

RIGHTS OF PASSENGERS

Dear Passengers,

As Atlasjet Ukraine Airlines we work using our best effort to provide satisfaction and recognition of our passengers.

We prepare our services thinking the smallest details so that you can travel timely, safely and comfortably and enjoy Atlasjet Ukraine service quality completely. Nevertheless, there may be unforeseen and undesirable operational disruptions in the aviation sector.

Denied boarding, flight cancellation or postponement cases may occur although you have confirmed reservation/ticket and have applied to our counters timely for ticket/baggage process. In such cases, you can benefit from the rights specified under the "Regulations on the Rights of Passengers Traveling by Air" ("Passenger Rights Regulations").

This brochure has been prepared to give the passengers detailed information about the passenger rights.

Important: We would like to remind that if your contact information is not given or given incorrectly in the reservation record, our airline company can not be held responsible.

Although all measures are taken by our company, if the extraordinary situations* cause the cancellation of the flight, passengers can not use the compensation rights specified.

* Extraordinary Situations: It means the situations such as political instability, meteorological conditions which are not appropriate for the realization of the relevant flight, natural disasters, security risks, unexpected flight safety deficiencies and strike which affect the operation of the air transportation company performing the flight.

Passengers with restricted mobility and the children traveling alone shall be provided with the special services they need by our authorized personnel pursuant to Passenger Rights Regulations.

You may send your feedback about the passenger rights to us using the e-mail and postal addresses specified below.

Enjoy your flight.

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1 Rights of the Denied Passengers having Valid Tickets with Approved Reservation Record for Boarding

Provisions of this section relating to reimbursement payments are applied to passengers travelling from/to airport situated on Ukraine's territory and also to passengers travelling to/from airport situated in another country, to/from the airport situated on Ukraine's territory.

Reimbursement payments applied by the airline, as previous payments, which in any case do not limit passenger's rights to request increased reimbursement established by norms of the Article 22 of the Montreal convention. Mentioned below are previous payments to passengers and are made in amounts and limits related to reimbursement of actual damage and actually proven losses pursuant to requirements of the Article 29 of the Montreal convention.

Except for the denied boarding due to reasonable causes such as health, safety, security, improper travel documents; in the event that a denied boarding is envisaged on a flight, firstly an announcement shall be made to find volunteers who shall waive their reservations on the relevant flight. The passenger who accepts to volunteer shall be entitled either:

a. To be refunded for the ticket or return to the original departure point at the first opportunity free of charge by way of receiving a voucher within maximum 7 days upon the written agreement of the passenger.

b. To change the route to the final destination point under the similar transportation conditions and at the earliest opportunity.

c. To change the route under the similar transportation conditions and according to seat availability at a later date deemed suitable by the passenger.

In the event that sufficient number of volunteers does not exist to enable to allow boarding of the rest of other passengers who have reservations, the boarding of the passengers may be denied beyond their discretion.

In such a case;

- Passengers first shall be entitled to receive a compensation at the amount specified in "TABLE 1":
- For refunding or rerouting rights, one of the following options shall be provided;

a. To be refunded for the ticket or to return to the original departure point at the first opportunity free of charge by way of receiving a voucher within maximum 7 days upon the written agreement of the passenger.

b. To change the route to the final destination point under the similar transportation conditions and at the earliest opportunity.

c. To change the route under the similar transportation conditions and according to seat availability at a later date deemed suitable by the passenger.

- Besides, the appropriate services in "TABLE 2" below shall be offered to the passenger free of charge.

2 Rights of the Passengers under Regulation on Passenger Rights in case of Cancellation of Flight

- Passengers may use their selective rights selecting one of the following rights;

a. To be refunded for the ticket or to return to the original departure point at the first opportunity free of charge by way of receiving a voucher within maximum 7 days upon the written agreement of the passenger.

b. To change the route to the final destination point under the similar transportation conditions and at the earliest opportunity.

c. To change the route under the similar transportation conditions and according to seat availability at a later date deemed suitable by the passenger.

