

Terms and Conditions

Vluchtrecht.nl

A service of LeadStream B.V. · Version 1.0, 13 July 2026

These Terms and Conditions ("Terms") apply to the use of the website vluchtrecht.nl (the "Website") and the service offered via the Website (the "Service"). The Website and the Service are operated by LeadStream B.V. ("we", "us" or "our"), registered with the Dutch Chamber of Commerce under number 95798897 and established at Le Mairekade 77, 1013 CB Amsterdam. You accept these Terms by ticking the acceptance checkbox when submitting a claim via the Website. These Terms and our Privacy Statement can be downloaded and stored via the Website at any time. If you do not agree to these Terms, do not use the Website or the Service.

1. What we do

We operate an online service that helps air passengers who may be entitled to compensation under Regulation (EC) No 261/2004 ("EU261") for delay, cancellation or denied boarding. Via the Website you can submit your flight details and situation. We assess the information you provide and, where your claim appears eligible, refer it together with the relevant information to our partner firm, a law firm that independently carries out the legal assessment and handling of your compensation claim after referral.

Any indication of your possible entitlement that we give, via the Website or in our communications, is a preliminary indication only. It is not legal advice and not a definitive legal assessment of your claim. The final assessment is carried out by our partner firm.

We are a referral and facilitation service. We are not a law firm, we do not give legal advice and we do not represent you in legal proceedings.

2. What the Service costs you

You never pay a fee to us. There are no registration fees, administration fees or handling fees of any kind payable to LeadStream, whether or not your claim succeeds.

If your claim is taken on by our partner firm, that firm may apply its own fee or deduction to recovered compensation, for example on a no cure no pay basis. Any such fee or deduction is clearly explained in the partner firm's own engagement terms before it takes on your claim. You are only bound to the partner firm, and a fee or deduction can only apply, after you have received and accepted the firm's engagement terms. You are free to refuse them; in that case you may pursue your claim yourself or through another provider.

3. Who can use the Service

To use the Service you must:

- Be at least 18 years old;

- Be the passenger affected by the flight disruption, or be legally authorised to act on behalf of the affected passenger (for example a parent or legal guardian submitting on behalf of a minor, or someone submitting with permission on behalf of fellow passengers on the same booking);
- Provide accurate, complete and truthful information about yourself and your flight.

If you submit a claim on behalf of other passengers, you confirm that you have their permission to provide their personal data to us, and that you have informed them that their data will be shared with LeadStream and our partner firm for the purposes of their compensation claim.

Whether compensation is actually due depends on the specific circumstances of your flight and the assessment under EU261. Submitting a claim does not guarantee that compensation is due or will be recovered.

4. Information you provide and authorisation to share it

To assess your claim we first collect basic data such as your name, contact details, flight details and booking references. Where needed to progress your claim further, for example for referral to the partner firm or identity verification, we may later request identity documents. We do not ask for more information than necessary for the stage your claim is at. We do not collect your bank details; when compensation is paid out, these are collected directly by the partner firm or the paying party. How we handle your information is set out in our Privacy Statement.

By submitting a claim via the Website you expressly authorise us to share the information you provided with our partner firm for the referral and legal assessment of your compensation claim. Sharing this information is a necessary part of our Service. After referral, the partner firm processes your data independently under its own terms and privacy statement. If you do not want your information shared with our partner firm, we cannot provide the Service.

5. Your responsibilities

You are responsible for ensuring that the information you submit is accurate and truthful. Providing incorrect, misleading or fraudulent information may lead to rejection of your claim, may invalidate any compensation and may render you liable. You agree not to use the Service for unlawful, fraudulent or improper purposes. Suspected fraudulent submissions may be shared with our partner firm and, where legally required or justified, with competent authorities.

You agree to provide additional information or documentation reasonably needed to progress your claim. You also notify us if you have already submitted or intend to submit a claim for the same flight disruption, directly with the airline, via another claims company, via an insurer or via a legal representative, because duplicate claims can cause delay or rejection.

6. No guarantee of outcome

We do not guarantee that your claim will be accepted, that compensation is due or that a particular amount will be recovered. The outcome of a claim depends on the facts of your situation, applicable law, the airline's response and the assessment and handling by our partner firm. Airline delay classifications and extraordinary-circumstances assessments may change as

evidence becomes available; a claim that initially appears promising may later not be. Any timelines stated on the Website are indicative only and are not binding.

7. Our role and the partner firm

Our role is limited to operating the Website, preliminarily assessing the information you submit and referring promising claims to our partner firm. Once your claim has been referred to and accepted by the partner firm, the legal handling of your claim is a matter between you and the partner firm, governed by the engagement terms you accepted with that firm. We are not responsible for the acts, omissions, decisions or results of the partner firm, nor for the acts of an airline.

8. Intellectual property

All content on the Website, including text, images, logos and design, is owned by or licensed to LeadStream B.V. and is protected by applicable intellectual property rights. You may not copy, reproduce or use any part of the Website for commercial purposes without our prior written consent.

9. Liability

We are responsible for delivering our own Service with reasonable care, namely intake, preliminary assessment and referral of your claim. To the extent permitted by law we are not liable for damage caused by the acts, omissions or decisions of the partner firm or an airline, for rejection of a claim or failure to recover compensation, or for indirect or consequential damage. Nothing in these Terms excludes or limits our liability where that is not permitted by law, including liability for death or personal injury caused by negligence, or for fraud or wilful misconduct. Nothing in these Terms affects your statutory rights as a consumer under Dutch law.

10. Withdrawal and refusal of the Service

You may withdraw your claim at any time before it has been formally taken on by the partner firm, by contacting us using the details below. After the partner firm has taken on your claim, withdrawal is governed by the firm's engagement terms. Withdrawing your claim does not automatically mean data is deleted that we must retain to meet legal obligations or to handle disputes or suspected fraud, as described in our Privacy Statement.

We may refuse or terminate the Service for a claim on objective grounds, namely where the information provided appears incorrect, incomplete or fraudulent, where the claim falls outside the scope of EU261, or where our preliminary assessment finds no reasonable basis for the claim. We will act reasonably and inform you promptly of a decision to refuse or terminate, so you can pursue your claim yourself or through another provider within the applicable limitation period.

11. Changes to these Terms

We may update these Terms from time to time to reflect changes in our Service or in applicable law. For your claim, the version you accepted when you submitted your claim applies; we retain

per submission which version was accepted. We recommend that you review these Terms before each use.

12. Governing law and disputes

These Terms are governed by Dutch law. Disputes relating to these Terms or the Service will be submitted to the competent Dutch court, without prejudice to mandatory consumer protection under which you may bring proceedings in the country where you live.

13. Contact

If you have questions about these Terms or the Service, you can contact us via:

LeadStream B.V.

Chamber of Commerce (KvK) number: 95798897

Le Mairekade 77, 1013 CB Amsterdam, the Netherlands

Email: info@vluchtrecht.nl