
PRESS RELEASE

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Flight delays and complaints: the consumer protection agency takes action again

The National Authority for Trade and Consumer Protection (NATCP), in cooperation with the government agencies under its professional supervision, is once again placing special emphasis this year on monitoring compliance with consumer protection regulations regarding air passenger rights. As a result of last year's inspections, consumer protection fines totaling 91 million forints were imposed nationwide, and passengers received compensation amounting to nearly 15.5 million forints thanks to the authority's intervention.

Last year, government agencies received 332 complaints from consumers nationwide, the majority of which concerned flight delays, flight cancellations, and airlines' failure to meet their compensation obligations. The largest proportion of passengers contacted the consumer protection authority due to delays exceeding 3 hours or significant arrival delays.

This year's investigations will cover consumer inquiries regarding airlines received by the consumer protection authority, as well as information published on airline websites, in order to identify any unfair commercial practices affecting consumers.

As part of the inspections, test purchases will also be conducted to review compliance with price display rules and to identify deceptive practices. During these investigations, special attention will once again be paid to the operation of telephone customer service lines.

In addition to regulatory inspections, consumer awareness can also help us enforce our rights. For example, it is important to know that in the event of a flight cancellation or delay, the airline has strict obligations to provide information and assistance. If, despite this, we do not receive the meals, refreshments, or—in the case of a delay extending into the next day—accommodation to which we are entitled, we can arrange these ourselves, but be sure to keep the receipts and request reimbursement of our expenses from the airline upon our return.

In addition, in the event of a flight cancellation or a delay exceeding three hours, we are generally entitled to compensation. Depending on the length of the journey, this amount is 250, 400, or 600 euros per passenger.

If any issues arise during the trip, or if the airline fails to fulfill its obligations regarding information, assistance, or compensation, we should file a written report with the company, and then—if our complaint is rejected—contact the consumer protection authority or the arbitration board.

The NATCP also aims to assist passengers with further useful advice; therefore, its website (<https://nkfh.gov.hu/hasznos/utazas-legiutasok-jogai>) provides detailed information on air passenger rights and how to exercise them.

The NATCP and government agencies continue to prioritize the protection of Hungarian consumers' interests and rights, as well as the promotion of fair market practices. The authority continues to do everything in its power to ensure that air travelers receive adequate information, that their rights are fully enforced, and that they receive effective protection against any commercial practices that violate their rights.

26 May 2026

National Authority for Trade and Consumer Protection