



Press release

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Outward flight not taken - what happens with your flight back?

You have booked a round trip flight for your holiday, but due to an unexpected change, you only take the flight back, without having boarded for the outward flight? Be aware that your airline may cancel your flight due to a “no-show”.

Indeed, many airlines stipulate in their general conditions of carriage that booked flights can only be used in the order stated on the ticket.

As a result, if a passenger does not take the outward flight (or part of it) without informing the airline in advance, the flight back (or the connecting flight) may be cancelled, or the passenger may be charged additional fees (e.g. a flat fee or the difference to buy a single ticket).

However, there are some airlines where it is not working like this and where the outward and the flight back are considered as two separate bookings, and where the non-use of the outward flight has no effect on the validity of the flight back.

Since "no-show" cases are not regulated in the European Air Passenger Rights Regulation (EC) No. 261/2004, we advise you to carefully read the General Conditions of Carriage regarding their “no-show” policy.

About us – www.cecluxembourg.lu

The European Consumer Centre Luxembourg (ECC Luxembourg) GIE is part of a network of 29 ECCs in the European Union, in Iceland and in Norway (European Consumer Centres Network – ECC-Net). Our services are free of charge.

The ECC Luxembourg is a "Groupement d'Intérêt Economique" created by the Luxembourg State and the Union Luxembourgeoise des Consommateurs (ULC). The CEC is financially supported by the European Commission, the Luxembourg State (Ministry of Consumer Protection) and the ULC and is competent for consumer protection in Europe and cross-border disputes.

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