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Press release

Frankfurt-Hahn airport in difficulty

The CEC Luxembourg informs you about your rights as an air passenger

Recently, the international press has brought to our attention the difficult financial situation of Frankfurt-Hahn airport. The CEC Luxembourg would like to remind Luxembourg residents, many of whom fly from this airport, of their rights as air passengers in case of flight cancellation.

If the airline cancels your flight, the European regulation 261/2004 on air passenger rights stipulates that in any case, you are entitled to a refund of the price of your ticket or to be re-routed to your final destination.

In addition, just as a cancellation caused by adverse weather conditions or a strike of air traffic controllers, a cancellation due to e.g. the bankruptcy of an airport can be considered as an extraordinary circumstance. In such situations you are not entitled to compensation.

Advice from the CEC Luxembourg: If you have any questions regarding cancellations caused by the situations described above, please do not hesitate to contact either the CEC Luxembourg or the National Enforcement Body (NEB) in Luxembourg at passagers@mpc.etat.lu

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

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You can reach the ECC Luxembourg for questions concerning consumer protection in Europe or in cases of cross-border disputes at the following address:

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