

Press Release - August 22, 2018

Travix and AirHelp raise bar of customer service

New service of Travix and Airhelp supports with flight disruptions

[Travix](#), a leading online travel company, well known for its brand [BudgetAir](#) today announced the launch of its collaboration with [AirHelp](#), the world's leading flight disruption compensation company and passenger rights advocate. The collaboration will enable the travel company's customers worldwide to pursue compensation for delayed, canceled and overbooked flights through a smooth and simple process at a low cost.

85% of European air travellers* don't know that following severe flight disruptions, they may be entitled to up to 550 British Pounds in compensation per person if their flight is departing from the EU or arriving in the EU with a carrier headquartered in the EU. This is why Travix and AirHelp have joined forces to offer AirHelp+ to the travel agency's customers. Making the claim process smooth and simple for travelers, AirHelp+ will entitle passengers of a disrupted flight to claim compensation from the airline without any additional charges, including AirHelp's full support of their technology, data and legal team specialised in air passenger rights.™

Following the purchase of AirHelp+ as an add on to a flight booking, Travix's customers on a disrupted flight who are eligible for compensation will be notified of their rights immediately and offered to file a claim. Once the claim has been submitted, AirHelp will take care of the entire process of claiming compensation from the airline on behalf of the passenger to ensure they receive the compensation they are legally entitled to.

AirHelp+ offers global coverage, so even if the disruption has taken place where EU law EC 261 is not applicable or in a country without strong airpassenger rights, AirHelp will help the customer pursue goodwill compensation from the airline, typically in the form of extra miles or vouchers.

Benefits for the customer

- Instant notifications about your passenger rights
- Helpline in 16 languages
- No additional fees or costs
- Saves time and money

- Compensation of up to 550 British Pounds following a disrupted flight.

"At Travix we strive for innovation and excellent customer service. Our partnership with AirHelp fulfills both values. By offering Airhelp+ (Flight Delay Compensation) we complete our one-stop-shop solution for every type of traveler nowadays", says Giorgos Mazarakis, Director Commerce at Travix

"AirHelp+ is a product that gives leisure and business air passengers the confidence to travel knowing that they will be able to receive the compensation they are entitled to following a flight disruption. With AirHelp+ Flight Delay Compensation, travelers will not have to face the hassle of checking their eligibility, claiming their compensation, chasing the airline or going to court - we'll take care of everything for them at a very low price (from GBP 5 per person). We are very happy to be able to offer our service to Travix customers as of now", says Kasper Rasmussen, VP of Strategic Partnerships at AirHelp.

About AirHelp

AirHelp is the world's leading flight compensation company, helping passengers to understand their rights and get compensation for delayed flights, canceled flights, and instances of denied boarding. Since launching in 2013, AirHelp has helped more than five million people process airline compensation claims worth almost 300 million euros in total reimbursement. AirHelp has offices across the world, is available in 30 countries, offers support in 16 languages, and employs more than 500 employees globally. More about AirHelp: <http://www.airhelp.com/>

About Travix

Travix is among the largest travel companies in the world when it comes to online sales of flight tickets. The company and its brands - [CheapTickets](#), [Vliegwinkel](#), [BudgetAir](#), [Flugladen](#) and [Vayama](#) - operate in almost 40 countries. All of the Travix brands offer global flights provided by national and economy airlines, hotels, car rentals, travel insurance and other travel-related services. Travix has over 550 employees, representing more than 50 different nationalities. Travix is part of the BCD Group. For more information, visit: www.travix.com.

***About the research**

Data is provided by YouGov Deutschland GmbH. 7.103 respondents participated in a survey which took place in 2018. The results were weighted and are representative for air travellers in the populations of Germany, UK, Sweden, Denmark, Italy, Norway and Spain (age 18+). Flight disruption is defined as a flight that has been overbooked, cancelled or delayed more than 3 hours.