# Individual mandate for out-of-court support

One mandate per passenger · FLYORA reference: to be completed · Applicable Terms and Conditions: version of 13 November 2026

This English version is a translation provided for your convenience. In the event of any discrepancy or difference of interpretation, the French version prevails.

The estimate on flyora.eu does not constitute a mandate. This mandate takes effect when FLYORA accepts it.

## 1. The parties

**Agent:** Nassim Benkhelifa, sole trader (EI) trading as FLYORA, SIREN 952 921 906, 1 avenue Pierre Grenier, 92100 Boulogne-Billancourt, France, nb.flyora@gmail.com, +33 7 86 20 94 51.

**Principal (passenger)**

| Field | Completed |
|---|---|
| Full name | …… |
| Date of birth | …… |
| Postal address | …… |
| Email | …… |
| Phone | …… |
| Legal guardian (minor passenger) | …… |

## 2. Flight and case entrusted

| Field | Completed |
|---|---|
| Booking reference | …… |
| Operating airline | …… |
| Flight concerned and date | …… |
| Departure airport and final destination | …… |
| Connections on the same booking | …… |
| Arrival delay declared | …… |
| Disruption | delay / cancellation / denied boarding / missed connection / other: …… |
| Claim already submitted by the passenger | no / yes, on …… reference …… |
| Sums or offers already received from the airline | …… |
| Expenses incurred during the disruption | …… |

## 3. What the principal authorises

The principal authorises FLYORA to:

- gather and organise the necessary information and supporting documents;
- send an out-of-court claim to the named airline on their behalf, correspond with it and follow it up;
- pass on to the airline only the data needed for these steps;
- sign and present the attached power of attorney to the airline.

Without the principal's separate written consent, FLYORA may not: accept an offer lower than the sum claimed, a voucher or a credit note, enter into a settlement, waive all or part of the claim, refer the matter to a mediator or bring legal proceedings.

This mandate covers only the flight and passenger above: compensation, ticket refund, expenses and baggage.

## 4. Price

FLYORA's fee, calculated on the sums actually recovered for this passenger, is **30%** of the fixed compensation, **15%** of the ticket refund and **30%** of the baggage compensation. It never applies to reimbursed expenses, interest or other damages. If nothing is recovered, nothing is owed.

Examples: €400 in compensation and €50 in reimbursed expenses give a fee of €120, the passenger receives €330; a ticket refund of €200 gives a fee of €30, the passenger receives €170. No upfront payment, no administration or termination fee. VAT not applicable (French small business exemption).

## 5. Payment of sums paid by the airline

FLYORA collects the sums on my behalf in its account dedicated to travellers' funds (IBAN FR76 2823 3000 0107 2040 9983 495). FLYORA deducts only its fee and pays me the balance within seven working days, with a detailed statement. I give FLYORA the bank account into which I wish to receive the balance. If the airline pays me directly, I inform FLYORA within eight days and pay its invoice by bank transfer within fifteen days of receipt.

The fee is due in accordance with Articles 9 to 12 of the Terms and Conditions, in particular if the airline pays after FLYORA has sent the claim.

## 6. Withdrawal and start of the service

Before signing, I received the Terms and Conditions, this mandate and the withdrawal form. I have fourteen calendar days from the day after FLYORA accepts the mandate to withdraw, without giving a reason and at no cost.

☐ I expressly ask FLYORA to start the service before the end of the withdrawal period.

Box not ticked: FLYORA waits until the end of the fourteen-day period before sending the claim. This choice does not remove my right of withdrawal.

## 7. Stopping the process

I may end this mandate at any time, in writing, at no cost. If the claim has already been sent and the airline then pays a sum subject to the fee, the fee remains due (Article 12 of the Terms and Conditions).

## 8. Declarations and signatures

I certify that the information provided is accurate. I have disclosed any previous claim or compensation and will report any offer or payment from the airline.

Signed at ……, on ……

**Signature of the principal**

Signed electronically on

**Acceptance by FLYORA**

Awaiting acceptance by FLYORA

Date of acceptance: on FLYORA's decision

Appendices: Terms and Conditions, withdrawal form, power of attorney to present to the airline.