

# Compliance report – Airline questionnaires

CAP 1500a



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# Introduction

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1. This document sits alongside [CAP 1500](#) and includes the questionnaires that were completed by the airlines setting out how they comply with their obligations on:
  - Care and assistance
  - Denied boarding
  - Downgrading
  - Missed connections
2. Appendix A details the questions that we asked the airlines and Appendix B sets out their responses.

## Appendix A

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## Airline questionnaire

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**Airline name****1) UK airports where the airline operates from****Care and assistance****2) How you provide meals and refreshments to passengers during disruption.**

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?
- b. How do you notify passengers that this assistance is available?
- c. How do you distribute the assistance to disrupted passengers?  
If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?
- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?  
Please explain how it differs based on location, time and length of delay.
- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?
- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?
- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.
- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?
- b. Do you organise the hotel accommodation yourself, or do you use a third party?
- c. How do you inform passengers that hotel accommodation and/or transfers are available?
- d. Where in the airport do passengers have to go to obtain the assistance?
- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?
- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?
- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?
- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?
- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.
- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

**Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

**Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

**Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary

denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

- 7) Please explain if there are any circumstances when you do not call for volunteers?
- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.
- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

## Downgrading

- 10) What classes of travel do you offer and what defines these classes?
- 11) In what type of circumstances are passengers downgraded?

### **Policies and procedures for assisting passengers in cases of downgrading**

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

## Connecting flights

- 13) Do you sell connecting flights<sup>1</sup>? (Yes/No)

Please complete this section if you answered Yes to question 13

- 14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination<sup>2</sup> that is three hours or greater due to a missed connecting flight.

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<sup>1</sup> According to the Commission Guidelines, a connecting flight is one where there is a single contract of carriage with an itinerary involving directly connecting flights and a single check-in.

<sup>2</sup> According to the Commission Guidelines, the final destination of a connecting flight is defined in Article 2(h) of the Regulation as the destination on the ticket used for the check-in or, in the case of directly connecting flights, the destination of the last flight.

In answering this question, please assume that the delay at the final destination is due only to a missed connection, no other type of incident is being considered and no extraordinary circumstances apply. Please use examples of actual flight routes where you offer connecting flights.

## **Compliance oversight**

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.
- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

### **Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance. By 'pre-disruption' we mean procedures and processes that take place regularly to ensure, for example, that arrangements are in place to provide meal vouchers, to source hotels and transfers, that refresher training has taken place, etc.
- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption. Please specify whether you conduct audits or 'mystery shopping' during disruption (and, if so, their content and frequency) to ensure that care and assistance is being provided. Please specify also whether you require reports to be produced by airline or ground handling staff for each cancelled/delayed flight or when denied boarding/downgrading occurs (and, if so, what the report captures).
- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption. Please specify whether you have procedures and processes for identifying problems with the provision of care and assistance, or handling situations of denied boarding or downgrading. This

may be through passenger complaint handling (if so, please specify if this is systematic or ad-hoc). Please also specify whether you conduct surveys of passengers on disrupted flights to assess whether they received their rights under Regulation 261.

**Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

## Appendix B

## Airline responses

### British Airways

1) UK airports where the airline operates from

ABZ, BHD, EDI, GLA, INV, JER, LBA, LCY, LGW, LHR, MAN, NCL

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

We provide refreshments at airports, or use system-generated refreshment vouchers and CompCards (pre-paid charge cards) to provide meals and refreshments at times of disruption. Telephones are available for passengers to notify friends, relatives, etc.

b. How do you notify passengers that this assistance is available?

Customers are notified either in person at touchpoints at the airport, via customer letters handed out at the airport, and/or by announcements. We also hand out CAA Notification of Rights leaflets (paper copy at the airport and also emailed/texted to customers).

This can take place in the check-in hall, in gate areas, executive lounge facilities, etc. Additionally, leaflets are available at touchpoints at the airport and available at check-in desks.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

When disrupted customers are provided with assistance personally, it will be by BA staff or by ground handling agents. The location where assistance is provided depends on the situation. Assistance can be provided at various points throughout the airport, including at the check-in desk, at an airside customer service desk facility, gate area or lounge.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

The value of assistance provided is determined by the duration of the delay and other factors and will vary between £5 and £15.

Eligible customers can use the lounges.

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

No. In exceptional circumstances where we are unable to provide the food vouchers, for example, pay and claim letters could be distributed to customers, so they can purchase refreshments and then claim a refund from BA.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Passengers receive a text message and/or an email advising them that their flight is cancelled and of their rebooking, which has been completed by the automated reaccommodation tool. Passengers also have the option of calling the BA call centre for further options or manage their booking on-line. Passengers will be asked to self-assist and send receipts to BA.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

Only in rare circumstances (e.g. if airport food outlets were all closed) would customers be required to organise their own meals and refreshments. However, should this occur, customers would be issued with a letter explaining the situation,

how much may be claimed for meals and the reimbursement process. Customers obtain reimbursement from Customer Relations.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Our teams always aim to keep customers fully informed and minimise inconvenience during disruption. Announcements are made to ensure customers are aware of the situation, as well as where they need to go for LRVs, rebooking assistance, hotel accommodation and transportation.

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

As soon as it becomes apparent that the re-route or reschedule requires an overnight stay, hotel accommodation and meals will be sourced and provided, along with transport to and from the hotel. As an alternative customers who live close to the airport may choose to go home, in which case appropriate transport will be provided (coach/train/taxi) to and from the airport if required.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

Hotel accommodation is predominantly arranged by either BA staff or BA's ground handling agents. In some situations, a hotel broker may be used to source accommodation, particularly at times of mass disruption.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Customers are notified either in person at appropriate airport touchpoints, via customer letters, and/or announcements. This can take place in the check-in hall, in gate areas, executive lounge facilities, etc.

- d. Where in the airport do passengers have to go to obtain the assistance?

Customers will be advised on the day, either in person or via announcement, of where they need to go to obtain assistance with hotel accommodation.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Customers are able to self-serve on-line, directly through contacting a Contact Centre / Trade Partner and through the use of customer reaccommodation functionality which is messaged to the customer

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

A standard airport hotel (3\* or above) will be provided where possible for customers. Hotels with higher ratings are also used. Ratings and costs will vary depending on the situation and hotel availability etc. Contracts and costs are usually agreed in advance by our hotel brokerage department.

- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Transfers will generally be provided via coaches arranged by BA staff or BA's handling agents. In circumstances where coaches are not available, or for vulnerable customers, taxis can be arranged. BA has a UK-wide contract with a national transportation provider, which has arrangements for transportation at all BA online and offline stations.

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes, we provide appropriate transport for customers living within a reasonable distance of the airport, if that is their preference.

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Only in rare circumstances would customers be required to organise their own accommodation and transport. However, should this occur, customers would be issued with a letter explaining the situation, how much may be claimed for accommodation, transport, meals and the reimbursement process.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

Customers with reduced mobility are given care irrespective of the length of delay and particular attention is given to their circumstances. Where overnight accommodation/transportation is required priority is given to unaccompanied minors, customers with reduced mobility and their carers and they will be dispersed first.

### **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

Passengers can be offloaded for various reasons, including: unexpected medical conditions, passengers travelling with incorrect documentation, disruptive behaviour, safety/security reasons, aircraft changes, aircraft performance restrictions, unusable seats, overbooking, and others.

### **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Where offloads are anticipated, BA will operate a voluntary offload scheme whereby passengers are asked if they are willing to give up their seat if necessary in return for compensation and a guaranteed seat on an alternative flight. Volunteers are not sought from and/or offloaded from unaccompanied minors passengers or

passengers with reduced mobility and their carers, for example. We request volunteers through announcements, 'queue combing' and check-in, for example.

BA applies its denied boarding scheme in accordance with EU261. Passengers who are denied boarding are given the options of a) carriage on an alternative flight or routing or b) full refund of the unused portion of their ticket at the price with they paid for it. In addition passengers are entitled to compensation. Customers who are involuntarily offloaded will be given a means of contacting two people, meals and refreshments and, where an overnight stay is required while waiting for the alternative flight, hotel accommodation and transport between hotel and airport.

Passengers who have invalid or incorrect documentation, are under extreme influence of drugs or alcohol, or are abusive towards BA staff and are denied boarding, may be managed by the relevant authorities. In these circumstances, they are not eligible for compensation but may be rebooked for onward travel once cleared by security/immigration or police as appropriate.

Passengers will not qualify for compensation if there are reasonable grounds to deny boarding such as health, safety, security or immigration issues.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

Volunteers are always called for.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Involuntary offloads will not be from the following groups: unaccompanied minors, passengers and their carers. Where overnight accommodation/transportation is required priority is given to unaccompanied minors, customers with additional needs and their carers and they will be dispersed first.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and

whether you make an automatic payment or require the passengers to make a claim.

Compensation Cards are issued immediately at the airport to customers who have been denied boarding.

## Downgrading

10) What classes of travel do you offer and what defines these classes?

We offer the following travel classes:

First

Club World

Club Europe

World Traveller Plus

World Traveller

Euro Traveller

Domestic

[http://www.britishairways.com/en-gb/information/travel-classes?source=MNVINF2travel\\_classes](http://www.britishairways.com/en-gb/information/travel-classes?source=MNVINF2travel_classes)

11) In what type of circumstances are passengers downgraded?

