

Notice on passenger rights in the event of long delay or cancellation of flights or denied boarding.

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

Applicability

The following rules shall apply:

- In respect of flights departing from an airport in the EU, and flights operated by a Community air carrier departing from an airport in a third country to an airport in the EU (unless you received benefits or compensation and were given assistance in that third country);
- on condition that you have a confirmed reservation on the flight concerned and present yourself for check-in at the time indicated or, if no time is indicated, not later than 45 minutes before the published departure time;
- regarding cancellations: in the event of the non operation of a flight which was previously planned to be operated and in which at least one place was reserved;
- only to passengers traveling at a fare available directly or indirectly to the public, or on tickets issued under a frequent flyer programme or other commercial programme;
- where we are the operating carrier of the flight.

Unless you have volunteered to surrender your reservation, assistance described in this folder will apply without prejudice to any rights you may have under applicable law to further compensation. Such assistance granted may be deducted from any such further compensation.

Right Cancellations

If your flight is cancelled, we will offer you the following assistance:

I. A choice between:

- a) reimbursement within seven days of the full cost of your 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 your original travel plan together with, when relevant, a return flight to the first point of departure, at the earliest opportunity; or
- b) re-routing, under comparable transport conditions, to your final -destination, at the earliest opportunity; or
- c) re-routing, under comparable transport conditions, to your final -destination at a later date at your convenience, subject to availability of seats.

II. In addition, we will offer you, free of charge:

- meals and refreshments in a reasonable relation to the waiting time; and
- two telephone calls, telex or fax messages or e-mails.

III. In the event of re-routing in connection with your cancelled flight, if the reasonably expected time of departure of the new flight is at least the day after the departure as it was planned for the cancelled flight, we will also offer you:

- hotel accommodation in cases,
 - where a stay of one or more nights becomes necessary, or
 - where a stay additional to that intended by you becomes necessary, and
- transport between the airport and place of accommodation.

IV. In certain situations you might also be entitled to compensation as follows:

- a) 250 euro för alla flygningar på 1 500 km eller mindre.
- b) 400 euro för alla flygningar inom gemenskapen på mer än 1 500 km, och för alla övriga flygningar på mellan 1 500 km och 3 500 km,
- c) 600 euro för alla flygningar som inte omfattas av a) och b).

When passengers are offered re-routing to their final destination on an alternative flight, the arrival time of which does not exceed the scheduled arrival time of the flight originally booked

- a) by two hours, in respect of all flights of 1 500 kilometers or less; or
- b) by three hours, in respect of all intra-Community flights of more than 1 500 kilometers and for all other flights between 1 500 and 3 500 kilometers; or
- c) by four hours, in respect of all flights not falling under a) or b), the operating air carrier may reduce the compensation provided for by 50 %.

For the above purposes, "final destination" means the destination on the ticket presented at the check-in counter, or, in the case of directly connecting flights, the destination of the last flight; alternative connecting flights available shall not be taken into account if the original planned arrival time is respected.

This compensation does not apply at all if:

- we can prove that the cancellation is caused by extraordinary circumstances, which could not have been avoided even if all reasonable measures had been taken. Such -circumstances may, in particular, occur in cases of political instability, -meteorological conditions incompatible with the operation of the flight concerned, security risks, unexpected flight safety shortcomings and strikes that affect the operation of an operating air carrier and impact of an air traffic management decision; or
- you are informed of the cancellation at least two weeks before the scheduled time of departure; or
- you are informed of the cancellation between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing you to depart 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
- you are informed of the cancellation less than seven days before the scheduled time of departure and are offered re-routing, -allowing you to depart 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.

Delay

When we reasonably expect a flight to be delayed beyond its -scheduled time of departure:

- a) for two hours or more in the case of flights of 1 500 km or less; or for
- b) three hours or more in the case of all intra-Community flights of more than 1 500 kilometers and of all other flights between 1 500 and 3 500 kilometers; or
- c) for four hours or more in the case of all flights not falling under a) or b).

We will offer you free of charge:

- meals and refreshments in a reasonable relation to the waiting time; and
- two telephone calls, telex or fax messages or e-mails.

When the time of departure reasonably expected is at least the day after the time of departure previously announced, in addition to the assistance described above, we will offer you, depending on -local availability:

- hotel accommodation in cases,
 - where a stay of one or more nights becomes necessary, or
 - where a stay additional to that intended by you becomes necessary, and
- transport between the airport and place of accommodation.

When the delay is at least five hours and you decide not to travel on the delayed flight, we will offer you:

reimbursement within seven days of the full cost of your 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 your original travel plan, together with, when relevant, a return flight to the first point of departure, at the earliest opportunity.

Denied boarding resulting from overbooking

Denied boarding is a refusal by an airline to carry a passenger on a flight, even though the passenger has presented him or herself for boarding under the conditions mentioned above under the heading applicability, except when there are reasonable grounds to deny boarding, such as reasons of health, safety, security or inadequate travel documentation.

Before we deny boarding for a flight we call for volunteers to surrender their reservations, in return for benefits under conditions to be agreed. See sep. note.

If an insufficient number of volunteers comes forward, and we deny boarding to you against your will, we will immediately compensate you:

- a) EUR 250 for all flights of 1 500 km or less;
- b) EUR 400 for all intra-Community flights of more than 1 500 kilometers, and for all other flights between 1 500 and 3 500 kilometers; or
- c) EUR 600 for all flights not falling under a) or b).

When passengers are offered re-routing to their final destination on an alternative flight, the arrival time of which does not exceed the scheduled arrival time of the flight originally booked

- a) by two hours, in respect of all flights of 1 500 kilometers or less; or
- b) by three hours, in respect of all intra-Community flights of more than 1 500 kilometers and for all other flights between 1 500 and 3 500 kilometers; or
- c) by four hours, in respect of all flights not falling under a) or b), we may reduce the compensation provided for by 50 %.

In determining the distance, the basis shall be the last destination at which the denial of boarding will delay your arrival after the -scheduled time.

In addition, we will offer you the following:

I. A choice between:

- a) reimbursement within seven days of the full cost of your 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 your original travel plan together with, when relevant, a return flight to the first point of departure, at the earliest opportunity; or
- b) re-routing, under comparable transport conditions, to your final destination, at the earliest opportunity; or
- c) re-routing, under comparable transport conditions, to your final destination at a later date at your convenience, subject to availability of seats.

II. And we will offer you, free of charge:

- meals and refreshments in a reasonable relation to the waiting time, and
- hotel accommodation in cases,
 - where a stay of one or more nights becomes necessary, or
 - where a stay additional to that intended by you becomes necessary, and
- transport between the airport and place of accommodation, and
- two telephone calls, telex or fax messages or e-mails.

Downgrading

If we place you in a cabin class lower than that for which the ticket was purchased you are entitled to reimbursement to a certain percentage of the fare paid for the respective flight leg.

You might be offered a lump sum to cover compensation for downgrading or reimbursement as described below:

- a) 30 % of the price of the flight coupon for all flights of 1 500 kilometers or less, or
- b) 50 % of the price of the flight coupon for all intra-Community flights of more than 1 500 kilometers, and for all other flights between 1 500 and 3 500 kilometers, or
- c) 75 % of the price of the flight coupon for all flights not falling under a) or b).

The compensation will be forwarded to you within 7 days after the downgrading took place.

This right does not apply to passengers traveling in a lower cabin class at their own convenience.

National designated body

Contact details of the Swedish designated bodies:

Konsumentverket/KO
Rosenlundsgatan 9
118 87 Stockholm
Sweden