



U.S. Department of
Transportation Bureau of
Transportation Statistics

Report of Passengers Denied Confirmed Space Due to an Oversale Situation

Email this form within 30 days after the calendar quarter to: the Office of Airline Information, BTS, U.S. Department of Transportation, at: Form250.support@dot.gov

Name of Air Carrier:

OAG Carrier Code:

Quarter ended:

(See Instructions Below)

| | | |
|----|--|--|
| 1. | Number of passengers who were denied boarding involuntarily from flights that were oversold, and: (a) who qualified for denied boarding compensation within the meaning of § 250.5(a)(2) and 250.5(b)(2) (b) who qualified for denied boarding compensation within the meaning of § 250.5(a)(3) and 250.5(b)(3) | |
| 2. | Number of passengers denied boarding involuntarily from flights that were oversold, who did not qualify for denied boarding compensation due to: (a) The passenger does not comply fully with the carrier's contract of carriage or tariff provisions regarding ticketing, reconfirmation, check-in, and acceptability for transportation (see § 250.6(a)) (b) substitution of aircraft of lesser capacity or due to weight/balance restrictions on an aircraft with a designed passenger capacity of 60 or fewer seats (see § 250.6(b)) (c) The carrier arranges comparable air transportation or other transportation that is planned to arrive not later than 1 hour after the planned arrival time of the passenger's original flight or flights (see § 250.6(d)) | |
| 3. | TOTAL NUMBER DENIED BOARDING INVOLUNTARILY | |
| 4. | Number of passengers denied boarding involuntarily from an oversold flight who actually received compensation, regardless of the type of compensation (e.g., voucher, cash). | |
| 5. | Number of passengers who voluntarily accepted a carrier's offer to give up reserved space due to a potential oversale situation and did not travel on their original flight in exchange for a payment of the carrier's choosing. | |
| 6. | Total Boardings | |
| 7. | Amount of compensation paid to passengers who voluntarily accepted a carrier's offer to give up reserved space on an oversold flight that received cash or cash equivalent payment. | |

I, _____, (Name and Title) of the above-named carrier, certify that the above report has been examined by me and to the best of my knowledge and belief is a true, correct, and complete report for the period stated.

(Signature)

(Date)

BTS Form 250
Formerly CAB, RSPA, and BTS
Form 251

Estimated burden — 1 to 16 hours with the average being 6 hours. Comments regarding reporting burden or any aspect of this data collection should be sent to this office.

FORM 250

REPORT OF PASSENGERS DENIED CONFIRMED SPACE DUE TO AN OVERSALE SITUATION INSTRUCTIONS

- (A) Air carriers that are submitting Airline Service Quality Performance Reports must submit Form 250, as it relates to flights which are oversold, on a quarterly basis for scheduled passenger flights operated by the reporting carriers with 30 or more seat aircraft, departing from a point within the United States. “Oversold flights” mean those flights where more passengers hold confirmed reservations than there are seats available on the aircraft.

For air transportation taking place on or after January 1, 2018, air carriers that are submitting Airline Service Quality Performance Reports must submit a separate Form 250 for flights marketed under only their carrier’s code and operated by a code-share partner that is a certificated air carrier or commuter air carrier using aircraft that have a designed passenger capacity of 30 or more seats. Reports are due 30 days after the end of the quarter. No data are to be reported for inbound international flights that departed from a foreign point. (Data for a nonstop flight segment that departed from a U.S. point are to be reported even if that flight segment is part of a flight that originated outside the United States). The reporting regulations are contained in 14 CFR Part 250, *Oversales*.

- (B) Line (1)(a), *passengers who qualified for denied boarding compensation within the meaning of 250.5(a)(2) and 250.5(b)(2)*, means any passenger who was offered alternate transportation which, at the time the arrangement is made, is planned to arrive at the passenger’s destination or first stopover more than one hour but less than 2 hours for domestic flight and more than one hour but less than 4 hours for international flights after the planned arrival time of the flight from which the passenger was denied boarding and is therefore entitled to compensation equal to 200% of the passenger’s one-way fare.

Line (1)(b), *passengers who qualified for denied boarding compensation within the meaning of 250.5(a)(3) and 250.5 (b)(3)*, means any passenger who (1) was offered alternate transportation which, at the time the arrangement is made, is planned to arrive at the passenger’s destination or first stopover two hours or more for domestic flights and 4 hours or more for international flights after the planned arrival time of the flight from which the passenger was denied boarding; or (2) were not offered alternate transportation and is therefore entitled to compensation equal to 400% of the passenger’s one-way fare.

- (C) Line (2)(a) should include the number of passengers who were denied boarding on flights which were oversold and would otherwise be entitled to denied boarding compensation, but were refused transportation due for reasons other than selection by the carrier according to its established denied boarding priority rules. For example, if a flight is oversold but a passenger is refused transportation because they did not comply with the carrier’s check-in requirements, the passenger would not be entitled to denied boarding compensation and would be recorded in line 2(a). If a passenger is refused transportation on a flight which is NOT oversold, the passenger would not be recorded in line 2(a).

- (D) *Total number denied boarding involuntarily* should equal the sum of lines 1 and 2. If not, attach notes explaining any discrepancy.

- (E) Any passenger who receives any type of compensation as a result of being involuntarily denied boarding from an oversold flight, including cash, check, or travel voucher, should be included on Line 4.

- (F) On line 5, a passenger who **volunteers** is a person who responds to the carrier’s request for volunteers pursuant to 14 CFR § 250.2b and willingly consents to exchange his or her confirmed reserved space for compensation of the carrier’s choosing. Any passenger selected by the carrier for denied boarding in accordance with boarding priority other than a request for volunteers is considered to have been denied boarding **involuntarily**, whether or not the passenger accepts denied boarding compensation. In order

to be classified as a volunteer, a passenger must have been given the option of taking the oversold flight for which he or she held a reservation.

- (G) *Total Boardings* on line 6 includes only revenue passengers on flights for which confirmed reservations are offered. For international flights, *Total Boardings* include only revenue passengers on flight segments departing from a U.S. point that are subject to Part 250 and for which confirmed reservations are offered.
- (H) Line 7 should include the amount of compensation paid to passengers denied boarding voluntarily who actually received compensation in the form of cash or cash equivalent payments made to those passengers, i.e., payments actually accepted by passengers, plus payments that are offered or mailed and not rejected. If a carrier does not provide cash or cash equivalent as voluntary denied boarding compensation, line 7 should be zero.
- (I) Note on the report any abnormal conditions, such as strikes, having an impact on the results.
- (J) Send reports to either: e-mail Form250.support@dot.gov , fax (202) 366-3383 or mail:

U.S. Department of Transportation
BTS/OAI, RTS-42
1200 New Jersey Avenue, SE
Washington, D.C. 20590-0001

OMB NO: 2138-0018
EXPIRATION DATE:

Paperwork Reduction Act Burden Statement

- A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2138-0018. Public reporting for Form 250, Report of Passengers Denied Confirmed Space Due to an Oversale Situation, is estimated to be approximately 10-16 hours per response, including the time for reviewing instructions, completing and reviewing the collection of information. All responses to this collection of information are mandatory. This is a consumer report which is released to the public. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: OAI.ICCO@dot.gov