BA offers a single cabin service on its domestic route network (excluding Jersey).

Circumstances that may result in downgrades on services include aircraft type or variant changes, technical issues (for example, resulting in unserviceable seats on board), cabin crew shortages and oversales. Compensation is given in line with EU261/2004 requirements.

## **Policies and procedures for assisting passengers in cases of downgrading**

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for

making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

Downgraded customers may use facilities offered to their entitled cabin e.g. fast track security and lounges.

In some cases, customers may opt to travel on a later flight in their entitled cabin in which case, ex gratia airport compensation is offered, and the customer needs taken care of by BA during the delay (i.e. hotel accommodation and meals where necessary).

The downgrade fare difference refund is initiated at the airport via Customer Details app, GSR (Ground Service Recovery) form.

BA offers a single cabin service on its domestic route network (excluding Jersey).

Circumstances that may result in downgrades on services include aircraft type or variant changes, technical issues (for example, resulting in unserviceable seats on board), cabin crew shortages and oversales. Compensation is given in line with EU261/2004 requirements

## Connecting flights

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

We pay compensation in these circumstances in accordance with EU261, if BA is the operating delaying carrier. Compensation is not payable where the incoming flight is operated by another carrier and is delayed. Where the flight is missed – the passenger is referred to the operating carrier for recompense.

This does not apply where the passenger is travelling on separate contracts of carriage.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

The Global Learning Academy is responsible for the course requirements (for each role/task e.g. Customer Service staff), course content/syllabi and validations. EU261 requirements are incorporated into technical, policy and procedural training for customer service staff applicable to both new entrants and experienced staff (BA & GHA). The course covers EU261 obligations with respect to disruption, oversales and voluntary schemes/DBC's. Training Compliance reports are generated by the Global Learning Academy. Accountable managers receive these reports indicating their compliance levels.

### **Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Stocks of Compensation Cards are regularly reviewed and re-ordered when they reach an agreed level. Listings of hotels/taxi/coaches providers are updated regularly.

The UK Regions conduct a monthly (end of) review of the amount and reason for issuing LRV's, DBC is checked against the daily reports produced in the past month.

Internal Control also require regular processes for the stock checking of payments issued for LRV's and DBC's.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

A disruption report is completed by either BA staff or BA's ground handling agent for disrupted flights where customers are entitled to assistance (any delay  $\geq$  2 hours, any flight cancellation). Detail captured in the report includes: flight details, nature of the delay, impacted customer numbers, disruption event timeline, confirmation checklist of EU obligations fulfilled, a summary of delay handling best practice, any security/crew/immigration issues, follow-up actions and opportunities for learning. These reports are shared with the Head of Customer Service & Operations, Area Operations, Safety & Performance Manager, Regional Customer Service Manager, Customer Relations and Commercial management, where applicable

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

BA conducts a 'wash-up' after major disruptions.

### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

The disruption report is reviewed following the disruption event. Feedback from customers highlighting specific issues with disruption management are investigated and the customer responded to by Customer Relations.

Auditing is carried out by Internal Audit on the number of Compensation Cards issued vs the number of customers disrupted to identify any issues/trends.

## EasyJet Airline Company Limited (“EasyJet”)

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### 1) UK airports where the airline operates from

- Aberdeen – Aberdeen Airport
- Belfast – Belfast International Airport
- Birmingham – Birmingham Airport
- Bournemouth – Bournemouth Airport Bristol – Bristol Airport
- Edinburgh – Edinburgh Airport
- Glasgow – Glasgow Airport
- Inverness – Inverness Airport
- Leeds/Bradford – Leeds/Bradford International Airport
- Liverpool – John Lennon Airport
- Gatwick Airport
- Luton Airport
- Southend Airport
- Stansted Airport
- Manchester – Manchester Airport
- Newcastle – Newcastle Airport

### Care and assistance

#### 2) How you provide meals and refreshments to passengers during disruption.

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Refreshment vouchers are provided to disrupted passengers in the form of electronic magnetic stripe cards supplied by Travel Welfare. The cards can be automatically topped up if delay lengths extend beyond the initial period. This system is installed in 97 airports, and in the remaining airports paper vouchers are provided to the same value. The electronic and paper vouchers are referred to throughout as “Vouchers”.

- b. How do you notify passengers that this assistance is available?

Passengers are notified of all their rights during disruption via easyJet's Flight Tracker – online and on a mobile app. If a delay is greater than 3 hours then a text message will also be sent to the passengers telling them that airport staff will be on hand to provide them with refreshment vouchers. Leaflets regarding passenger rights and Vouchers are provided at the check-in desk if the disruption is known at that time. If passengers are airside then announcements are made (in airports that allow it) to call passengers to the gate by the airport information screens in airport that do not allow announcements for the Ground Crew to distribute the vouchers.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Passengers will be provided with Vouchers at the point of check-in if the disruption is known that far ahead of the scheduled time of departure. If the passengers are already airside then they will be informed to go to a central point which is either the customer services desk or the gate – depending on the layout of the airport.

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

£3/€4.50 for every 2 hours of delay for flights of 1500km or less

£3/€4.50 for every 3 hours of delay for flights of more than 1500km

If a passenger is delayed overnight and is therefore provided with a hotel room, then a meal at the hotel will be arranged rather than refreshment Vouchers in the airport.

e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

Yes, if the time taken to provide and spend refreshment Vouchers would cause a further delay to the flight then a complimentary service will be provided on board in lieu of Vouchers on the ground.

f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Flights can be cancelled in advance of the day of travel, for instance when industrial action is planned at a particular airport or air traffic control strikes are planned.

Customers on these flights are all sent emails and text messages informing them of the reason for the cancellation and how they can transfer to other available flights or obtain refunds for their flight. They can do that online using the self-service portal, or they call the customer services centre. The email also explains how they can book a hotel room, should they need it, without being charged, again using the self-service portal. They are informed of their rights and told how to claim any expenses that the cancellation might incur.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

easyJet uses a Travel Management Company (TMC) to arrange hotel rooms for disrupted passengers. There are rare occasions when the TMC cannot find any available hotel rooms (generally only during peak seasons). On these occasions, we ask the ground handlers will be asked if they know of any other local hotels that may not ordinarily be on the TMC books. Where no hotel rooms can be found at all then the larger hotels will be asked if a conference room facility with refreshments can be provided. Only if those options are all exhausted will passengers be asked to look for their own accommodation and claim back the costs. Flight Tracker will be updated with a link to 'how to claim expenses' which is sent directly to the customer contact centre to process.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

easyJet aims to provide the highest levels of care to customers during disruption and keeps them informed of changing situations every step of the way by adding messages to Flight Tracker, sending SMS and emails and making announcements on board and in the airport. After every disruption event the passengers are sent an apology email with a link to a survey asking questions about how the disruption was handled. The feedback from disrupted customers is then used to form the basis of improvement plans.

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

If a flight is delayed overnight or cancelled then the customers are immediately offered hotel accommodation, and will be moved to other flights upon request. Those passengers on cancelled flights are offered free of charge flight transfers proactively.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

easyJet uses a TMC to arrange hotel accommodation. The TMC is used by the whole easyJet community for all hotel needs and the relationship is closely managed.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Customers are informed via the easyJet disruption leaflet that is handed out in airports, by announcements in the airport, and by SMS, email and Flight Tracker updates.

- d. Where in the airport do passengers have to go to obtain the assistance?

If the disruption is known about early enough then they are given the options and assistance at the check-in point. If they are already airside then a combination of the customer service desk, departure lounge or gate area depending on the airport layout and rules regarding announcements.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

The travel updates page on easyJet.com is updated with links to various help pages explaining how to self-manage. Emails are sent with the same links and Flight Tracker is updated. SMS are sent pointing the passengers towards the Flight Tracker where they can transfer to other flights, obtain refunds, and book free of charge hotel accommodation.

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Essential:

Single/ Double Bed

En suite Bathroom

Fully lockable door with at least one of the following – spyhole, door chain or latch.

Desirable:

Desk with adequate lighting

TV with remote control

Cable/ Satellite TV

Tea and Coffee making facilities

Air Conditioning / Climate Control

Iron and Ironing board on request

Hairdryer

Phone with international dialling

Wake up calls via phone, TV or reception

Safe in room or at reception

Restaurant on site or within a five (5) minute walk

Provide free of charge high speed internet access in the bedroom to every easyJet passengers

The ability to provide an “early bird breakfast box” or ‘lunch box’ for easyJet passengers departing outside your restaurant opening hours.

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Where flights are diverted to alternative airports passengers are provided with onward road transport if there is no option for the flight to continue on after refuelling.

In the case of diversions to PXO when FNC airport is not accessible, ferry tickets are provided from PXO to FNC.

If coaches are not available then individual taxis will be arranged.

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes, if a flight is delayed overnight and hotel accommodation is provided then there are often a number of passengers at their home station who want to return home. They will be provided with taxis upon request.

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

If there are no transport options available then passengers will be told to make their own way and claim back their expenses through the customer services centre.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

easyJet uses a TMC to arrange ground transport in the event of disruption. They currently provide coaches and taxis. Our TMCs are looking into options to provide train tickets for disrupted passengers and crew, a trial is currently underway from HAM to SXF.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

Passengers with reduced mobility, elderly passengers, and those travelling with children are dealt with first when disruption occurs. If they need assistance with the self-service portal or would prefer not to use it then the Ground Crew follow manual

processes to book them into hotels and to alternate flights. They are the first to be provided with ground transport and refreshment vouchers.

