passenger Name (as it appears on the child's passport)	Date of Birth	Relationship to Child	Passport Number

I confirm I have the authority to claim compensation on behalf of the child referred to in section 2 of this form.

Name in Block Capitals	
Signed	Dated

3. Details of Delayed Flight

Booking Reference	
Flight Number (begins ZB or MON)	
Flight Date	
Departure airport	
Arrival airport	
Scheduled time of arrival	Actual time of arrival
How did you book your flight – Please tick the appropriate box	Monarch website [<input type="checkbox"/>] Monarch Call Centre [<input type="checkbox"/>] Travel Agent [<input type="checkbox"/>] Other [<input type="checkbox"/>] – please specify:

Please enclose with this claim form a copy of your booking confirmation and/or boarding cards for the delayed flight.

In accordance with guidance published by the European Commission we strongly urge all customers to submit their claim directly to us before instructing a legal firm to handle the claim. All customers are treated the same whether represented by a third party or otherwise therefore by coming directly to us ensures you receive 100% of your compensation if your claim is settled. Further information can be found here

http://ec.europa.eu/transport/sites/transport/files/2017-03-09-information-note-air-passenger-rights-on-claim-agencies_en.pdf

Please note that claims older than six years from the date of the flight in question will not be processed. This is in accordance with the Limitation Act 1980.

4. Compensation

Please indicate if you would prefer a Cheque or a Voucher (the face value of the voucher would be to the value of the compensation otherwise due, plus 20%). Please note all forms of compensation, whether by voucher or cheque, will be in full and final settlement of your claim for delay compensation under Regulation 261 against Monarch Airlines.

Please select method of payment by ticking one of the below

Cheque [] or Flight Only Vouchers []

In accordance with Article 3(3) of EC261/2004 customers who have purchased a flight using a staff concession (such as the 20% Friends and Family discount) are not entitled to compensation therefore any claims received will be declined.

Please see Note 6 of the Guidance Notes for further guidance on compensation.

5. Signature

Declaration: I declare that all information provided on this Claim Form is truthful and correct. I understand that false or misleading statements may give rise to criminal liability on my part. I also understand that this declaration gives permission to Monarch and their appointed representatives to approach any third party for information required to complete their assessment of this claim.

Name (in block capitals) _____

Signed _____

Dated _____

In accepting this Claim Form Monarch makes no admission of liability.

Monarch reserves all rights in relation to any losses suffered or payments made as a result (whether directly or indirectly) of any false or misleading statements made on this Claim Form or otherwise in making a claim.

Please post to:

Monarch Airlines
EU Claim Team
Prospect House
Prospect Way
London Luton Airport
Luton
LU2 9NU

We are unable to accept claim forms submitted by email.

Where you return this form to us by post please ensure that you include copies of the required documentation on A4 paper as we are unable to return original documentation.