

## EMIRATES

### CANCELLATION OF FLIGHTS DEPARTING FROM EU AIRPORTS

This notice is required by EC Regulation 261/2004 of the European Parliament and of the Council of the European Union.

If we cancel your flight, you will be entitled to certain assistance and benefits, provided that you also meet certain eligibility criteria.

#### **Eligibility Criteria**

You will be entitled to the assistance and other benefits described below if:

- (a) your flight is cancelled;
- (b) the flight was scheduled to be operated by us;
- (c) the flight was scheduled to depart from an airport in the EU;
- (d) you hold a confirmed reservation for the flight;
- (e) you have met the applicable check-in deadline (unless we notify you of the cancellation before such deadline);
- (f) you are not travelling free of any charge or at a reduced fare not available directly or indirectly to the public; and
- (g) you are not precluded from boarding by reason of application of our conditions of carriage or for other reasonable grounds.

Travelling pursuant to a frequent flyer programme or as part of a package holiday will not be treated as travelling free of any charge for the purposes of this notice, except for the right to reimbursement where such right arises as a result of EC Directive 90/314 on package travel.

#### **Available Assistance and Benefits**

If are eligible according to the above described criteria, you will be entitled to the following benefits:

#### **Re-routing/Reimbursement**

You may choose the benefit of one only of the following three options:

*Option 1* - we will reimburse the fare paid for your ticket for the part of carriage not used, and for those parts of the carriage used if, as a result of the cancellation, the cancelled flight no longer serves any purpose in relation to your original travel plans, and, when relevant, we

will carry you to the first point of departure in your contract of carriage on the earliest flight with suitable space available; or

*Option 2* - we will re-route you on the earliest flight with suitable space available to your final destination airport (or to an another airport serving the same town, city or region, in which event we will provide you with surface transport to your final destination airport); or

*Option 3* - we will re-route your at a later date on a flight with suitable space available to your final destination airport (or to an another airport serving the same town, city or region, in which event we will provide you with surface transport to your final destination airport).

Reimbursement as mentioned in *Option 1* above is due within 7 days. Payment is subject to completion of all reasonably necessary formalities such as, but not limited to, satisfactory identification of the party entitled to the reimbursement and return of unused tickets/coupons.

### **Available Compensation**

If are eligible according to the above described criteria, you may be entitled also to payment of compensation.

No compensation is offered if the cancellation was caused by extraordinary circumstances, despite reasonable measures taken by us to avoid them. Examples of such circumstances include, but are not limited to, cases of political instability, weather conditions incompatible with operation of the aircraft, security risks, unexpected flight safety shortcomings, strikes which affect flight operations, and air traffic control or air traffic management decisions concerning your flight.

You will not be entitled to be paid compensation if:

- (a) you have been informed of the cancellation at least two weeks before the scheduled time of departure; or
- (b) you have been informed of the cancellation between two weeks and seven days before the scheduled time of departure and have been offered re-routing on a flight which allows you to depart no more than two hours earlier than the scheduled time of the cancelled flight and allows you to reach your final destination no less than four hours after your scheduled time of arrival; or
- (c) you have been informed of the cancellation less than seven days before the scheduled time of departure and have been offered re-routing on a flight which allows you to depart no more than one hour earlier than the scheduled time of the cancelled flight and allows you to reach your final destination no less than two hours after your scheduled time of arrival.

The amount of your compensation will depend on the length of your flight. The compensation will be €400 for all flights between 1,500 and 3,500 kilometres and €600 in respect of flights longer than 3,500 kilometres.

The €400 compensation will be reduced to €200 if the re-routing we have offered you has an arrival time which is no more than three hours later than the scheduled time of arrival of the

cancelled flight. The €600 compensation will be reduced to €300 if the re-routing we have offered you has an arrival time which is no more than four hours later than the scheduled time of arrival of the cancelled flight.

### **Available Assistance**

In addition, you will be entitled to meals and refreshments in reasonable relation to waiting time together with two telephone calls, telexes, faxes or e-mails.

Likewise, if a stay of one or more nights, or a stay additional to that intended by you, becomes necessary when, in the case of re-routing, the reasonably expected time of departure of the new flight is one day or more later than the scheduled departure date of the cancelled flight, you will be entitled to hotel accommodation and surface transport between the airport and such accommodation.

Provision of the assistance described above will be free of charge. You will be entitled to such assistance only to the extent that we reasonably expect its provision would not cause delay.

### **Downgrading**

If, whether as a result of cancellation or for any other reason such as, but not limited to, substitution of an aircraft with a smaller passenger cabin, you are placed in a class lower than that for which your ticket was purchased while you are being re-routed, you will be entitled to reimbursement of:

- (a) 50% of the fare applicable to the flight for flights between 1,500 to 3,500 kilometres;
- or
- (b) 75% of the fare applicable to the flight for flights of more than 3,500 kilometres.

### **General**

Each EU Member State has designated a body responsible for enforcement of EC Regulation 261/2004. By a separate notice, we give details of such relevant bodies for your information.