Ground Crew will discuss the customer's needs with them and provide the required assistance.

## Denied boarding

5) In what type of circumstances are passengers denied boarding?

Passengers could be denied boarding for the following reasons:

Aircraft change from A320 to A319 (180 seats to 156 seats)

Inoperative seats

Reduced crew operation

Reduced capacity operation due to technical faults/damage

Overbooking

## Policies and procedures for assisting passengers in cases of denied boarding

6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

In terms of a downgraded aircraft, volunteers are sought at bag drop or boarding gate depending on the time of downgrade. Customers who are offloaded are helped by our ground crew who will look at a specific recovery plan.

Where flights are overbooked when a customer tries to check in, they will receive a message asking them to go to the airport. We class this as a SAG (seat at gate) customer.

On arrival at the airport, ground crew explain the situation to the customer and advise them that we will look for volunteers but will also advise of the next steps i.e. go to the boarding gate, if seats become available they will be boarded

We seek volunteers for denied boarding at the bag drop desk initially. Where flights are overbooked eRes prompts the ground crew to ask for volunteers and they have to enter yes or no if successful. If no volunteers are found the ground crew will also ask for volunteers at the gate. If no volunteers are found here, the SAG customer will be offloaded and the ground crew will assist them with a recovery plan. Customers will also receive a letter with details of what happens next.

If volunteers are found at the bag drop or boarding gate, they are asked to wait until the end of boarding; if seats are available they will be boarded. If no seats are available the volunteer will be offloaded and the ground crew will assist them with a recovery plan. Customers will also receive a letter with details of what happens next.

The recovery plan will depend on reason for customer being denied boarding and the individual customer needs. It will include alternate flights with easyJet or an alternate carrier depending on the flight affected. Hotac, transport, phone calls, welfare etc. if applicable

- 7) Please explain if there are any circumstances when you do not call for volunteers?
- 8) In airports where there are Auto Bag Drop machines, the option is not in place to ask for volunteers at Bag Drop, however we still ask for these at the boarding gate. Currently this approach is under review and we are looking at further options.
- 9) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Where possible we will always try to accommodate passengers with reduced mobility and vulnerable passengers. These are identified to us through eRes with an SSR code and ground crew will ensure these are looked after and will discuss the recovery options with the customer depending on their needs.

Where a customer is denied boarding and are travelling with companions on the same or different booking references, and if their companions choose not to fly then they can be offered the following:

Transfer their flight free of charge to the next available flight to the same destination travelling at the earliest opportunity.

The customer should be provided with LRVs.

The customer should be offered free of charge two telephone calls, or telex or fax messages or e-mails. In addition, if an overnight stay is required overnight accommodation (arranged via Capita Events & travel) and transport between the airport and the hotel must be arranged.

Currently we are reviewing our “Protected Groups” and what enhancements we need to make this more automated.

- 10) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

In the event of a customer being denied boarding, the customer is required to make a claim via our dedicated web form. Once the claim is received, a review of the Airport Notes will take place, to ascertain if the customer was denied boarding or voluntarily offloaded themselves.

Once the assessment of the claim is complete, a payment will be raised and issued to the customer. The payment is received by the customers approximately 21 days after raising the claim; this would have been higher during the summer due to the compounded disruption we experienced. We currently have a number of initiatives that are due to be delivered during November this year that aim to reduce the number of days for the customer to receive their compensation.

## Downgrading

- 11) What classes of travel do you offer and what defines these classes?

N/A – easyJet only operates one class of travel.

- 12) In what type of circumstances are passengers downgraded?

N/A – easyJet only operates one class of travel.

## **Policies and procedures for assisting passengers in cases of downgrading**

- 13) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

N/A – easyJet only operates one class of travel.

## **Connecting flights**

- 14) Do you sell connecting flights?

No

Please complete this section if you answered Yes to question 13

- 15) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

N/A

## **Compliance oversight**

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 16) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

easyJet Ground Handling Manual (GHM)

easyJet Customer Standards Manual (CSM)

Additional Guidance on easyJet Connected Portal which all Ground Handlers have access to

- 17) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

eLearning including disruption CBT must be completed by ground crew at easyJet's top 50 airports. This is a one off course. When it is updated by easyJet all ground crew will have to complete again. This training takes 60 minutes.

easyJet Disruption module (powerpoint) is available to all ground crew

Ground handlers are also expected to train their ground crew on how to handle disruption as part of their own training

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 18) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

easyJet have agreements with a travel welfare company, bus supplier and LRV suppliers. Their services will be required based on type of disruption.

From a training perspective, this requirement is outlined in the GHM and is monitored by the Ground Ops training team.

Disruption leaflets are regularly reviewed and updated when required

Guidance material for disruption is regularly reviewed and updated when required

GHM is reviewed twice per year and updated

CSM is reviewed annually and updated

- 19) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

After each disruption event ground crew are to complete a disruption report and submit to easyJet for review. For individual disruption comments are added to the customers booking outlining what happened and what entitlements they received.

Ground handlers are required to have a local disruption plan in place and following any significant disruption event, there should be a review process to identify any issues and areas for improvement. Local disruption documentation and checklists should be reviewed, and updated if necessary, as part of this process.

easyJet Training team complete on station assessments of Ground Crew which would include disruption if it happened during the assessment.

20) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

Passenger complaints are sent to the easyJet airport manager for review and this is discussed with the local management.

Reports are available from our suppliers (where relevant)

Disruption reports are routinely reviewed

For significant disruption the easyJet airport manager will be involved in the wash up and will implement any changes of local process to plan

Disruption features on various of departments FY17 plans and it is constantly being reviewed to see what improvements can be made

Supplier meetings are regularly held which include reviews of their service

Passenger surveys

Passengers on flights that have been cancelled, delayed overnight, or delayed by more than three hours are all sent a 'disruption survey' the day after the disruption happened. They are asked a number of questions:

about how well the disruption was handled;

if they were provided with information regarding the reasons for the disruption;

if they were provided with a disruption rights leaflet; and

if they were provided with Vouchers for refreshments etc.

If they were delayed overnight they are also asked if they were provided with adequate accommodation until their rescheduled flight the following day.

### **Airline procedures and processes for addressing issues with compliance**

- 21) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

All failures are reported back to the easyJet Ground Operations Manager who is responsible for addressing these issues with the suppliers involved.

We are constantly reviewing our policy and procedures internally to ensure that they are fit for purpose from a legal and customer experience perspective.

## Ryanair

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### 1) UK airports where the airline operates from

Aberdeen, Belfast International, Birmingham, Bournemouth, Bristol, Cardiff, Derry, East Midlands, Edinburgh, Glasgow, Glasgow Prestwick, Leeds Bradford, Liverpool, London Gatwick, London Luton, London Stansted, Manchester, Newcastle, Newquay, Cornwall

### Care and assistance

#### 2) How you provide meals and refreshments to passengers during disruption.

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Our handling agents distribute Paper Vouchers and we are continuing to roll out an automated iCoupon solution whereby our operations team can activate a bar code on passengers' boarding cards. The bar code can then be used in the same way as paper vouchers.

- b. How do you notify passengers that this assistance is available?

This information is communicated to passengers by our ground handling staff at the airport and SMS.

- c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Airport handling agents distribute vouchers to passengers or advise that passengers will be informed by SMS that their boarding card has been activated and can be used as a voucher.

Vouchers (depending on the airport) can be redeemed in at least one outlet in each airport.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

£3.50 in all UK airports

1st Set – 2 hour delay

2nd Set – 5 hour delay

3rd Set – 8 hour delay

4th Set- 11 hrs delay

further every 3hrs until departure

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

In the event that the flight is ready to depart and the issuing of vouchers would unnecessarily delay the flight further, we would for passenger convenience reasons not distribute vouchers.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Passengers receive email/SMS about cancellation. This email outlines their options and rights under EU 261.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

In the rare instances where it is impossible for the handling agent to provide refreshment vouchers, our handling agent advises passengers to arrange their own refreshments, and to send the receipted expenses to Ryanair to enable us to issue a refund.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Our website “redline” contains all information relation to disrupted flights and passenger rights. We also display the EU261 notice at our check-in and ticket desks. The EU 261 notice is also handed out to disrupted passengers.

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

When a flight is cancelled or delayed overnight, we issue a hotel and transport authorisation to the handling agent.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

The handling agent arranges this for disrupted passengers.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Handling agents inform disrupted passengers. Our cancellation email also directs passengers to speak to our handling agents and advises they can assist with accommodation.

- d. Where in the airport do passengers have to go to obtain the assistance?

Ticket desk / handling agent information desk.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Passengers receive email / SMS about cancellation and information is available on our website.

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Average 3 star, on a bed and breakfast basis.

- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Generally coaches. We provide taxis for PRMs.

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes.

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

If the handling agent is unable to secure the transfer we ask the passengers to make their own arrangements and send us a copy of the receipted expenses to enable us to issue a refund.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Passengers may contact us via chat/calls/social media. In these cases we will advise the passengers what assistance is available.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

Ryanair does not carry unaccompanied children. Ryanair's ground handling agents are instructed to prioritise passengers with reduced mobility. For example, our handling agents are required to arrange wheelchair accessible taxis for PRMs.

