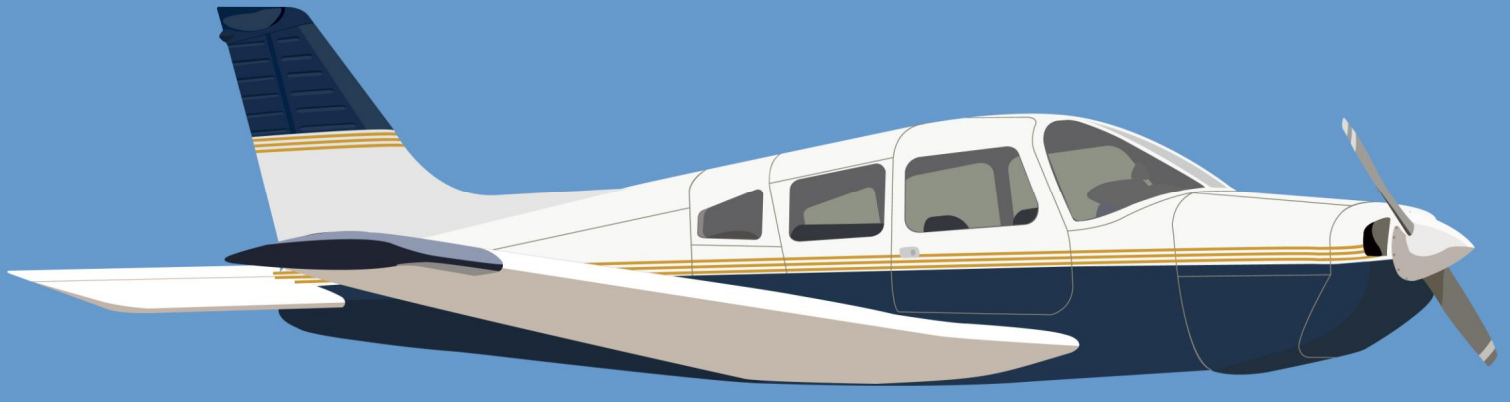


Infosheet

Air passengers' rights





A. Impossibility to make the journey

If you reserved and paid a ticket for a scheduled flight and you cannot take it due to personal reasons, for example, you should inform the airline company or the travel agency where you reserved the ticket as soon as possible. If you make your request early, you may be able to avoid the cancellation costs.

If you wish to postpone your journey and use the ticket later, you may be able to do so, as long as it is still valid, but paying an administration fee to change your booking.

If you have to cancel your flight, in order to be reimbursed you usually have to return the unused ticket in a period of time. For special price tickets or flights subject to special conditions the rules may be different. You should ask your travel agency or the airline on this point.

Important! If you planned to travel with a non regular flight ("charter") and you need to cancel your journey, you will not be able to get any reimbursement – unless you signed a cancellation insurance, which covers you in certain cases.

Nevertheless, if you cancel your flight within a certain time in advance, it will be sometimes possible to obtain a partial refund. You should refer to the general terms and conditions of different airlines.

In case you wish to give your ticket to another person, you must bear in mind that the transfer of plane tickets is not possible, unless the airline allows it in its general terms and conditions. If it is allowed, you can be asked to pay additional costs for the change. If the ticket was reserved through a travel agency, the transfer may be possible, except the case when the agency had excluded this possibility in its general terms and conditions.

B. Loss or delay of baggage

In case of delay, if you suffer additional damages, articles 19 and 22 of the Montreal Convention of June 28th 2004 allow a right to compensation. The compensation for damages suffered by passengers is, though, limited to 4150 special drawing rights (SDR), about 4900 € (1SDR = 1,18 €).

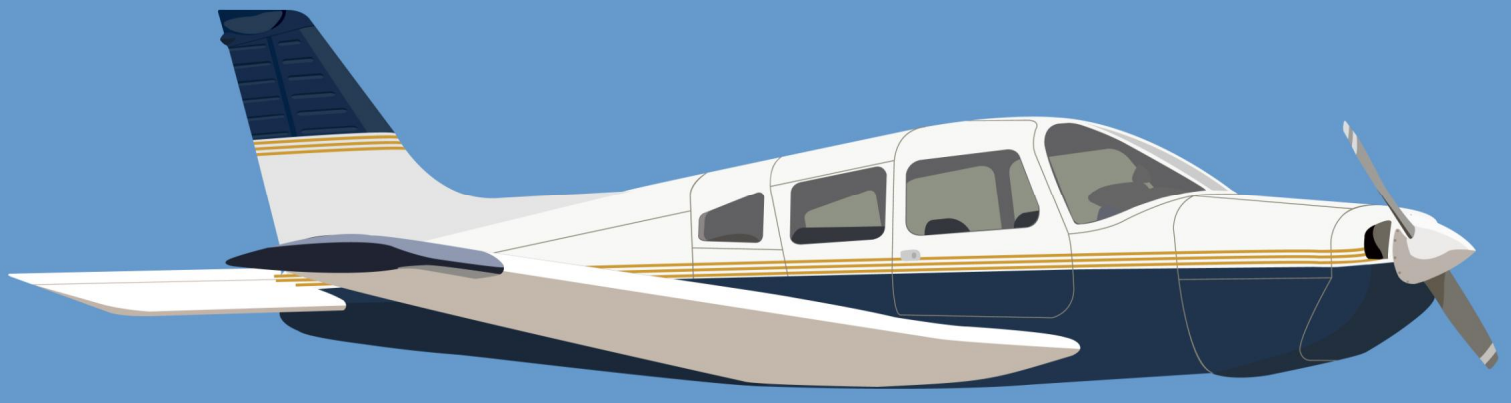
In case of loss or delay of luggage, you have to report it first to the baggage service at the airport and fill in a complaint form. If the luggage is found, the company has an obligation to deliver it to the address mentioned on the complaint form and should do this without charging any fee. If because of the delay in delivery, you have extra expenses (you were obliged to buy clothes, basic necessities, etc.) the carrier would have to pay you compensation of up to a maximum of 1000 SDR. However, you have to be able to prove the damage. Therefore remember to keep any receipts and invoices. Your request for compensation must be sent to the airline at the latest 21 days following the recovery of the luggage.

