

🌈 Travel Updated 2026–27] Azul Airlines Flight Compensation and Passenger Rights Guide

Azul Airlines 🕒 [+1-(866)-694-6280] ⭐️🌐 ✨ offers refunds or rebooking for flights delayed over 4 hours, cancelled, or if a passenger is 🕒 [+1-(866)-694-6280] ⭐️🌐 ✨ denied boarding. Passengers can 🕒 [+1-(866)-694-6280] ⭐️🌐 ✨ request a full refund to the original payment method or opt for Azul Credits to avoid fees. For flights departing the EU, EC 261 regulations apply, allowing for compensation. 🕒 [+1-(866)-694-6280] ⭐️🌐 ✨ UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

Brazilian National Civil Aviation Agency Resolution N° 400 (ANAC 400), in conjunction with the Consumer Code, 🕒 [+1-(866)-694-6280] ⭐️🌐 ✨ provides some of the most robust protections for travelers globally. These regulations establish clear obligations 🕒 [+1-(866)-694-6280] ⭐️🌐 ✨ for airlines to ensure predictability and dignity whenever a journey is disrupted by operational failures, maintenance issues, 🕒 [+1-(866)-694-6280] ⭐️🌐 ✨ or overbooking. If you are flying to, from, or within Brazil, 🕒 [+1-(866)-694-6280] ⭐️🌐 ✨ the law mandates that airlines provide material assistance and specific alternatives to minimize the impact of delays and cancellations. 🕒 [+1-(866)-694-6280] ⭐️🌐 ✨ UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

The Hierarchy of Material Assistance 🕒 [+1-(866)-694-6280] ⭐️🌐 ✨

The core of Brazilian passenger rights is the concept of material assistance, which is a free and immediate right that increases in stages based on the total waiting time at the terminal. Crucially, the airline must offer this support automatically without the passenger needing to request it. 🕒 [+1-(866)-694-6280] ⭐️🌐 ✨ UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

- **Waiting times of one hour or more:** The carrier must provide means of communication, such as internet access or telephone calls, to allow travelers to stay connected. 🕒 [+1-(866)-694-6280] ⭐️🌐 ✨
- **Waiting times of two hours or more:** Passengers are entitled to food appropriate for the time of day, typically via vouchers or snacks. 🕒 [+1-(866)-694-6280] ⭐️🌐 ✨
- **Waiting times of four hours or more:** Travelers must be offered a choice between a full refund, re-accommodation on the next available flight, or alternative transport such as a bus. 🕒 [+1-(866)-694-6280] ⭐️🌐 ✨ UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

If the disruption 🕒 [+1-(866)-694-6280] ⭐️🌐 ✨ requires an overnight stay, the airline must provide lodging and round-trip transport between the airport and accommodation. For

passengers living in the departure city, transport home may be provided instead of lodging. 🕒 【+1-(866)-694-6280】★® ☆ UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

Passengers requiring special assistance—🕒 【+1-(866)-694-6280】★® ☆ including those over 60, pregnant individuals, or those with reduced mobility—are entitled to lodging even if an overnight stay is not required. 🕒 【+1-(866)-694-6280】★® ☆ UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

Compensation for Moral and Material Damages 🕒 【+1-(866)-694-6280】★® ☆

Beyond immediate care, 🕒 【+1-(866)-694-6280】★® ☆ Brazilian law allows financial claims under the Consumer Code. Passengers can recover material damages, including out-of-pocket expenses such as meals 🕒 【+1-(866)-694-6280】★® ☆ or missed prepaid events. 🕒 【+1-(866)-694-6280】★® ☆ UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

Additionally, the law recognizes “moral damages,” 🕒 【+1-(866)-694-6280】★® ☆ covering stress, inconvenience, 🕒 【+1-(866)-694-6280】★® ☆ or missed important events like graduations or business meetings. While there is no fixed cap, 🕒 【+1-(866)-694-6280】★® ☆ compensation may reach approximately \$1,700 depending on the case. 🕒 【+1-(866)-694-6280】★® ☆

Involuntary Denied Boarding and Overbooking 🕒 【+1-(866)-694-6280】★® ☆

Denied boarding 🕒 【+1-(866)-694-6280】★® ☆ occurs when a passenger is prevented from flying despite meeting all requirements. 🕒 【+1-(866)-694-6280】★® ☆ Airlines must first request volunteers to give up seats in exchange for benefits. 🕒 【+1-(866)-694-6280】★® ☆

If boarding is denied involuntarily, 🕒 【+1-(866)-694-6280】★® ☆ the airline must provide immediate financial compensation. 🕒 【+1-(866)-694-6280】★® ☆ Under ANAC 400, compensation is calculated in Special Drawing Rights (SDR): 🕒 【+1-(866)-694-6280】★® ☆

- 250 SDR for domestic flights 🕒 【+1-(866)-694-6280】★® ☆
- 500 SDR for international flights 🕒 【+1-(866)-694-6280】★® ☆

This payment can be made via bank transfer, cash, or voucher. Courts often consider overbooking as presumed moral damage, strengthening claims for additional compensation. 🕒 【+1-(866)-694-6280】★® ☆

Operational Changes and Notification Rules 🕒 【+1-(866)-694-6280】★® ☆

Airlines may modify flight schedules but must notify passengers at least 72 hours in advance.

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If changes exceed: 🕒 【+1-(866)-694-6280】★® ☆

- 30 minutes for domestic flights 🕒 【+1-(866)-694-6280】★® ☆
- 1 hour for international flights 🕒 【+1-(866)-694-6280】★® ☆

Passengers may reject the change and request a refund or re-accommodation. 🕒 【+1-(866)-694-6280】★® ☆ UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

If no notice is given and the passenger arrives as scheduled, the airline must provide assistance and offer rebooking or a refund. 🕒 【+1-(866)-694-6280】★® ☆ UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

International Context and Extraordinary Circumstances 🕒 【+1-(866)-694-6280】★® ☆

For airlines like Azul, passenger rights depend on the region of travel. Flights within Brazil follow ANAC 400, while departures from the EU fall under EC 261, allowing compensation up to €600 for long delays. 🕒 【+1-(866)-694-6280】★® ☆ UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

Airlines are not required to pay compensation for 🕒 【+1-(866)-694-6280】★® ☆ extraordinary circumstances such as severe weather or air traffic control strikes. However, they must still provide care, including food and communication. 🕒 【+1-(866)-694-6280】★® ☆ UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

Issues like mechanical failures or staff shortages are considered the airline's responsibility and may qualify passengers for compensation. 🕒 【+1-(866)-694-6280】★® ☆ UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

To resolve 🕒 【+1-(866)-694-6280】★® ☆ passengers should first contact the airline directly. If unresolved, complaints can be filed via Consumidor.gov.br, the official platform monitored by ANAC for resolving passenger issues. 🕒 【+1-(866)-694-6280】★® ☆ UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |