

EMIRATES

DENIED BOARDING ON 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.

Denied Boarding

Exceptionally, there may not be enough space available on a flight for all persons with confirmed reservations to be accommodated. If such a situation arises for your flight, we will try to avoid any need to deny you boarding by offering you and all other similar passengers the opportunity to volunteer to surrender one or more confirmed reservations in exchange for mutually agreed and other benefits. Additionally, if you are an unaccompanied child or a person with reduced mobility or a person accompanying a person with reduced mobility, we will not deny you boarding unless otherwise unavoidable.

Whether you are denied boarding in response to a request for volunteers to surrender reservations or on an involuntary basis, 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) you are denied boarding;
- (b) your flight is scheduled to depart from an airport in the EU;
- (c) the flight is scheduled to be operated by us;
- (d) you hold a confirmed reservation for the flight;
- (e) you have met the applicable check-in 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

Re-routing/Reimbursement

If the above eligibility criteria apply to you and you are denied boarding on a voluntary or involuntary basis, you may choose one 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 denied boarding, the flight to which you were denied boarding 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 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 you at a later date on a flight with suitable space available to your final destination airport (or to 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 the above eligibility criteria apply to you and are involuntarily denied boarding, you will be entitled to be paid compensation. 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 flight to which you were denied boarding. 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 flight to which you were denied boarding.

Available Assistance

If the above eligibility criteria apply to you and you are involuntarily denied boarding, you will be entitled to meals and refreshments in reasonable relation to waiting time together with two telephone calls, telexes, faxes or e-mails. You will also be entitled to hotel accommodation and surface transport between the airport and such accommodation if a stay of one or more nights, or a stay additional to that intended by you, becomes necessary.

Provision of the above described assistance 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 being denied boarding 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 as follows:

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