### **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

We may deny boarding to passengers due to seating restriction due to damaged seats, capacity restrictions, down size of aircraft.

**Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

The handling agent first seeks voluntary offloads. They usually include staff travelling on confirmed duty travel, passengers on day return trips, passengers travelling without checked in luggage, students, backpackers.

Passengers who volunteer for denied boarding are provided with the EU261 Article 14.2 notice. Refreshment vouchers are provided in the event the passengers are waiting in the airport for next available flight on the same day.

Hotel overnight accommodation is provided free of charge in the event passengers have to wait overnight for the next available Ryanair flight.

If their flight is not a daily service then passengers are given the option of rerouting free of charge via another Ryanair hub or other airline using our re-accommodation agreements.

Ground transportation is provided free of charge if passenger is to be re-accommodated from an alternative airport.

Passengers denied boarding are given monetary compensation of €250 per person for flights of < 1500 kms or €400 per person for flights between 1500-3500 kms.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

There are no such circumstances.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Ryanair does not carry unaccompanied children.

Passengers with reduced mobility and their travelling companions are not denied boarding under any circumstances.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Payments of denied boarding compensation are processed by our customer services department following notification of a denied boarding by a handling agent.

## Downgrading

- 10) What classes of travel do you offer and what defines these classes?

N/A

- 11) In what type of circumstances are passengers downgraded?

N/A

## Policies and procedures for assisting passengers in cases of downgrading

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

N/A

## Connecting flights

- 13) Do you sell connecting flights?

No

Please complete this section if you answered Yes to question 13

- 14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a

delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

N/A

## **Compliance oversight**

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

The relevant procedures are set in Ryanair's Ground Operations Manual.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Ground handling staff are trained on Ryanair's policies and procedures. This training is carried out by the Ryanair customer service training team and combines classroom and e-learning modules. Policy and procedure training is an 8 hour course (containing 7 modules). We also carry out a "training needs" process whereby handling agents' performance is monitored and when issues are identified refresher training is scheduled.

### **Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Our handling agents are trained on all disruption procedures – see answer to question 15.b above. In addition, we regularly review the availability of appropriate hotel, transfer and refreshment arrangements at all airports, to ensure that at times of disruption we can address the needs of all disrupted passengers.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Refreshment, transfer and hotel accommodation authorisations are recorded and audited. Compliance by handling agents with Ryanair's procedures is monitored on an ongoing basis, in particular at times of disruption. Where appropriate, reports are sought to identify causes of non-compliance. Reminders are frequently sent to handling agents where service has not met our requirements. Ryanair's Customer Service and Operations departments ensure that corrective action is taken in order to minimise the risk of re-occurrence.

We also survey passengers post disruption to ensure that our procedures have been followed correctly.

Furthermore, customer service complaints following a disruption are reviewed. If issues are identified in relation to compliance with procedures, these are raised with the handling agent, often leading to re-training.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

It is standard practice to analyse customer complaints to identify and resolve issues. As mentioned above we also survey passengers post disruption.

### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

Please see answer to question above.

## Thomson Airways

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1) UK airports where the airline operates from

BFS BHX BOH BRS CWL DSA EDI EMA GLA LBA LGW LPL LTN MAN NCL NWI  
STN

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Paper Vouchers

+ Pre-paid cards issued at LGW and BHX

b. How do you notify passengers that this assistance is available?

By tannoy announcement at the airport

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Customer collects the vouchers from our ground handling agents.

Departure Gate, Assistance desk in departures lounge.

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

Range from £3 to £20 based upon length of delay and time of day.

2-3 Hours £3-£4 / 2-5 Hours £5 / 5-8 Hours £10 / 8-12 Hours £20 / Overnight accommodation Meals at appropriate times.

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

On occasion, where the length of delay would be extended by issuing vouchers welfare is not provided. However in general where this happens a free on board drink is offered.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Not applicable to Thomson Airways operations

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

Not applicable

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

During severe disruption we will send a text message to passengers advising of delay whereby they can stay at home and check-in later at the airport. Passengers that do arrive at the airport are provided with welfare vouchers.

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

When it becomes obvious that a night stop is required.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

Third party arranges hotel accommodation on our behalf.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Via airport tannoy system.

d. Where in the airport do passengers have to go to obtain the assistance?

Depending upon whether the passengers have checked-in or not, either the departure lounge assistance desk or landside assistance desk.

e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Not applicable to Thomson Airways

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Normally 3 or 4 star as close to airport as possible.

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Coaches and accessible taxis for PRM's.

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes on case by case basis.

i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Only in extreme disruption where there are no coaches/taxis available. We advise we will pay reasonable expenses.

j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

We use text information to passengers. We have a high score for the number of passenger contact details to enable text messaging.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with

reduced mobility and those accompanying them and to the needs of unaccompanied children.

Our agents are instructed to pay attention to the needs of PRM's that have been notified at check-in.

## Denied boarding

5) In what type of circumstances are passengers denied boarding?

In very rare occasions this would be due to a tour operator overbooking and these are generally known 36 hours prior to departure.

### **Policies and procedures for assisting passengers in cases of denied boarding**

6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Tour operator provides alternative transport and this is not an airline compensation issue.

7) Please explain if there are any circumstances when you do not call for volunteers?

Not applicable.

8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Not applicable.

9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Not applicable.

## Downgrading

10) What classes of travel do you offer and what defines these classes?

As a charter airline we offer economy and premium economy seating on board some of our aircraft. The tour operator sells a holiday at £x that includes an economy seat within the price of the holiday, the passenger can then elect to pay a supplement to have a premium economy seat on board the aircraft. This is charged at approximately £120.

11) In what type of circumstances are passengers downgraded?

Where we have a technical problem and have to swap the aircraft for an all economy configured aircraft.

### **Policies and procedures for assisting passengers in cases of downgrading**

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

The tour operator reimburses 100% of the supplement paid to purchase the premium economy seat. This refund is paid automatically by the after travel team.

## Connecting flights

13) Do you sell connecting flights?

No

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Duty Office team refer to EU Reg261

Thomson Airways Duty Office instruct our 3rd party handling agents on what and when to provide care and assistance on each individual downgrading. Our ground handling manual provides what actions to take once the instruction has been given.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Covered as part of initial training for Duty Office staff.

Third party Ground Handling staff have access to the Thomson Airways Ground Handling manual. Product information is contained within the Passenger handling section.

### **Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Duty Office track all welfare issued to customers on a spreadsheet

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Duty Office are audited on procedures by the internal audit team

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

Duty Office record detail of the number of care vouchers actually issued. Significant variations against passenger numbers would be investigated. After Travel team monitor complaint letters.

### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

The Thomson After Travel department deals with these matters. They will proactively refund for downgrades. Any individual passenger issues are picked up from email notification via the Duty Office. Customer correspondence is checked and escalated to manager after travel where issues of non-compliance are raised by a customer. These are investigated with the airport services compliance team and dealt with by the after travel team.

## Flybe

### 1) UK airports where the airline operates from

Aberdeen, Belfast, Birmingham, Cardiff, Dundee, Doncaster, Edinburgh, East Midlands, Exeter, Guernsey, Glasgow, Humberside, Inverness, Isle Of Man, Jersey, Leeds, London City, London Gatwick, Liverpool, Manchester, Durham, Newcastle, Newquay, Norwich, Southampton, London Stansted

### Care and assistance

#### 2) How you provide meals and refreshments to passengers during disruption.

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

We issue paper vouchers to all customers.

- b. How do you notify passengers that this assistance is available?

Automatically issued at check in or our Ground Handling Agents make an announcement.

- c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Either at check in or on production of the boarding card at either the departure gate or airside information desk.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

2-3 hours - £5 or €8

3-4 hours - £7.50 or €14

4-5 hours - £12.50 or €18

All of the above is automatically authorised for the airports to issue to customers without referral to Flybe.

Over 5 hours – Ground Handling Agents to contact Flybe

e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

Yes, if the issuance of the voucher is going to cause a further delay to the departure.

f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Customers are able to claim duty of care costs retrospectively on production of receipts through our Customer Relations team.

g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

In most cases Flybe arrange this, in the event of major mass disruption there may be occasions when the customer feel that they need to organise their own. Customers are able to claim duty of care costs retrospectively on production of receipts through our Customer Relations team.

h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

N/A

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

a. At what point during the disruption do you provide hotel accommodation/transfers?

When an overnight stay becomes necessary.

b. Do you organise the hotel accommodation yourself, or do you use a third party?

We use a third party

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Our Ground Handling Agents inform customers of any arrangements as they rebook them.

- d. Where in the airport do passengers have to go to obtain the assistance?

Either at check in or on production of the boarding card at either the departure gate or airside information desk

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Customers are able to claim reasonable costs retrospectively on production of receipts through our Customer Relations team. In extreme circumstances our Contact Centre will also call customers and advise of the cancellation and request hotels/transport from our third party provider if required.

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

The hotel accommodation is of good standard which is pre-approved and inspected by our supplier. Costs c£70-100 per night dependant on location. Hotels groups would include, Holiday Inn, Hilton etc.

- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Coaches, airport shuttle or taxis as appropriate and dependant on availability.