C. Delay, cancellation, overbooking

The airline company must comply with the announced schedules, unless they can prove a "force majeure". In certain circumstances their liability can be limited, for example if the customer or a third party is at fault.

When it is the case, the tickets price must be reimbursed within 7 days, in cash, by bank transfer or cheque. A voucher refund can be made only with your written agreement.

In the case of a strike, the airline company will not respond if: the strike is caused by staff that is not directly paid by the airline, the strike was unpredictable or the company demonstrates that it took all the necessary steps to avoid the damage.



When the staff of an airline goes on strike, the airline is directly responsible, and so you should be compensated.

In the case of a delay:

- if the departure is from within the European Union (EU) or
- if the departure is from a third country outside the EU to an airport within the EU and the flight is made by a European company,

you have the right to immediate assistance from the airline company, provided that the delay is of:

- 2 hours or more for flights up to 1500 km
- 3 hours or more for the flights of more than 1500 km inside the EU and those between 1500 km and 3500 km outside the EU
- 4 hours or more for all the flights of more than 3500 km outside the EU

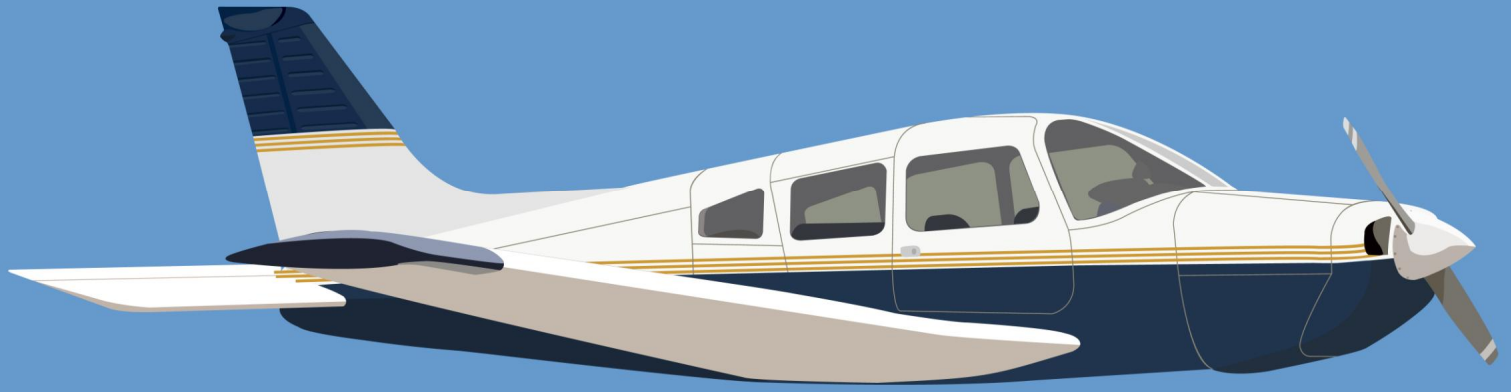
The assistance consists of supplying food and drinks in a sufficient quantity, taking into account the delay, as well as paying for the means of communication so that you can inform your relatives or any other person of the delay (telephone, e-mail and fax). If the delay is of one or several nights, you must be offered accommodation and the transfer from the airport to the hotel.

In any case, when the delay is announced to be more than 5 hours, the company has to offer you a reimbursement 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 is no longer serving any purpose in relation to the passenger's original travel plan. If needed the company has to offer a free return flight to the first point of departure, at the earliest opportunity.

In the case of a cancellation you have the right to assistance from the airline company as in the case of a delay.

The airline company has to give you the choice between:

- a reimbursement 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 is no longer serving any purpose in relation to the passenger's original travel plan. If needed the company has to offer a free return flight to the first point of departure, at the earliest opportunity.
- a re-routing, under comparable transport conditions, to their final destination at the earliest opportunity; or



- a re-routing, under comparable transport conditions, to their final destination at a later date at the passenger's convenience, subject to availability of seats.

Besides this, you have the right to claim compensation of:

- 250 € for all the flights of less than 1500 km,
- 400 € for flights between 1500 and 3500 km within the EU,
- 600 € for all other flights

If another flight is offered to you, and if the time of your arrival is not later than the time of arrival of the original reserved flight, this compensation can be decreased with 50 %.

Please Note! You can not ask for this compensation if you were warned of the cancellation of the flight:

- At least 2 weeks before date of the flight you booked; or,
- Between 2 weeks, and less than 7 days before, if an offer of re-routing was made to you for the same date, but, with a departure schedule allowing you to leave 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,
- Within less than 7 days, if a re-routing was offered to you for the same date; but with a departure schedule allowing you to leave 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.

The airline company will not have to pay the compensation if the cancellation is due to a case of force majeure.

In the case of an “overbooking” – if you reserved a plane ticket but when arriving at the check in desk, they told you there were no more seats available on the plane, you have the right to receive the assistance, refund or re-routing, compensation (as listed above).