

Price List

1. General provisions

All capitalised terms provided in the Price List are described in detail in FlyHelp [General Terms and Conditions](#). The Price List applies to payments in relation to the Flight Compensation Regulation. If FlyHelp offers any other services, the respective amounts are paid under a separately agreed terms.

2. No fee for submission of the Claim

FlyHelp pursues the Claim free of charge and does not charge anything if the Flight Compensation is not recovered from the flight operating carrier (airline).

3. FlyHelp remuneration

If the Claim is successful and the Flight Compensation received, the agreed part of the Flight Compensation will be deducted from the Flight Compensation paid by the airline.

FlyHelp remuneration:

In the case of all flights of 1 500 km or less, where the Client is entitled to a Flight Compensation of 250 EUR, FlyHelp remuneration is 75 EUR, including applicable VAT.

In the case of all intra-Community flights of more than 1 500 km, and for all flights between 1 500 km and 3 500 km, where the Client is entitled to a compensation of 400 EUR, FlyHelp remuneration is 120 EUR, including applicable VAT.

In the case of all flights not described above, where the Client is entitled to a compensation of 600 EUR, FlyHelp remuneration is 180 EUR, including applicable VAT.

In the cases where the Client is entitled to a different amount of the Flight Compensation, FlyHelp remuneration will be 39,7% of the received Flight Compensation including applicable VAT.

4. Legal Proceedings

If settlement agreement with the airline is not reached or in other cases, when the Flight Compensation recovery process would be more effective and (or) quicker, FlyHelp will initiate Legal Proceedings and will be entitled to the increased remuneration in order to cover additional costs of the Proceedings (e.g. court fees, translation costs, attorney fees, administrative costs). This includes proceedings in arbitration courts, or alternative dispute resolution centers.

FlyHelp remuneration in the case of Legal Proceedings:

In the case of all flights of 1 500 km or less, where the Client is entitled to a Flight Compensation of 250 EUR, FlyHelp remuneration is 125 EUR, including applicable VAT.
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In the case of all intra-Community flights of more than 1 500 km, and for all flights between 1 500 km and 3 500 km, where the Client is entitled to a compensation of 400 EUR, FlyHelp remuneration is 200 EUR, including applicable VAT.
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In the case of all flights not described above, where the Client is entitled to a compensation of 600 EUR, FlyHelp remuneration is 300 EUR, including applicable VAT.

In the cases where the Client is entitled to a different amount of the Flight Compensation, FlyHelp remuneration will be 50% of the received Flight Compensation, including applicable VAT.

5. Value Added Tax (VAT)

VAT is established by the law and will be specified according to the law.