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

In most cases Flybe arrange this, in the event of major mass disruption there may be occasions when the customer feel that they need to organise their own. Customers are able to claim duty of care costs retrospectively on production of receipts through our Customer Relations team.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

N/A

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

The above passenger types take priority over all other types of passengers. Our Ground Handling Agents would queue comb and identify these passenger types. We are also updating our Airport Disruption Management Manual to include instructions to our Handling Agents to identify these passengers from Passenger Name Lists and queue combing and treat them as a priority.

### **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

Last minute aircraft change, a restriction on departure due safety, when there is weight restrictions on the aircraft.

### **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

If the overbooking is known prior to the day of departure, then our contact centre will call passengers and ask them to move and offer relevant compensation.

If the overbooking is known at the airport then our Ground Handling Agents will seek volunteers. If no volunteers are available then the last customers to check in will be denied boarding.

All assistance is given to customers, such as rebooking on to the next available flight, duty of care offered, hotel and transfer if required and compensation is paid.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

No – our Ground Handling Agents are instructed to always ask for volunteers

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

These passenger types take priority and would not be denied boarding.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

A form is filled out at the airport by our Ground Handling Agents and a copy is given to the customer. This is automatically sent to our Customer Relations team who will write to the customer and ask for payment details. The payment will be processed within 7 days.

## **Downgrading**

- 10) What classes of travel do you offer and what defines these classes?

We only offer one class of service

- 11) In what type of circumstances are passengers downgraded?

N/A

## **Policies and procedures for assisting passengers in cases of downgrading**

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

N/A

## **Connecting flights**

- 13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

- 14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

## **Compliance oversight**

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

This is provided to our Ground Handling Agents in our Ground Operations Manual Part 2 and the Airport Disruption Manual.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Ground Handling Agents are given training on the Flybe procedures by their own trainers.

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

As part of the Ground Operations Station Audit, processes and procedures are reviewed. Any customer feedback on non-compliance is reviewed with the Station Manager.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

A report is produced by our Ground Handling Agents and sent to Head Office for every delay or cancellation, and this is chased if not received. All staff travelling are encouraged to feedback on adherence in times of disruption.

The report captures, length of delay, reason for delay, number of passengers, re-routing, Duty of Care compliance, EU261 notification given, hotel and transfer details, times announcements were made.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

As part of the Ground Operations Station Audit, processes and procedures are reviewed. Any customer feedback on non-compliance is reviewed with the Station Manager. Questions about disruption are asked during our post flight Customer Satisfaction Survey.

The disruption reports are saved on a daily basis and an automated weekly report is produced to enable a cross check that all reports have been received and any missing reports are chased until they are received. The disruption reports are opened by our Disruption Liaison Officers and they scrutinise the contents, asking for more information if required and if Duty of Care items have been missed then this is

copied to our Regional Managers for review with the airport directly. The Regional Managers will identify any trends with their airports and raise this when they meet with the Airport Management team. We regularly review the content of the forms and update where appropriate to ensure that all information is relevant and any additional items are added, recently we have added to the forms that the airports must show they have offered telephone calls/email facilities to customers that require them.

### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

In the event that a potential non compliance has occurred the applicable Ground Operations Manager reviews with the airport involved to ensure process and procedures are reviewed and in place so that a reoccurrence doesn't occur. Following this it would be specifically reviewed at the next audit.

## Thomas Cook Airlines

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1) UK airports where the airline operates from

Belfast, Birmingham, Bristol, Cardiff, Exeter, East Midlands, Gatwick, Glasgow, Manchester, Newcastle, Norwich, Stansted

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

At all UK Stations and around 20 Overseas stations (this is increasing monthly to cover the majority of our network), we use Thomas Cook prepaid welfare cards. This is provided to customers for any delay where EC261 is applicable, along with a delay letter and a flight disruption leaflet containing EC261 regulations. At the other overseas stations we use paper vouchers.

We also use SMS, and update the flight boards at airports

b. How do you notify passengers that this assistance is available?

As above – letter apologising for the delay detailing how much has been provided for welfare. When we have the customer's mobile number we send them SMS.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

If known prior to the customer arriving at the airport we would give this out at check in. Otherwise, the handling agent or representative will give them out in the airport usually at the information desk. An announcement will also be made asking customers to go to the information desk.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

The value of our assistance varies depending on the location and length of the delay.

We are aware some airports are more expensive than others so we ensure that the amount is altered to reflect this so the customers can purchase adequate refreshments.

If a delay continues, we will either upload further money onto the cards or issue more paper vouchers. We also take into consideration meal times, for example, a greater value would be provided at dinner time than breakfast time. The welfare values for outbound flights from the UK are split into Short/medium-haul flights LRV £7 Meal/off-airport - £10 Long haul flights LRV - £10 Meal/off-airport £15

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

If offering welfare would result in extending the delay, welfare would not be provided prior to departure but an alternative drink option would be offered on board.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Our general policy is not to cancel flights, it is very rare for us to do so near to or on the day of departure. However, if we did customers would be provided with welfare in accordance with our usual policy (see above answers).

If we do need to cancel a flight this would normally be in advance. In these circumstances we will contact all customers affected and offer them assistance in accordance with Article 8 of Regulation 261/2004 i.e. a refund or re-routing.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

If a flight results in a night stop and hotels are unable to provide meals, the customers may be asked to purchase food themselves and claim back from Customer Relations.

This is very rare and our welfare card is very flexible in providing options for customers to purchase items at airports, both airside and landside. If customers are required to purchase their own meals and drinks we have a fast track process through Customer Relations so that these claims are dealt with promptly.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Welfare provide for any coach journeys to alternative airport. Again this can be done by loading a welfare card (for example, with £500 for bulk purchase of refreshments for placing on the coaches). We work closely with our Tour Operator colleagues to retain package customers in their hotels.

### **3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

In any delay over 6 hours we would try to take customers off airport for meal at local hotel with day rooms. If the delay is a night stops hotels and transport will be offered.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

This varies – UK and USA we use a third party to organise availability and transport to a pre-agreed standard of accommodation. All other overseas stations this is done by either the handling agent or our local Tour Operator representatives.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Letters advising them of the reason and what will be provided.

Also use SMS messaging for all delays for those customers who have provided a contact number.

If in resort, passengers will be informed in person through handling agent or in-resort representative.

d. Where in the airport do passengers have to go to obtain the assistance?

Local agent or information desk for airside. Check-in if information is available at this stage.

e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

See above part F.

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

In the UK we have a preferred hotel list for each station. We generally look to have a 4 star rating if possible but for all stations it does depend on availability on the day. Overseas we tend to look at good quality hotels from our own bed stock or hotels the customers have been staying in during their holiday.

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Coaches and mini-bus options mainly with smaller types of specialised transport for PRM's.

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

If customers wish to return home instead of using the hotel room provided, this can be offered. Customers can claim back taxi fares or petrol costs.

i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Our policy is not to ask customers, however if a customer arranges their own we will refund the cost of these within reason.

j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

## **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

We don't identify PRM's, we ask them to identify themselves to us if they have special requirements that they need support with.

During an off airport delay or night stop, the transport and hotel provided are part of our check list when dealing with these customers.

With regards to unaccompanied children we permit those aged 14 and 15 years of age to travel. Our policies and our Terms and Conditions of Carriage require that the parent or guardian does not leave the airport until the flight has departed.

Unaccompanied minors cannot be accepted in a hotel unaccompanied.

## **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

In November 2015 we introduced a new booking system and experienced some technical issues which resulted in overbookings.

ii) During 2015, we also commenced an overbooking trial for two months. We don't currently have an active overbooking policy in place.

iii) In some circumstances flights have to be substituted with a smaller aircraft if there is an issue with the aircraft due to operate the flight. This results in some customers needing to be booked on alternative flights.

## **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary

denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Our policy on how to deal with denied boarding is provided to all our ground handlers instructing them on how to deal with both voluntary and involuntary denied boarding.

Volunteers are requested in line with the Regulation and are sought at check in if known at that time that we are overbooked.

If volunteers cannot be found, we will select based on the least vulnerable passengers, excluding PRM's, families, Young Persons, elderly and package customers.

Any customers who are offloaded are provided with welfare, hotels and transport in accordance with the Regulations.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

As above, our ground handling staff are instructed to ask for volunteers in accordance with our policy.

The only time we may not call for volunteers is if we experienced technical issues with our system and the correct passenger figure is unknown until check in is complete.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

As per our policy, these passenger types are excluded from denied boarding.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Information is sent to the station with regards to potential overbooked flights offering alternatives and instructions to ask for volunteers. Any customers who volunteer or

are selected on an involuntary basis are asked to complete and sign a form agreeing to the Denied Boarding payment. They then contact Customer Relations to arrange payment, usually within 7 days.

We are currently looking into the option of automatically uploading the compensation onto welfare cards for our customers during a denied boarding situation.

## Downgrading

10) What classes of travel do you offer and what defines these classes?

Premium Class and Economy

Premium Class offers bigger seats, complimentary drinks, upgraded meal, larger luggage allowance and priority services at the airport.

11) In what type of circumstances are passengers downgraded?

i) Only due to system issues – we do not overbook by class.

ii) If we have to use an aircraft with a different configuration to support a delay.

## Policies and procedures for assisting passengers in cases of downgrading

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

If we are aware of the downgrade pre-departure we would refund the customer the upgrade cost plus £50 as a goodwill gesture.

If the downgrades are on the day, we provide customers with a standard payment of £150 plus £50 as a goodwill gesture, the refunds are processed promptly through Customer Relations.

