



Coalition for an Airline Passengers Bill of Rights **CAPBOR**

Stranded Passenger Survival Guide

Hotline: 877-FLYERS6
(359-3776)

<http://www.flyersrights.org>

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The Coalition for an Airline Passengers Bill of Rights (CAPBOR) is a non-profit grass roots organization of fed up airline passengers over 21,000 strong and growing rapidly. It has spearheaded a national campaign to get passengers the rights they need and deserve- especially in stranding situations. For more information on how to become a member, sign our petition or to make a contribution, go to our web site at www.flyersrights.org.

Here are some suggestions if you are stranded on a airliner on the tarmac for more than two hours and want to get off:

- If there is a medical or security emergency on board, call 911 and the airline.
- Take photographs or video of everything that is happening around you.
- Call the **CAPBOR** stranded passenger hotline **1-877-FLYERS-6**. Tell us what is happening including your airline, flight number, airport location, how long you have been on the tarmac, and any special or emergency conditions.
- Go to www.flyersrights.org and click on Emergency Kit. You can download the Emergency Kit and the We Gotta Get Outta this Plane song to your iPod to play later.
- Once you have been on the tarmac for three hours, start a petition with signatures and email addresses from other passengers, hopefully a majority.
- Give the petition to the head flight attendant to deliver to the captain, retain a copy and get the names of the flight crew.
- If they refuse to take you to the terminal and continue to hold you “hostage” and you and some other passengers are musically inclined, you can sing the “We Gotta Get Outta This Plane” song (to the tune of We Gotta Get Outta this Place) as a non threatening protest.
- Do not get angry, never threaten the flight crew or other passengers. Always be respectful and polite to the flight crew and have witnesses to your conversations with them. Always comply with the directions of the flight crew even if you disagree with them.

PETITION TO THE CAPTAIN OF:

Flight: _____

Airline: _____

Date/Time: _____

We, the undersigned passengers, request that we be returned to the terminal, as we have been held for over 3 hours on this aircraft on the ground at _____ airport and are now being held against our will.

Name Seat No. Email Address/Phone

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____

"WE GOTTA GET OUT OF THIS PLANE"
Copyright 2007 Kate Hanni

VERSE
In this dirty old part of the tarmac
Where the sun refuse to shine
People tell me there ain't no use in flyin'

You might have missed your daughter's wedding
But try to look on the brighter side
At least you'll get some pretzels from this ride

CHORUS:

We Gotta Get out of this plane
If it's the last thing we ever do
We Gotta Get out of this plane
Boy there's a Cinnabon for me and you

VERSE

Watch the passengers' seated and helpless
Now their hair is turning grey
They been trapped ain't got no rights today

Yeah this water's tastin' funky
Yeah this bathroom line's so long
Still they won't admit that somethin's wrong

CHORUS

We Gotta Get out of this plane
If it's the last thing we ever do
We Gotta Get out of this plane
Boy there's a Cinnabon for me and you

CHORUS

We Gotta Get out of this plane
If it's the last thing we ever do
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When a Flight is Cancelled or Excessively Delayed

You can take your ticket to another airline and request transportation on that airline's flight to your destination. Most carriers will honor tickets from another airline if they have room, and will back charge the airline whose flight is cancelled or excessively delayed.

Bumping Rights

Airlines must give all passengers with reservations who arrive timely who are denied boarding involuntarily, a written statement describing their rights.

Under federal regulations you are entitled to an on-the-spot payment of denied boarding compensation as follows:

-Less than 1 hour delay to your destination- none.

- 1-2 hour delay (or 1-4 hours for international) – amount of your one way fare up to \$400.

- over 2 hours (or over 4 hours international) – double your one way ticket price up to \$800.

These dollar limits doubled in 2008, and for European carriers or travel there is also excessive delay compensation up to \$900. See the EU web site.

You always get to keep your original ticket and use it on another flight. If you choose to make your own arrangements, you can request an "involuntary refund" for the ticket for the flight you were bumped from. The denied boarding compensation is essentially a payment for your inconvenience.

The airline is required to seek volunteers before it involuntarily bumps passengers and should require any

Mishandled or Lost Baggage

You can request your bag be off loaded if you exit the aircraft before it takes off or if you are missing a connection. However, if your baggage goes to your destination without you, you should call the airline baggage office at the destination airport to have it secured. If your bag is delayed, the airline is required to deliver it to your hotel or residence promptly when it does arrive at your destination airport. Always fill out a missing bag report before leaving the airport and keep a copy.

If your bag is declared officially lost, you will have to submit a claim. Missing the deadline for filing it could invalidate your claim altogether. If your flight was a connection involving two carriers, the final carrier is normally the one responsible for processing your claim even if it appears that the first airline lost the bag. Airlines don't automatically pay the full amount of every claim they receive. First, they will use the information on your form to estimate the value of your lost belongings. They will also consider the depreciated value of your possessions, not their original price or the replacement costs. If you don't keep extensive records, you can expect to argue with the airline over the value of your goods. It often takes an airline anywhere from six weeks to three months to pay you for your lost luggage.

Always be sure that you have ID on your bags in more than one location in case your airline tag is removed.

If your bags are delayed, lost or damaged on a domestic trip, the airline can invoke a ceiling of \$3,000 per passenger on the amount of money they'll pay you. If your luggage and its contents are worth more than the liability limit, you may want to purchase "excess valuation," if available, from the airline as you check in. This is not insurance, but it will increase the carrier's potential liability. The airline may refuse to sell excess valuation on some items that are especially valuable or breakable, such as antiques, musical instruments, jewelry,