

tation by operating an aircraft that as originally designed has a passenger capacity of 30 or more seats.

(c) SAVINGS PROVISION.—Nothing in this section may be construed to modify, abridge, or repeal any obligation of an air carrier under section 42301.

(Added Pub. L. 115–254, div. B, title IV, §428(a), Oct. 5, 2018, 132 Stat. 3341.)

**§ 42305. Refunds for cancelled or significantly delayed or changed flights**

(a) IN GENERAL.—In the case of a passenger that holds a nonrefundable ticket on a scheduled flight to, from, or within the United States, an air carrier or a foreign air carrier shall, upon request as set forth in subsection (f), provide a full refund, including any taxes and ancillary fees, for the fare such carrier collected for any cancelled flight or significantly delayed or changed flight where the passenger chooses not to—

(1) fly on the significantly delayed or changed flight or accept rebooking on an alternative flight; or

(2) accept any voucher, credit, or other form of compensation offered by the air carrier or foreign air carrier pursuant to subsection (c).

(b) TIMING OF REFUND.—Any refund required under subsection (a) shall be issued by the air carrier or foreign air carrier—

(1) in the case of a ticket purchased with a credit card, not later than 7 business days after the earliest date the refund was requested as set forth in subsection (f); or

(2) in the case of a ticket purchased with cash or another form of payment, not later than 20 days after the earliest date the refund was requested as set forth in subsection (f).

(c) ALTERNATIVE TO REFUND.—An air carrier and a foreign air carrier may offer a voucher, credit, or other form of compensation as an explicit alternative to providing a refund required by subsection (a) but only if—

(1) the offer includes a clear and conspicuous notice of—

(A) the terms of the offer; and

(B) the passenger’s right to a full refund under this section;

(2) the voucher, credit, or other form of compensation offered explicitly as an alternative to providing a refund required by subsection (a) remains valid and redeemable by the consumer for a period of at least 5 years from the date on which such voucher, credit, or other form of compensation is issued;

(3) upon the issuance of such voucher, credit, or other form of compensation, an air carrier, foreign air carrier, or ticket agent, where applicable, notifies the recipient of the expiration date of the voucher, credit, or other form of compensation; and

(4) upon request by an individual who self-identifies as having a disability (as defined in section 382.3 of title 14, Code of Federal Regulations), an air carrier, foreign air carrier, or ticket agent provides a notification under paragraph (3) in an electronic format that is accessible to the recipient.

(d) SIGNIFICANTLY DELAYED OR CHANGED FLIGHT DEFINED.—In this section, the term “significantly delayed or changed flight” includes, at a minimum, a flight where the passenger arrives at a destination airport—

(1) in the case of a domestic flight, 3 or more hours after the original scheduled arrival time; and

(2) in the case of an international flight, 6 or more hours after the original scheduled arrival time.

(e) APPLICATION TO TICKET AGENTS.—

(1) IN GENERAL.—Not later than 1 year after the date of enactment of this section, the Secretary shall issue a final rule to apply refund requirements to ticket agents in the case of cancelled flights and significantly delayed or changed flights.

(2) TRANSFER OF FUNDS.—The Secretary shall issue regulations requiring air carriers and foreign air carriers to promptly transfer funds to a ticket agent if—

(A) the Secretary has determined that the ticket agent is responsible for providing the refund; and

(B) the ticket agent does not possess the funds of the passenger.

(3) TIMING AND ALTERNATIVES.—A refund provided by a ticket agent shall comply with the requirements in subsections (b) and (c) of this section.

(f) REFUND.—An air carrier and a foreign air carrier shall consider a passenger to have requested a refund if—

(1) a flight is cancelled and a passenger is not offered an alternative flight or any voucher, credit, or other form of compensation by the air carrier or foreign air carrier pursuant to subsection (c);

(2) a passenger rejects the significantly delayed or changed flight, rebooking on an alternative flight, or any voucher, credit, or other form of compensation offered by the air carrier or foreign air carrier pursuant to subsection (c); or

(3) a passenger does not respond to an offer of—

(A) a significantly delayed or changed flight or an alternative flight and the flight departs without the passenger; or

(B) a voucher, credit, or other form of compensation by the date on which the cancelled flight was scheduled to depart or the date that the significantly delayed or changed flight departs.

(g) REFUND NOTIFICATION.—An air carrier and a foreign air carrier shall update their passenger notification systems to ensure passengers owed a refund under this section are notified of their right to receive a refund.

(Added Pub. L. 118–63, title V, §503(a), May 16, 2024, 138 Stat. 1188.)

**Editorial Notes**

REFERENCES IN TEXT

The date of enactment of this section, referred to in subsec. (e)(1), is the date of enactment of Pub. L. 118–63, which was approved May 16, 2024.