If a customer contacts us to make an additional claim regarding their downgrade we would deal with this in accordance with Article 10 of Regulation 261.

## Connecting flights

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

These would be dealt with in line with all customer delay claims.

Customers would be provided with a delay leaflet during the delay, and claims are on application to our Customer Relations department. They will then pay in line with Regulation 261.

Below are examples of some of our flights where we offer connections:

JFK – MAN – MXP

MIA – MAN – FRA

MIA – MAN- CDG

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Each of our handling agents agree to follow the TC Passenger Handling Manual (PHM) and Global Working Instructions (GWI). The PHM sets out all relevant procedures regarding denied boarding and downgrading.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Annual training for all stations on EU261 and related topics conducted centrally by Legal team. Training pack for season start up and refreshers conducted by regional managers (train-the-trainer) and handling agent's own trainers. Central trainings in Chicago for US DoT regulations.

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

The Manchester based pre-flight team ensures mitigating actions are taken and compliance is assured. In the 24/7 environment customer service delivery coordinators (CSDC) based in Manchester take the necessary decisions to ensure compliance and the best possible resolution of a disruption from a customer's point of view. So-called 'delay suitcases/packs' are based at all key stations to provide phones, information leaflets and other prerequisites. A travel welfare one-time credit card or vouchers are distributed by the handling agents and managed centrally by the CSDC. Agreements with in-house Tour Operator and external companies ensure best possible sourcing and transfer of hotels.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

A check-list is part of the station audit and inspection plan to audit compliance with the requirements. Ad-hoc crisis meetings are summoned (so called Silver-team) at managerial level to assess the situation and steer the local agents. CSDC team is in constant contact with the Operations department and handling agent to take the best possible decision from a customer point-of-view.

As disruptions are unpredictable events, mystery shopping is conducted at home bases with own TC staff. Handling agents must produce reports in a given format for

any delay more than 15 minutes or any denied boarding or downgrade that had to take place.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

There is a central data warehouse system (Colibri) where web based checklists are stored that need to be populated by the local agent and headquarter teams and to ensure rights under Reg 261 were ensured and welfare provided.

Complaints are being forwarded by customer service teams to ground ops teams and aggregated monthly reports are available to manage and improve the handling of disruptions.

#### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

## Virgin Atlantic Airways Ltd

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- 1) UK airports where the airline operates from

London Heathrow, London Gatwick, Manchester, Glasgow (summer season only), Belfast (summer season only)

### Care and assistance

- 2) **How you provide meals and refreshments to passengers during disruption.**

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Light Refreshment Vouchers are either printed directly from our system or we have manual paper versions.

- b. How do you notify passengers that this assistance is available?

Customers are advised in person by airport teams and vouchers are available at all of our touch points such as Kiosks, Check in desks, lounges, gates and transfer areas. A further announcement is made in the departure lounge and a member of staff will be located at the information desk to issue vouchers to any customers we may have missed.

- c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

As above question b.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

The value is determined by the duration of delay and local currency starting at a minimum of £10.

In addition where possible we also provide water and drinks free of charge.

The value will increase dependant on circumstances

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

Only if the provision of care would cause a further delay. For example, issuing refreshment vouchers when boarding is imminent.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

If the new flight is not due to depart until the next day, passengers who are away from home are advised either to stay in their temporary accommodation and submit receipts for their meals, rooms and transport as appropriate for reimbursement (with the exception of customers who are on a package holiday with our sister company Virgin Holidays. Virgin Holidays will cover these costs as part of their local invoice and payment procedures with hoteliers.)

If the situation allows it, and comfort and safety is not an issue, customers will also be advised to make their way to the airport in order to receive assistance.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

It is rare, however some airports do not have food/catering outlets or facilities after or before certain times.

Or

The food/catering outlets available in the airport have limited menu and/or are not equipped to provide special/substantive meals or refreshments. In these circumstances customers are directed to supplement the available offering and provide receipts for reimbursement.

Our Customer Relations teams are trained to reimburse reasonable meal and refreshment costs once receipts have been submitted by affected customers.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

We have a 24/7 Customer Relations team based in our “Integrated Operations Control Centre” in the UK. This team continually monitors the operation with the sole purpose of issuing communication and advice to customers during flight disruptions. Using a range of tools including website updates, e-mail, SMS, social media and written notices distributed by crew, airport and hotel staff, they advise and direct customers and groundstaff or cabin crew as required.

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

As soon as it is known that a delay is of significant length that requires our customers to be offered accommodation and transfers we will inform them.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

At our UK airports a 3rd party specialist company will arrange this in conjunction with our Duty Managers. Overseas, our Duty Managers or Operations agents will source hotels.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Customers will be advised at all of our touch points. This will vary depending at which point the delay is advised and will be co-ordinated by the Airport teams.

- d. Where in the airport do passengers have to go to obtain the assistance?

Assistance will be made available at all customer touch points (check in, departure lounge, gates etc.).

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

If the new flight is not until the next day, passengers who are away from home are advised either to stay in their temporary accommodation and submit receipts for their meals, rooms and transport as appropriate for reimbursement. Customers who are on a package holiday with our sister company Virgin Holidays have the costs covered locally with hoteliers through Virgin Holidays.

If the situation allows it, and comfort and safety is not an issue, customers will also be advised to make their way to the airport in order to receive assistance.

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Our first objective is to find the most convenient accommodation for our customers in terms of location and proximity to the airport as well as the specific needs of customers e.g. PRM/UNMIN.

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

This depends on the volume of customers. In most cases customers will be coached to their hotel. Customers wishing to stay locally in alternative accommodation (i.e. with friends/family) will be offered taxi's or public transport (i.e. train in to London) if they wish.

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes, wherever we can as long as "home" is within a practical distance and the provision of the transfer will not cause further delay.

i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Mass disruption where we consider the airport environment to be uncomfortable, unhygienic or unsafe for customers.

Or

The management of the airport advises us to keep passengers away from the terminal.

Or

The availability of hundreds of local hotel rooms is severely limited and customers with the means and ability to procure their own individual room can do so much more efficiently.

We have a dedicated process in our complaint/claims handling area “EU Care” to handle the assessment and reimbursement of care costs. We communicate this through multiple communications channels e.g. sms, website, email.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

We have a 24/7 Customer Relations team based in our “Integrated Operations Control Centre” in the UK. This team continually monitor the operation with the sole purpose of issuing communication and advice to customers (as well as our front line staff) during flight disruptions. Using a range of tools including website updates, e mail, SMS, social media and written notices distributed by crew, airport and hotel staff they advise and direct customers as required.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

We have full details of our customers with reduced mobility. Transport and hotel providers will be made aware of any special requirements and we will confirm that they can be accommodated with transport / rooms appropriate to their needs prior to the customers leaving the airport. Our contracted service providers provide assistance to customers with reduced mobility and will assist them to their transport. With unaccompanied children we require that the person bringing them to the airport stays either at the airport or locally until our flight has departed. We will contact the person who brought them to the airport and where possible the child will be handed

back to the care of that person. If this is not possible then a Virgin Atlantic representative or ground handling agent will stay with the child/children.

## Denied boarding

5) In what type of circumstances are passengers denied boarding?

1) Contravention of Carrier Conditions of Carriage.

2) On the very rare occasion a technical issue within the cabin may result in us having to remove customers from specific areas of the cabin and this may result in a denied boarding situation

3) Occasionally for operational reasons e.g. to avoid cancellation or delay, we have to replace an aircraft with one holding fewer seats and this can sometimes result in a similar seat shortage and denied boarding situation.

4) Often passengers hold confirmed reservations and tickets but do not turn up for the flight. In order to counteract this, we accept a small number of reservations over and above our seat capacity. This system allows us the opportunity to maximise the occupancy rate of each aircraft. Occasionally however all the confirmed passengers will check in for the flight and this creates a denied boarding situation.

## Policies and procedures for assisting passengers in cases of denied boarding

6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

If we believe we will encounter a denied boarding situation our airport ground staff will seek volunteers by approaching passengers arriving in the check in area and explaining the situation and offering them the opportunity to take a later flight in exchange for benefits (Select leaflet issued to customers in the check in area).

On occasion, and if we have advance notice, we will seek volunteers before they arrive at the airport by calling for volunteers via outbound calling or messaging.

If we are unable to find volunteers to travel later and have no option but to deny boarding on an involuntary basis we select the last passengers arriving at airport check in, bag drop, or at the boarding gate.

Assistance is provided in accordance with Article 9 of EU261, i.e. meals, refreshments, communications until the customer's new flight departs, and if the new flight does not leave until the following day, overnight accommodation and transport to/from that accommodation or other point at the customer's convenience.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

None known

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Once an unaccompanied child is signed over to one of our agents they will be looked after by a member of staff until they board the aircraft. Each airport has a dedicated special assistance team to provide any assistance that customers with reduced mobility require.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Volunteers are issued with vouchers entitling them to complimentary future flights or discounts, or frequent flyer mileage, by our ground staff.

Customers denied boarding on an involuntary basis are issued their Denied Boarding compensation by our ground staff via a pre-loaded cash card.

## **Downgrading**

- 10) What classes of travel do you offer and what defines these classes?

Upper Class - Business Class - Fully flatbed 78" X 33" – Pre flight lounge

Premium Economy - Enhanced Economy 38" Seat Pitch – Priority Boarding

Economy – 31-34" Seat Pitch

11) In what type of circumstances are passengers downgraded?

