

Save the proof while it is happening.

A clean timeline and the right records are much harder to reconstruct after you leave the airport. Use this checklist before, during and immediately after a disruption.

PASSENGER

BOOKING REFERENCE

OPERATING AIRLINE / FLIGHT

DATE / ROUTE

Core flight record

- ☐ Save the booking confirmation, ticket number and every boarding pass.
- ☐ Record the operating airline, not only the airline that sold the ticket.
- ☐ Save the original itinerary and every replacement itinerary offered.
- ☐ Photograph the departure board, gate and visible delay or cancellation status.
- ☐ Keep airline app, email and text notices with their timestamps.
- ☐ Record the actual arrival time at the final destination.

Ask before you leave

- ☐ Ask the airline to state the disruption cause in writing.
- ☐ Ask which rerouting, refund and care options are available.
- ☐ Write down staff names, case numbers and any promises made.

Delay or cancellation

- ☐ Save the first notice and the exact time it was received.
- ☐ Record every alternative flight offered and when it would arrive.
- ☐ Keep compensation, care expenses and ticket refunds as separate requests.
- ☐ Check voucher terms before accepting: value, expiry, restrictions and effect on a cash refund.
- ☐ Keep itemised meal, hotel and ground-transport receipts with proof of payment.

Denied boarding

- ☐ Record whether you volunteered or were involuntarily denied boarding.
- ☐ Ask for the written notice of rights and the reason for the denial.
- ☐ Save the alternative itinerary, payment offer and calculation provided.

One disruption can involve several different remedies.

Name each request separately and attach only the evidence that supports it.

Turn the disruption into one clean claim file.

Keep the original files. Submit copies through the operating airline's official channel.

Baggage problem

- ☐ Report delayed, missing or damaged baggage promptly.
- ☐ Keep the Property Irregularity Report or baggage file reference.
- ☐ Save baggage tags, boarding passes and photographs of damage.
- ☐ Keep purchase evidence for the bag and its contents where available.
- ☐ Keep receipts for necessary interim purchases during a delay.
- ☐ Submit written notice before the applicable baggage deadline.

Expense evidence

- ☐ Ask the airline what care it will provide before buying items yourself.
- ☐ Keep spending reasonable and connected to the disruption.
- ☐ Retain itemised receipts, not only card-terminal slips.
- ☐ Note who travelled, the date, purpose and amount for every receipt.

Claim file

- ☐ Create a short timeline from the first notice to final arrival.
- ☐ List each remedy requested: compensation, refund, rerouting, expenses or baggage loss.
- ☐ Add the relevant booking, notices, receipts and photographs.
- ☐ Submit through the airline's verified official channel.
- ☐ Save the submitted form, attachments, confirmation and case number.
- ☐ Avoid duplicate submissions for the same remedy.

If the airline says no

- ☐ Ask for the decision, disruption cause and supporting facts in writing.
- ☐ Check the escalation route for the law that actually governs the flight.
- ☐ Keep all deadlines and the airline's final response together.

Quick distinction

Compensation	A payment for the disruption under a qualifying rule.
Care / expenses	Reasonable meals, hotel or transport during a qualifying wait.
Refund	Money returned for unused transportation or an unprovided service.
Rerouting	Alternative transportation to the destination.

Primary references used to design this checklist

EU Your Europe passenger rights | UK Civil Aviation Authority
Canadian Transportation Agency | U.S. Department of Transportation
ICAO Montreal Convention

This checklist is organisational information, not legal advice.

Route, operating airline, cause, timing and current law determine the actual result.