

Notice To Passengers

Cancellation or Denial of Boarding

1. 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 paragraph 7 below.

Compensation

2. 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

3. 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%.
4. 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.
5. We will also not pay compensation if we have had to cancel your flight because of extraordinary circumstances which we could not reasonably avoid.

Assistance

6. 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) or have cancelled your flight.
7. In either case we will offer you a choice between:
 - 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
 - re-routing to your final destination at the earliest opportunity under comparable transport conditions; or
 - re-routing under comparable transport conditions to your final destination at a later date according to your convenience (and subject to availability).
8. 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.

Delayed Flights

9. 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
10. 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
11. 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

12. 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.

Application of Notice

13. 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.

National designated body

14. 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. In the United Kingdom, the Civil Aviation Authority, has been designated as the body responsible for enforcement of this Regulation. The Air Transport Users Council, CAA House, 45-59 Kingsway, London WC2B 6TE (telephone +44 (0)20 7240 6061, email admin@avc.caa.co.uk) has been designated as the UK's complaints body for this legislation.