1) Change of aircraft Type/configuration

2) Often passengers hold confirmed reservations and tickets but do not turn up for the flight. In order to counteract this, we accept a small number of reservations over and above our cabin seat capacity. This system allows us the opportunity to maximise the occupancy rate of each aircraft. Occasionally however all the confirmed passengers in Upper Class or Premium Economy will check in for the flight and this creates a downgrade situation.

### **Policies and procedures for assisting passengers in cases of downgrading**

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

If available, we will upgrade Premium Economy Passenger to Upper Class.

Alternatively, we will seek volunteers to move to another flight or lower cabin in exchange for benefits.

If we are unable to find volunteers to move to another cabin or flight and have no option but to downgrade passengers on an involuntary basis we select passengers arriving last at airport check in, bag drop, or at the boarding gate and advise them of the situation. Passengers have the choice to receive a 75% refund of the cost of the downgraded sector and refunded to the customer within 7 days. Alternatively, if the customer prefers to accept a free flight or future discount they may also choose to travel on a later flight in their original cabin subject to availability.

### **Connecting flights**

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

- 14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

Based on specific question no scenario known.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Virgin Atlantic has an Airport Operations Manual. This manual details all of the applicable legislation and Policies and Procedures in regard to disruption. The manual is made available to all airline and ground handling staff at every airport. The manual is revised quarterly and any updates or changes outside of this update are issued via an Airport Alert notification. All manual revisions and Alerts require a mandatory briefing and read and sign acknowledgment.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

All airline and ground handling staff are required to complete mandatory initial and then recurrent training every 36 months on Aviation Disability, this is an online course which takes approximately 45 minutes to complete. This training includes the care of customers with disabilities during disruption.

All airline and ground handling staff that perform check and gate functions are trained on the EU261 legislation and how to handle denied boarding and downgrading. This is covered in initial customer service training with a duration of approximately 1 day. When there is disruption all airport staff are briefed at the start

of their shifts on the requirements for the situation to ensure that they provide the appropriate information and care to our customers

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Virgin Atlantic has a Compliance Manager for all UK airports, this person is responsible for ensuring that all training is kept up to date, that there is sufficient stock of applicable stationery (Refreshment Vouchers, Care and Assistance leaflets etc.) and that our 3rd party providers are ready to assist us in disruption. Our Caribbean Airports also have a regional compliance Manager. At all other Airports it is the responsibility of the Airport Manager to ensure their Airport is prepared and compliant.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

At all Airports our Airport Duty Managers will be operational and it is their responsibility to check and ensure compliance during disruption. We do not do mystery shopping but we do text and email our customers asking for them to tell us about their experience. Any feedback we receive is reviewed and acted upon where appropriate by our Airport Managers. For all delays in excess of 2 hours or if there is disruption such as oversales or downgrades we require this to be documented. A template is set up on email and it is mandatory that it is completed and sent to all relevant parties that are on a disruption group mailing list and also to the destination airport. Hard copies of these reports are retained locally and our Compliance and/or Duty Managers will audit the file on monthly basis. We also have an internal audit team that will audit compliance against EC261.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

ALL customer complaints are captured and categorised into our contact database. Any allegations of noncompliance are fully investigated and if necessary immediate action taken to address.

We survey passengers on all aspects of their interaction with Virgin Atlantic.

### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

The Head of Customer Relations is responsible for raising non compliance issues raised by customers to the accountable senior manager within Virgin Atlantic. Once raised the relevant Standard Operating Procedure manuals will be reviewed along with any staff training records/needs requirements.

## Jet2.com

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1) UK airports where the airline operates from

MAN/LBA/BFS/EMA/NCL/EDI/GLA

BHX/STN from Spring 2017

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Paper vouchers.

b. How do you notify passengers that this assistance is available?

A letter is distributed and an SMS sent to all customers who have provided a mobile telephone number.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

This varies dependent on the airport and whether the customers are landside or airside - specific instructions would be given with the information letter/sms.

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

We issue welfare based upon the time of day. i.e. if a delay is under 3 hours and not over a mealtime we would issue the relevant amount to cover a drink and a snack. If over 3 hours or over a mealtime we would issue enough to cover a meal and a drink and if over 5 hours we would look to offer a combination of a meal and drink and a drink and snack or two meals and drinks etc. as the delay progressed. The voucher

amounts vary by airport and time of day. On an annual basis we contact each airport to find out the standard costs of snacks/meals and drinks in their airport and then use these as guidance but as an average we would issue an average of £/€5, £/€8 or £/€10.

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

If the issuance of the vouchers would further delay the flight. Where possible we would then issue a free service on board for drinks and/or snacks but this would be based upon availability.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

We do not as a general rule cancel in advance.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

Possibly if we have to arrange overnight hotac and the hotel cannot arrange meals but that the provision of an LRV in the airport would delay departure to hotels. We would then ask them to send receipts into Customer Services on their return and they would be reimbursed. This is not a common occurrence.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

If the flight is delayed overnight until the following day.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

It depends on the circumstances and location.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Via the handling agent and Customer Information Letter and SMS.

- d. Where in the airport do passengers have to go to obtain the assistance?

This would vary from airport to airport.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

n/a

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

The rating would depend on availability - no less than a 3\* where possible.

- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

This would depend on availability but standard practice would be to provide coaches and taxis for assistance customers. Taxis may be provided if a smaller number of customers affected or coaches not available.

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

This would be dealt with on a case by case basis but we would either provide the transfers or reimburse for travel.

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

As per reclaiming expenses for subsistence.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

## **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

We do not carry unaccompanied children so this isn't a consideration.

All handling staff would always check a flight manifest for any customers with reduced mobility and ensure that these customers are appropriately assisted with any adapted transfers, rooms etc.

## **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

We do not allow overbooking on our flights. The only rare instances where denied boarding may occur are due to incorrect travel documentation, if a customer was unfit for travel due to medical reasons, if they were disruptive/abusive or in the event we have a downgraded aircraft and we have been unable to source all of the volunteers required. Due to the very low numbers involved, we do not currently capture the number of customers who are denied boarding. We have received (and paid) 63 eligible denied boarding claims (172 customers) pertaining to the 2015 calendar year. This represents 0.0028% of the 5,976,195 passengers flown during the same period.

## **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Aircraft downgrades due to unforeseen circumstances such as crew not being able to operate the flight or technical issues meaning a replacement aircraft has to be sourced or the capacity of the flight on the original aircraft needs to be reduced.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

N/A

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Again, we do not carry unaccompanied children so this isn't a consideration.

All handling staff would always check a flight manifest for any customers with reduced mobility and ensure that these customers are appropriately assisted with any adapted transfers, rooms etc.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

All three circumstances which give rise to compensation under the Regulation ie. denied boarding, cancellation, and long delay are treated equally. A customer submits a claim for compensation to the Customer Service Team and a full response and/or payment is issued promptly. Our current average response time is just eleven days.

## **Downgrading**

- 10) What classes of travel do you offer and what defines these classes?

One class of travel.

- 11) In what type of circumstances are passengers downgraded?

n/a

## **Policies and procedures for assisting passengers in cases of downgrading**

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

n/a

## **Connecting flights**

- 13) Do you sell connecting flights?

No

Please complete this section if you answered Yes to question 13

- 14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

## **Compliance oversight**

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Details can be found in the Jet2.com Ground Operations Procedures Manual (for Jet2.com self handling stations). Whilst 3rd party handling agents have their own manuals/procedures, they are trained on our procedures and standards which we expect them to adhere to to ensure a consistent level of service.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Delay and disruption training is delivered to all customer facing colleagues (Jet2.com employees) as part of their induction course. This covers EU261 and guidance to customers.

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

All stations are checked regularly to ensure they have stocks of refreshment vouchers. Sales desks have contacts for local hotels but depends on availability on the day. We also check handling agents have appropriate local procedures during all station start ups. This is included in station start up presentation and our checklists.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Each base completes daily report. Customer Operations will monitor these and also log welfare and Customer Information letters issues throughout disruption. Audits carried out in CIL's issued.

3rd party - we have a disruption report for on the day reporting.

In addition, checks to ensure compliance are made during station visits (2 per calendar year per base) checklist is completed on these visits by the overseas team.

Delay information is entered into the Flight Crew journey log and is then reviewed by the Ops Control Duty Manager with any significant delays specifically highlighted to relevant parties who in turn provide root cause and corrective actions where applicable. All investigations remain open until a satisfactory corrective action or report has been received.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

Review of the CSAT scores/customer feedback. Operations Control Centre / Customer Ops / Ground ops reports of any concerns on the day. Ground Ops will investigate and provide corrective actions or feedback. Customer Operations have a process whereby a full internal audit is done on a minimum of 2 delays per week – one under 3 hours and one over 3 hours (where applicable). This is on the handling of the delay as a whole including internal processes and the processes followed downroute.

In addition we reconcile that an invoice is received for each flight where welfare is given and that the amount charged is appropriate for the number of customers affected by the delay.

### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

Daily meeting to discuss the prior days operation including any issues – all stations are present or represented.

If errors found – Ground operations instructions/memos can be issued inc manual revisions.

Weekly ground ops meeting.

Monthly airports meeting to review trends and feedback.

