

Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91 (Text with EEA relevance)

*Article 9*

**Right to care**

- 1 Where reference is made to this Article, passengers shall be offered free of charge:
  - a meals and refreshments in a reasonable relation to the waiting time;
  - b hotel accommodation in cases where a stay of one or more nights becomes necessary, or where a stay additional to that intended by the passenger becomes necessary;
  - c transport between the airport and place of accommodation (hotel or other).
- 2 In addition, passengers shall be offered free of charge two telephone calls, telex or fax messages, or e-mails.
- 3 In applying this Article, the operating air carrier shall pay particular attention to the needs of persons with reduced mobility and any persons accompanying them, as well as to the needs of unaccompanied children.