

Understanding additional costs for passengers due to flight disruptions

Adeline Noorderhaven

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Lennoc B.V. focuses on collecting and analysing European flight information. The company was founded in 2005 at a time when European flight data had to be gathered from many different sources. Lennoc decided to consolidate European flight information into one master database. The architecture for the database was completed in 2008 and since then Lennoc has operated at the forefront of European flight intelligence.

Lennoc has taken a unique approach to analysing flight intelligence. This approach allows the company to compare flights, routes, airports and flight statistics in an intelligent and efficient way.

At Lennoc, we have created a unique database by gathering and analysing public flight information from all over the world, which allows us to offer bespoke advice on individual flights, routes, airports and provide extensive flight statistics. This information is collected on a daily basis and Lennoc is continuously expanding its input sources. With the assistance of our own Flight Intelligence team, we can offer the best advice and customize products relevant to your organisation.

The financial burden falls on passengers

Flight disruptions can lead to additional expenses for passengers, who often need to arrange alternative travel, accommodation, and other essentials.

The visual representation provides an overview of the average costs claimed by affected travelers. These figures are based on all claims submitted in 2024 in the Netherlands and reflect the financial impact passengers may experience due to such disruptions.

The data is derived from claims handled by EUclaim, a subsidiary of Lennoc, which specializes in analyzing and processing flight compensation claims.

On average, each claim represents 2.4 passengers, meaning these costs are typically shared among multiple travelers.

The total average expenditure of affected passengers is €770, which is based on the Dutch market and doesn't necessarily reflect other European markets.

These figures underscore the economic burden placed on individuals when airlines fail to meet their obligations.

if airlines fail to do so, passengers are left with no choice but to book a new ticket themselves, often at significantly higher prices.

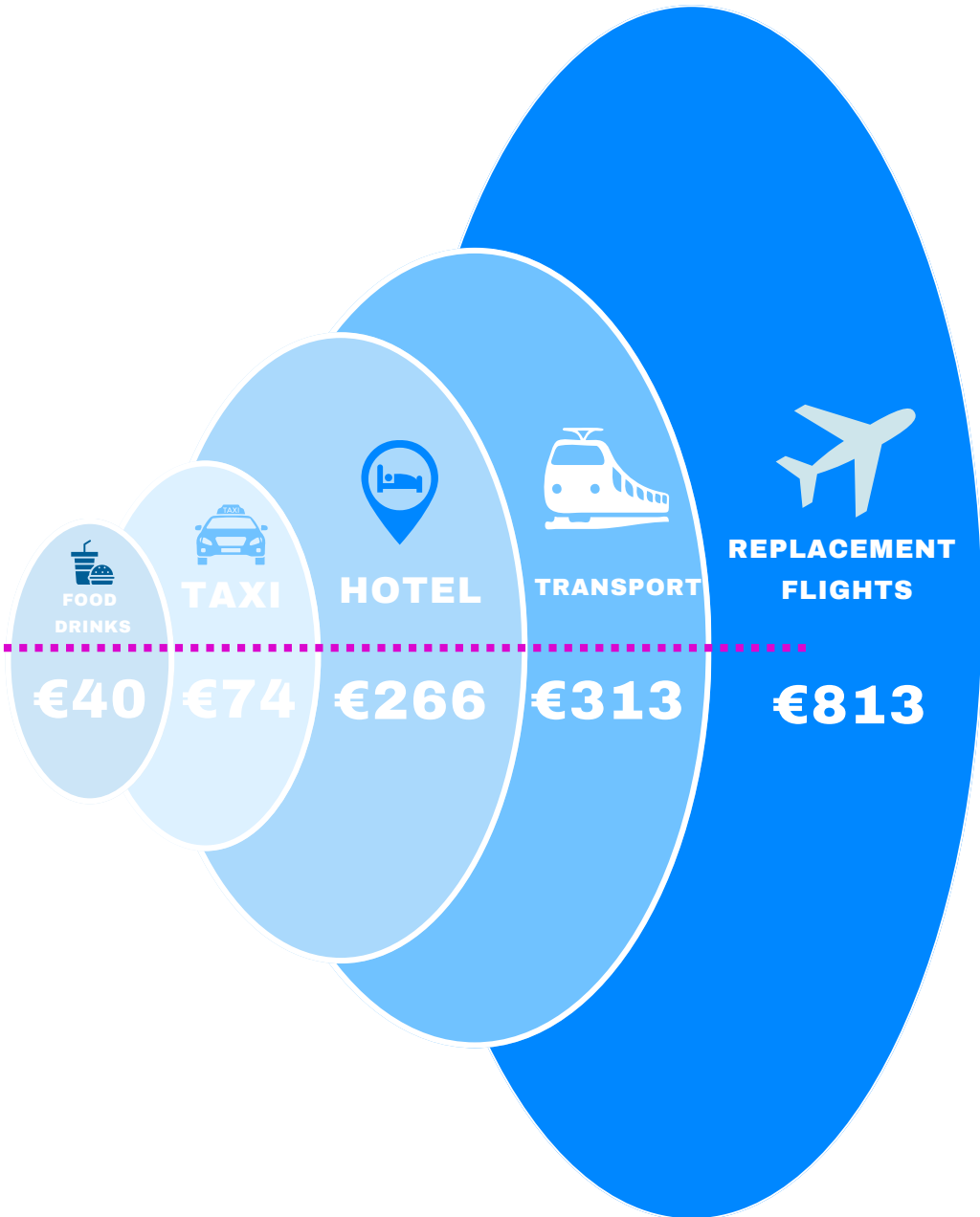
This price surge is a direct result of dynamic pricing, where ticket costs increase as availability decreases.

Airlines adjust fares based on demand, and last-minute travelers, especially those with no other options, face the highest prices. This explains the steep cost of replacement tickets in the visual.

Passenger Expenses



AVERAGE €770



Breakdown of passenger expenses

Replacement Flights (€813 average)

When airlines do not offer a suitable rebooking option, passengers must purchase new tickets. Due to dynamic pricing, last-minute fares can surge—especially when many disrupted passengers try to rebook at the same time. As seat availability decreases, prices rise, sometimes forcing travelers to opt for indirect routes or premium fares to reach their destination.

Transport (€313 average)

Many opt for trains (Eurostar, Thalys), ferries (Stena Line, DFDS), coaches (FlixBus), or rental cars to complete their journey. These costs depend on availability and travel distance.

Taxi (€74 average)

Passengers frequently incur costs for airport transfers, hotel transport, or connections between airports when schedules change unexpectedly.

Hotel (€266 average)

Overnight stays due to cancellations or long delays result in higher airport hotel rates, taxes, and service fees, often without immediate reimbursement.

Food & Beverage (€40 average)

Extended wait times lead to additional spending on meals, snacks, and drinks, particularly in high-cost airport environments.

Any questions?

If you have any questions or require further information, please contact Adeline Noorderhaven.

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