

## NOTICE OF YOUR RIGHTS IN THE EVENT OF DENIED BOARDING, FLIGHT DELAY OR FLIGHT CANCELLATION



This notice contains important information about your rights established by European Union regulation in the event that you have a confirmed reservation on a flight of greater than 3,500 kilometers/2175 miles distance and you are involuntarily denied boarding, or your flight is delayed beyond its scheduled departure time as described below or your flight is cancelled.

**DENIED BOARDING.** If we reasonably expect to deny boarding on a flight, we are required to seek volunteers to surrender their reservation in exchange for benefits that the volunteer and we agree upon before we can involuntarily deny boarding to passengers. If there are insufficient volunteers, we can then involuntarily deny boarding to passengers. A passenger who is involuntarily denied boarding is entitled to the rights described below.

**FLIGHT DELAY.** When we reasonably expect that a flight will be delayed more than four hours, you are entitled to the rights described below.

**FLIGHT CANCELLATION.** When a flight is cancelled, you are entitled to the rights described below. We will also inform you of possible alternative transportation. We, however, are not obliged to provide you the flight cancellation compensation described below if:

- 1) you are informed of the cancellation at least two weeks before the scheduled time of departure; or
- 2) you are informed of the cancellation between two weeks and seven days before the scheduled time of departure and you are offered re-routing, allowing you to depart no more than two hours before the scheduled time of departure and to reach your final destination less than four hours after the scheduled time of arrival; or
- 3) you are informed of the cancellation less than seven days before the scheduled time of departure and you are offered re-routing, allowing you to depart no more than one hour before the scheduled time of departure and to reach your final destination less than two hours after the scheduled time of arrival.

In addition, we are not obliged to provide you the flight cancellation compensation described below if the cancellation is caused by extraordinary circumstances, which could not have been avoided, if all reasonable measures had been taken.

### DESCRIPTION OF YOUR RIGHTS

**RIGHT TO COMPENSATION.** If you are involuntarily denied boarding or your flight is cancelled, you are entitled to receive €600 in compensation from us. If, however, we offer you re-routing on an alternative flight that will arrive within four hours of the arrival time of the flight on which you were originally booked, your compensation can be reduced to €300. We will offer you with written agreement compensation via a travel voucher and/or other service, or otherwise pay you compensation in cash, by electronic bank transfer, bank order or bank check.

#### RIGHT TO REIMBURSEMENT OR RE-ROUTING

- 1) If you are denied boarding (whether voluntarily or involuntarily) or your flight is cancelled, you are entitled to choose between:
  - a) reimbursement within seven days, by the means described above in the "Right to Compensation" section, of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight no longer serves any purpose in relation to your original travel plan, together with, when relevant, a return flight to the first point of departure at the earliest opportunity; or
  - b) re-routing under comparable transport conditions to your final destination at the earliest opportunity; or
  - c) re-routing under comparable transport conditions to your final destination at a later date at your convenience, subject to seat availability. If we offer you a flight to an airport alternative to that for which the booking was made where the town, city or region is served by several airports, we will pay the cost of transferring you from that alternative airport either to that for which the booking was made or another close-by destination agreed with you.
- 2) If your flight is delayed for at least five hours, you are entitled to a choice between re-route or reimbursement within seven days, by the means described above in the "Right to Compensation" section, of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight no longer serves any purpose in relation to your original travel plan, together with, when relevant, a return flight to the first point of departure at the earliest opportunity.

#### RIGHT TO CARE

1) **Denied Boarding.** If you are involuntarily denied boarding, we will offer you the following free of charge:

- a) meals and refreshments in a reasonable relation to the waiting time;
- b) hotel accommodations where:
  - i) a stay of one or more nights becomes necessary, or
  - ii) a stay additional to that intended by the passenger becomes necessary;
- c) transport between the airport and place of accommodation (hotel or other); and
- d) two telephone calls, telex or fax messages, or e-mail messages.

#### 2) Flight Delay

- a) If your flight is delayed more than four hours beyond its scheduled time of departure, we will offer you the following free of charge:
  - i) meals and refreshments in a reasonable relation to the waiting time; and
  - ii) two telephone calls, telex or fax messages, or e-mail messages.
- b) If the reasonably expected time of departure of your flight is at least the day after the time of departure previously announced, we will offer you the following free of charge:
  - i) hotel accommodations where a stay of one or more nights becomes necessary or a stay additional to that intended by the passenger becomes necessary; and
  - ii) transport between the airport and place of accommodation (hotel or other).
- c) If your flight is delayed more than five hours, please see above Right to Reimbursement or Re-Routing

3) **Flight Cancellation.** If your flight is cancelled, we will offer you the following free of charge:

- a) meals and refreshments in a reasonable relation to the waiting time and two telephone calls, telex or fax messages, or e-mail messages; and
- b) in the event you are re-routed, if the reasonably expected time of departure of the new flight is at least the day after the departure as it was planned for the cancelled flight, hotel accommodations where a stay of one or more nights becomes necessary or a stay additional to that intended by the passenger becomes necessary, and transport between the airport and place of accommodation (hotel or other).

**Other Rights Not Prejudiced.** The foregoing rights apply without prejudice to any additional rights that you may have to further compensation. Compensation described in the notice may be deducted from such additional compensation.