### § 42306. Know Your Rights posters

(a) IN GENERAL.—Each large hub airport, medium hub airport, and small hub airport with scheduled passenger service shall prominently display posters that clearly and concisely outline the rights of airline passengers under Federal law with respect to, at a minimum—

- (1) flight delays and cancellations;
- (2) refunds;
- (3) bumping of passengers from flights and the oversale of flights; and
- (4) lost, delayed, or damaged baggage.

(b) LOCATION.—Posters described in subsection (a) shall be displayed in conspicuous locations throughout the airport, including ticket counters, security checkpoints, and boarding gates.

(c) ACCESSIBILITY ASSISTANCE.—Each large hub airport, medium hub airport, and small hub airport with scheduled passenger service shall ensure that passengers with a disability (as such term is defined in section 382.3 of title 14, Code of Federal Regulations) who identify themselves as having such a disability are notified of the availability of accessibility assistance and shall assist such passengers in connecting to the appropriate entities to obtain the same information required in this section that is provided to other passengers.

(Added Pub. L. 118–63, title V, §504(a), May 16, 2024, 138 Stat. 1190.)

#### DELAYED EFFECTIVE DATE OF SECTION

*Section effective 1 year after May 16, 2024, see Effective Date note below.*

#### Statutory Notes and Related Subsidiaries

##### EFFECTIVE DATE

Pub. L. 118–63, title V, §504(d), May 16, 2024, 138 Stat. 1191, provided that: “The amendments made by this section [enacting this section and amending section 46301 of this title] shall take effect on the date that is 1 year after the date of enactment of this Act [May 16, 2024].”

### § 42307. Requirement to maintain a live customer chat or monitored text messaging number

(a) REQUIREMENT.—

(1) IN GENERAL.—A covered air carrier that operates a domestic or international flight to, from, or within the United States shall maintain—

(A) a customer service telephone line staffed by live agents;

(B) a customer chat option that allows for customers to speak to a live agent within a reasonable time, to the greatest extent practicable; or

(C) a monitored text messaging number that enables customers to communicate and speak with a live agent directly.

(2) PROVISION OF SERVICES.—The services required under paragraph (1) shall be provided to customers without charge for the use of such services, and shall be available at all times.

(b) RULEMAKING AUTHORITY.—The Secretary shall promulgate such rules as may be necessary to carry out this section.

(c) COVERED AIR CARRIER DEFINED.—In this section, the term “covered air carrier” means an air carrier that sells tickets for scheduled passenger air transportation on an aircraft that, as originally designed, has a passenger capacity of 30 or more seats.

(d) EFFECTIVE DATE.—Beginning on the date that is 120 days after the date of enactment of this section, a covered air carrier shall comply with the requirement specified in subsection (a) without regard to whether the Secretary has promulgated any rules to carry out this section as of the date that is 120 days after such date of enactment.

(Added Pub. L. 118–63, title V, §505(b)(1), May 16, 2024, 138 Stat. 1191.)

#### Statutory Notes and Related Subsidiaries

##### REFERENCES IN TEXT

The date of enactment of this section, referred to in subsec. (d), is the date of enactment of Pub. L. 118–63, which was approved May 16, 2024.

### § 42308. DOT airline customer service dashboards

(a) REQUIREMENT TO ESTABLISH AND MAINTAIN PUBLICLY AVAILABLE DASHBOARDS.—The Secretary of Transportation shall establish, maintain, and make publicly available the following online dashboards for purposes of keeping aviation consumers informed with respect to certain policies of, and services provided by, large air carriers (as such term is defined by the Secretary) to the extent that such policies or services exceed what is required by Federal law:

(1) DELAY AND CANCELLATION DASHBOARD.—A dashboard that displays information regarding the services and compensation provided by each large air carrier to mitigate any passenger inconvenience caused by a delay or cancellation due to circumstances in the control of such carrier.

(2) EXPLANATION OF CIRCUMSTANCES.—The website on which such dashboard is displayed shall explain the circumstances under which a delay or cancellation is not due to circumstances in the control of the large air carrier (such as a delay or cancellation due to a weather event or an instruction from the Federal Aviation Administration Air Traffic Control System Command Center) consistent with section 234.4 of title 14, Code of Federal Regulations.

(3) FAMILY SEATING DASHBOARD.—A dashboard that displays information regarding which large air carriers guarantee that each child shall be seated adjacent to an adult accompanying the child without charging any additional fees.

(4) SEAT SIZE DASHBOARD.—A dashboard that displays information regarding aircraft seat size for each large air carrier, including the pitch, width, and length of a seat in economy class for the aircraft models and configurations most commonly flown by such carrier.

(5) FAMILY SEATING SUNSET.—The requirement in subsection (a)(3) shall cease to be effective on the date on which the rule in section 516 of the FAA Reauthorization Act of 2024 is effective.