Passenger rights

Your rights under Moldovan Government Decision No. 836/2012 if your flight is cancelled or delayed or you are denied boarding.

When these rights apply

Government Decision No. 836/2012 applies to departures from Moldova and to flights from a third country to Moldova operated by a Moldovan airline. For those inbound flights, an exception may apply if you already received benefits or compensation and assistance in the country of departure.

Normally, you must hold a confirmed reservation and check in by the time you were given in writing, or at least 45 minutes before scheduled departure if you were given no time. The check-in condition does not apply to cancellations. Passengers transferred to another flight by an airline, tour operator or travel agency are also covered.

The regulation covers public fares and tickets issued under a loyalty or other commercial programme. It excludes free or reduced fares unavailable to the public.

Denied boarding

If the airline expects to deny boarding, it first asks for volunteers to give up their seats in exchange for agreed benefits. Volunteers also receive the reimbursement or rerouting options provided by the regulation.

If you are denied boarding against your will in circumstances covered by the regulation, the airline must pay the applicable compensation immediately and offer care and a choice of reimbursement or rerouting. Health, safety, security and inadequate travel documents can be lawful grounds for refusing carriage.

Flight cancellation

If your flight is cancelled, the airline must explain the alternatives and offer care and a choice of reimbursement or rerouting.

Compensation is generally due unless you were told at least 14 days before departure or the airline met one of these notice and rerouting conditions. With at least 7 days and less than 14 days' notice, the offered departure is no more than 2 hours early and arrival is less than 4 hours late. With less than 7 days' notice, the offered departure is no more than 1 hour early and arrival is less than 2 hours late.

The airline may also be exempt from paying compensation if it proves that unavoidable extraordinary circumstances caused the cancellation despite all possible measures. The rights to care and reimbursement or rerouting still apply. The airline is responsible for proving whether and when it notified you.

Flight delay

Care is due if departure is expected to be delayed by at least 2 hours on flights of up to 1,500 km, 3 hours on flights of more than 1,500 km and up to 3,500 km, or 4 hours on longer flights.

If the delay reaches 5 hours, you may choose reimbursement under point 22(a), including a return flight to your original departure airport when applicable.

Point 17 of the regulation approved by Government Decision No. 836/2012 provides for compensation for qualifying delays under Chapter V. According to the AAC’s guidance, you may be entitled to compensation if you arrive at your final destination at least 3 hours after the scheduled arrival time, subject to the applicable legal conditions and exceptions.

Care and assistance

Where you are entitled to care, the airline must provide meals and refreshments proportionate to the wait and allow two free telephone calls and free messages by telex, fax or email.

If you need to stay overnight, including when a replacement departure is expected the next day, care includes hotel accommodation and transport between the airport and the place of accommodation where the regulation provides for it.

Passengers with reduced mobility, their companions or certified assistance dogs, and unaccompanied children have priority for carriage. Passengers with reduced mobility, their companions and unaccompanied children are entitled to prompt care in the event of denied boarding, cancellation or a delay of any length.

Reimbursement or rerouting

If you choose statutory reimbursement, it is due within 7 days at the original purchase price. This covers unused parts of the journey and parts already flown if the journey no longer serves your original travel plan. A return flight to the original point of departure must also be offered as soon as possible when applicable.

Where the regulation gives you a choice of rerouting, the alternatives are comparable transport to your final destination at the earliest opportunity or on a later date of your choosing, subject to seat availability. If the airline offers an alternative airport serving the same area, it pays for the transfer to the original airport or another nearby destination agreed with you.

Compensation and payment methods

Where compensation is due, the amount is the equivalent of €250 for flights up to 1,500 km, €400 for flights of more than 1,500 km and up to 3,500 km, and €600 for longer flights. Distance is measured along the shortest route on the globe. Payment is made in Moldovan lei at the National Bank of Moldova exchange rate on the payment date.

If the airline offers rerouting, it may reduce compensation by 50% if your arrival is no more than 2, 3 or 4 hours late respectively for those distance bands.

The regulation provides for payment in cash, by electronic bank transfer, bank payment order or bank cheque. These methods also apply to statutory reimbursement. Travel vouchers or other services require your written consent.

An upgrade carries no extra charge. If the airline moves you to a lower class, it must reimburse 30%, 50% or 75% of the ticket price within 7 days for the respective distance bands above.

Written notices and accessible information

The airline must display information at check-in about where to obtain a written explanation of your rights. If you are denied boarding, your flight is cancelled or your flight is delayed by at least 2 hours, you must receive written information about assistance and compensation, including the airline’s complaint contact and the AAC’s contact details.

Blind and low-vision passengers must receive the information through appropriate alternative means. The protections in the regulation continue to apply regardless of any restrictive clause in your contract of carriage.

Claims and further information

Contact AirPolaris first to ask for assistance or submit a claim.

Contact AirPolaris

Include your booking reference, flight number, travel date and a brief description of what happened.

Complaints

claims@airpolaris.com

Civil Aviation Authority of the Republic of Moldova

If your complaint remains unresolved or you do not receive a response within the applicable legal deadline, you can submit a petition to the authority. Include your correspondence with AirPolaris.

bd. Dacia 80/3, Chișinău, MD-2026

Submit a petition to the AAC

Consumer hotline 022 823 824

www.caa.md

Official text of Government Decision No. 836/2012

AAC passenger rights guidance