- Besides, the appropriate services in “TABLE 2” below shall be offered to the passengers free of charge:
- Passengers shall be entitled to receive a compensation at the amount specified in “TABLE 1”
- *If they are not informed of the cancellation at least two weeks before the scheduled departure time.
- *As long as they are not informed of the cancellation two weeks to seven days before the scheduled departure time,
- *As long as they are not informed of the cancellation at most seven days before the scheduled departure time and not offered a route change which allows them to departure maximum one hour before the planned departure time and to arrival at the final destination maximum two hours after the planned arrival time. Although all measures are taken by our company, if the extraordinary situation* cause the cancellation of the flight, passenger can not use the compensation rights specified in the table. We would like to remind that if the contact information of the passenger is not given to our airline or given incorrectly in the reservation record, our company can not be held responsible.
- *Extraordinary situation: It means the situation such as political instability, meteorological conditions which are not appropriate for the realization of the relevant flight, natural disasters, security risks, unexpected flight safety deficiencies and strike which affects the operation of the air transportation company performing the flight

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Rights of Passengers in case of Delay of the Flights

- *If the delay,
- Is two or more hours for the flight shorter than 1500 km including 1500 km and for domestic flight.
- Is three or more hours for the flight between 1500 and 3500 (including 3500 km) kilometers,
- If four or more hours for the flights longer than 3500 kilometers as of the scheduled departure time of the flight, passengers shall be entitled to benefit from the services shown in “TABLE 2” free of charge.

SERVICE TYPE	SERVICE CONTENT
1) Accommodation	When on or more accommodation required, accommodation in a hotel or in a more appropriate accommodation facility
2) Transportation	Transportation between the airport and place of accommodation

*If the expected departure time is on the day or days after the departure time announced before, the passenger shall be entitled to benefit from the services shown in the table below free of charge:

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Upgrading or Downgrading other than Request of the Passenger

- In case the passenger is upgraded, on additional payment shall be claimed.
- In case the passenger is downgraded, the different between the ticket prices shall be refunded. Additionally, the amount specified in the table below shall be refunded to the passenger within seven days.

a. For all flights of 1500 km (including) or shorter	30% of ticket price
b. For the flights between 1500 and 3500 km (including 3500km)	50% of ticket price
c. For the flights longer than 3500 km	75% of ticket price

*If the delay is at least five hours and the passenger waive the flight, they may be refunded the full ticket price and benefit from the right to be returned to the original point free of charge.

In case the final destination point shown on the ticket is changed by our company due to force majeure and the flight is ended in a different airport, our company shall ensure that the passengers are transported to the final destination point shown on the ticket as soon as possible by using the possible means of transport.

TABLE 1

RIGHT TO COMPENSATION	COMPENSATION AMOUNT*	In case an alternative flight is offered for which the final destination time does not exceed the durations below, 50% of the compensation amount is given
1. For All Flights		
2. For International Flights		
a. For all flights of 1500 km (including) or shorter	250 EURO	2 hours
b. For the flights between 1500 and 3500 km	400 EURO	3 hours
c. For the flights longer than 3500 km	600 EURO	4 hours

*While calculation Ukrainian Grivna equivalent of Euro currency, Ukrainian National Bank selling rate of exchange on the actual payment date of the ticket is used.

TABLE 2

SERVICE TYPE	SERVICE CONTENT
1. a. Complimentary Meals ✓ For delays between 2-3 hours ✓ For delays between 3-5 hours ✓ For delays of 5 hours and above	Hot and cold beverages at reasonable amounts Breakfast or lunch depending on the time of the day in addition to hot and cold beverages Additional hot and cold beverages and additional snack in addition to hot and cold beverages and breakfast or lunch depending on the time of the day
b. Accommodation	Accommodation at a hotel or at an appropriate accommodation facility where one or more than one night accommodation is necessary
c. Transportation	Transportation between the airport and accommodation place
2. Communication	Two telephone calls, fax messages or e-mail services without time limitation.

Besides, special attention shall be shown to the people with restricted mobility and their accompanying persons and the children traveling alone while fulfilling their needs specified above.