

*Now you're really flying*

## *Passenger Information*



## Notice To Passengers

**This notice is given to you pursuant to Article 14(2) of EC Regulation 261/2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights.**

### Denial of Boarding or Cancellation

If you have a confirmed reservation and you have been denied boarding (other than for reasons allowed by law) or your flight has been cancelled, you are entitled to compensation and to other assistance.

If you have responded to our request that you surrender your reservation in exchange for benefits, you will not be entitled to compensation but you will be entitled to receive the benefits and assistance referred to in this notice under the paragraph Assistance below.

### Delayed Flights

When you have checked in, you are also entitled to assistance if we reasonably expect your flight to be delayed beyond its original scheduled time of departure for 4 hours or more.

### Application of Notice

This Notice and the rights it describes do not apply to you if you are travelling free of charge or at a reduced fare not made available directly or indirectly to the public. However, this notice and the rights it describes do apply to you if you are travelling with a ticket issued under a frequent flyer programme or another commercial programme operated by an air carrier or tour operator.

### Denied Boarding Compensation

Where you are entitled to compensation, we will pay you EUR 600 in cash or, with your signed agreement, in travel vouchers. Alternatively, at your choice, 40000 Asia Miles and EUR300 in cash or, with your signed agreement, in travel vouchers.

### Reduction in Compensation

If we are able to offer you a different flight to your final destination under comparable transport conditions and the arrival time of the alternative flight does not exceed your original scheduled arrival time by four hours or more, the compensation payable to you will be reduced by 50%.

### Assistance

You are also entitled to other benefits and assistance as set out in this notice if we have denied boarding to you against your will (other than for reasons allowed by law).

We will offer you a choice between:

- a) reimbursement within seven days of the full cost of your ticket at the price for which it was bought for the part or parts of the journey which you are not making and for the parts already made if this flight no longer serves any purpose in relation to your original travel plan and, if applicable, a return flight; OR
- b) re-routing to your final destination at the earliest opportunity under comparable transport conditions; OR
- c) re-routing under comparable transport conditions to your final destination at a later date according to your convenience (and subject to availability).

We will also offer to you free of charge:

- meals and refreshments as reasonably required in relation to the waiting time

- hotel accommodation if a stay of one or more nights is necessary before you can be re-routed or given a return flight as appropriate
- transport between the airport and any overnight accommodation we provide
- two telephone calls, telex or fax messages or emails.

### Cancellation

If your flight has been cancelled, you will not be entitled to compensation in the following circumstances:

- (a) if we have informed you of the cancellation 14 days or more before your original scheduled time of departure; **OR**
- (b) if we have informed you of the cancellation between 7-13 days before your original scheduled time of departure and have offered you an alternative flight which allows you to depart no more than two hours before your original scheduled time of departure and to arrive at your final destination less than four hours after your original scheduled arrival time; **OR**
- (c) if we have informed you of the cancellation less than seven days before your original scheduled departure time and have offered you an alternative flight which allows you to depart no more than one hour before your original scheduled departure time and to arrive at your final destination less than two hours after your original scheduled arrival time; **OR**
- (d) if we have had to cancel your flight because of extraordinary circumstances which we could not reasonably avoid.

In the case where you are entitled to compensation, the Compensation and Assistance applied will be in same manner as for Denied Boarding.

### Delayed Flights

You are also entitled to assistance if we reasonably expect your flight to be delayed beyond its original scheduled time of departure for 4 hours or more.

In the case of any of these delays, we will offer you free of charge:

- meals and refreshments as reasonably required in relation to the waiting time
- two telephone calls, telex or fax messages or emails

If your flight is expected to be delayed until at least the day after its original scheduled departure time, we will also offer you free of charge:

- hotel accommodation
- transport between the airport and any overnight accommodation we provide

If the delay to your flight is at least 5 hours and you choose not to travel, we will offer you reimbursement of the full cost of your ticket at the price at which it was bought for the part or parts of the journey which you are not making and for the parts already made if this flight is no longer serving any purpose in relation to your original travel plan and, if applicable, a return flight.

## National Designated Body

The contact details for the national designated body for enforcement of the Regulation for Member States that served under CX network are as follows:

Member States	Organisation	Contact details
 <u>France</u>	DGAC Direction de la régulation économique Bureau de la facilitation et des clients du transport aérien (DRE/C2) 50, rue Henry Farman F-75720 PARIS CEDEX 15	Tel. : +33 1 58.09.39.79 Fax : +33 1 58.09.38.45  <a href="http://www.dgac.fr/html/oservice/regl_message.htm">http://www.dgac.fr/html/oservice/regl_message.htm</a>
 <u>Germany</u>	Luftfahrt-Bundesamt (LBA) Hermann-Blenk-Str. 26 D-38108 BRAUNSCHWEIG	Tel. : +49 531-2355-100 Fax : +49 531-2355-707  Email : <a href="mailto:fluggastrechte@lba.de">fluggastrechte@lba.de</a>
 <u>Italy</u>	L'Ente Nazionale per l'Aviazione Civile Viale del Castro Pretorio, 118 IT-00185 ROME	Tel. : +39 06 44596-1  Email: <a href="mailto:cartadiritti@enac.rup">cartadiritti@enac.rup</a>

 <u>The Netherlands</u>	Inspectie Verkeer en Waterstaat Postbus 575 NL – 2130 AN HOOFFDORP	Email: <a href="mailto:loket@ivw.nl">loket@ivw.nl</a>
 <u>United Kingdom</u>	Air Transport Users Council Room K705 -- CAA House 45-59 Kingsway UK-LONDON WC2B 6TE  Civil Aviation Authority CAA House 45-59 Kingsway UK – LONDON WC2B 6TE	Tel. : +44 20 7240 6061  Fax : +44 20 7240 7071  Tel. : +44 20 7379 7311  Fax : +44 20 7944 2190

For regular updates, check the following URL:  
[http://ec.europa.eu/transport/air\\_portal/passenger\\_rights/doc/2005\\_01\\_31\\_national\\_enforcement\\_bodies\\_en.pdf](http://ec.europa.eu/transport/air_portal/passenger_rights/doc/2005_01_31_national_enforcement_bodies_en.pdf)

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