## Monarch Airlines Limited

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1) UK airports where the airline operates from

London Gatwick (LGW), London Luton (LTN), Birmingham (BHX), Manchester (MAN), Leeds Bradford (LBA)

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

We provide customers with paper based vouchers to a specified value. The vouchers may differ from airport to airport to ensure that they are each recognised in the airport concerned by the relevant retailers for the provision of goods to that value.

b. How do you notify passengers that this assistance is available?

In terminals where announcements are permitted a tannoy PA would request customers of the delayed flight attend a specified location (usually the customer service desk). At this stage information surrounding the delay, a passenger rights leaflet and the paper based welfare voucher will be provided.

In silent terminals we would use the boards and departure screens to request customer attendance.

We also have Monarch employed appointed Front of House staff at all airports except LBA (and overseas) who will also walk the terminal and departure lounges directing customers.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

See answer B

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

The value of the voucher will depend solely on the length of the delay as predicted. We do not amend the value dependant on location or final destination to ensure that all customers subject to disruption are treated equally and fairly.

The minimum voucher we provide is £5.00 and this would increment further in line with the anticipated length of the creeping delay.

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

The only time we would not provide assistance is the case where the provision of assistance would delay the flight further in accordance with Recital 18 of the preamble of EC261/2004.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

It is not Monarch's business model to cancel flights on the day of operation. If cancellations are required in advance these will be done as far in advance as possible. When notifying customers of the cancellation we would include a link to their rights in an electronic link format.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

In the event that it is an unprecedented set of circumstances such as volcanic ash and it is logistically impossible for Monarch to provide a meal voucher to customers.

Customers would be advised to write to Monarch with relevant receipts and a cheque would be despatched.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

If it is initially evident the day will be the majority of the day (not a creeping delay), wherever possible, our operations team will arrange day rooms with relevant meals and soft drinks relevant to the delay. Alternatively, if it is evident the delay will be overnight or a significant portion of the night our operations team will arrange hotel accommodation with relevant meals and soft drinks. In both cases, transport to and from the hotel will be provided.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

Hotel accommodation would be sourced by our appointed Ground Handling Agents ("GHA's) under the supervision of our H24 Ground Operations Officer on duty.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

In terminals where announcements are permitted a tannoy PA would request customers of the delayed flight attend a specified location (usually the customer service desk). At this stage information surrounding the hotel accommodation and transfers will be provided to customers.

In silent terminals we would use the boards and departure screens to request customer attendance.

We also have Monarch employed appointed Front of House staff at all airports except LBA & Overseas who will also walk the terminal and departure lounges directing customers.

- d. Where in the airport do passengers have to go to obtain the assistance?

Customer Service Desk both airside and landside.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

It is not Monarch's business model to cancel flights on the day of operation. If cancellations are required in advance these will be done as far in advance as possible. When notifying customers of the cancellation we would include a link to their rights in an electronic link format.

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Locally sourced hotels usually of a minimum 3 star standard however cost is not a factor. If only 5 star was available we would use this to be compliant with our responsibilities under the Regulation. The hotel provided rests solely on local availability.

- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Generally coaches or minibuses with taxi's for PRM's or if necessary.

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

No but we would offer to refund any reasonable transport expenses incurred.

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

In the event that it is an unprecedented set of circumstances such as volcanic ash and it is logistically impossible for Monarch to provide a hotel accommodation to customers.

Customers would be advised to write to Monarch with relevant receipts and a cheque would be despatched.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

## **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

With regard to PRM's we would be able to see their needs as this would have been communicated electronically based on the information provided by the customer at the point of sale or when organising their assistance requirements. Our airport staff would ensure that they are looked after and the assistance tailored to their needs for example an adapted taxi or increased welfare if special diet is required.

Monarch do not carry unaccompanied children so no consideration required in this respect.

## **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

Monarch does not routinely overbook flights therefore the situations where we deny boarding would be for reasons of health, safety, security or incorrect travel documentation. Additionally, if we have to use a smaller aircraft due to technical issues within the fleet we would have to deny boarding in this scenario.

## **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

At the point of check in our GHA's and Front of House staff will floor walk asking for volunteers. As we also have online check in customers we will make announcements at the airport for customers to visit our agents so that it can also be offered to customers who have not visited check in. They will be offered re-routing, hotel

accommodation (if necessary) and meals and refreshments whilst awaiting the re-routed flight. They will also be provided with a set amount of voluntary compensation.

In the event that sufficient volunteers are not sourced then we will deny boarding generally based on who was the last to check in excluding PRM's. We also avoid wherever possible denying boarding to customers travelling with children.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

In the event we deny boarding for reasons of health, safety, security or incorrect travel documentation as this will be specific to the customer concerned and not as a result of a capacity issue.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

We do not carry unaccompanied minors.

In terms of PRM's it is our policy to not deny boarding against will to said passengers unless it is for reasons of their health or safety. In this scenario we would provide assistance as required by the Regulation.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

If it is voluntary denied boarding or involuntary on the day (but clearly due compensation in accordance with the Regulation) cash may be given at the airport. In the event sufficient cash is not available our GHA's will send the list of volunteers to Customer Services who will despatch the cheques. We endeavour to send the cheques within 7 days.

If it is alleged denied boarding then customers have to write to our customer services team in order that it can be investigated and if found to be denied boarding a cheque will be despatched as quickly as possible.

## Downgrading

10) What classes of travel do you offer and what defines these classes?

We only offer one class of travel.

11) In what type of circumstances are passengers downgraded?

N/A

## Policies and procedures for assisting passengers in cases of downgrading

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

N/A

## Connecting flights

13) Do you sell connecting flights?

No

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

The Ground Handling agents are provided with our company process & procedures to follow which is outlined in the Disruption Policy manual and this will be delivered in conjunction with the agreed Service Level Agreements where the expectations of the agreed care, assistance and service is outlined. Guidance and updates during disruption on the communications and the welfare of our customers are given by the operational Ground Operations Officer on duty. The Monarch Ground Operations Officer (whose primary function is to ensure that the welfare of our customers is a priority across our network) will communicate the authorisation of LRV's along with the requirement to distribute Passenger Rights letters. There will also be additional communication to our customers from Monarch via text messages and/or email together with a Monarch headed letter of information to be handed to each customer at check in.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Training is delivered on a seasonal basis and then throughout the season updates are delivered along with the ongoing station quality control visits. This also applies to the Monarch Ground Operations Officers who revisit the training throughout the season to keep abreast of the requirements and any updates

### **Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

The Ground Operations Officer on duty will communicate very closely with the Ground Handling agents to ensure that our customers are kept up to date with what is happening during the delay along with any issuance of meal vouchers and if relevant, hotel and transport arrangements. (please see the Departure Delay Disruption Checklist which is provided to the GHA for completion during disruption – this list includes the timelines of the issuance and the quantity of meal vouchers and Passenger Rights letters distributed to the customers). Processes and Procedures are kept up to date and delivered to the Monarch Ground Operations Officers and simultaneously communicated to the Ground Handling Agents.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Disruption is audited through station quality control visits and reports produced by the Monarch staff at our UK stations and for our overseas stations the oversight checklist is completed by the Ground Operations Officers during their operational visits throughout the seasons. The Overseas GHA's also compile a daily report which list any delays and welfare issued and this is in addition to the Monarch Ground Operations team completing their oversight checklists. Ground Handling Agents must complete the Delay section of the Daily Report and this is in addition to the Departure Delay Disruption Checklist. All communication and action taken between the Ground Operation Officer, our UK based Monarch staff and our GHA's is logged and recorded for referral and reference. Our Customer Services team is copied into all communications regarding customer disruption, cancelled/delayed flights or when denied boarding/downgrading etc. occurs. Issuance of welfare is tracked on the welfare sheet which shows details of the disruption and number of LRV's authorised. Once the Departure Delay Disruption checklist is received from the GHA the spreadsheet is updated with the actual number of meal vouchers issued.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

Customer surveys are completed following each flight. Complaint handling is managed and assessed by the Customer Services department along with ensuring

the EU261 rights are received by our customers. The Customer Services team work in conjunction with the Ground Operations team and they have access to all delay folders where details and information regarding all customer disruption handling are logged. The Customer Services team communicate on a regular basis with the Operational teams to resolve any queries ensuring that the information delivered to our customers is accurate. All disruption handling situations that take place at our overseas stations are monitored on a daily basis by the dedicated Ground Operations Officers to ensure that our GHA's are compliant and delivering the care, assistance and service to our customers in line with the compliance of EU261. The same actions are monitored closely by our Monarch dedicated UK airport teams and simultaneously they track any trending, identify problems and where needed initiate additional training to improve the service delivered during the disruption handling of our customers. This process is delivered on a continual and systematic basis.

#### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

As above and in line with the 'Disruption policy' document, All handling situations are monitored on a daily basis by the dedicated Ground ops Officers to track any trending to identify problems and implement improved passenger handling. This is a combination of systematic and ad-hoc.

## Air France KLM

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1) UK airports where the airline operates from

Mainline stations:

ABZ/BHX/DUB/EDI/GLA/LHR/MAN/NCL

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Printed vouchers handed out at airports.

Air France – Amenity vouchers – manual or can be issued from GPS (tool used for issuing amenity vouchers – Altea DC if updated with function)

KLM – Amenity vouchers – manual or can be issued from GPS

KLM – Service Recovery Package – paper

PAM Reference: 4.1.9.3 (Passenger Handling Manual)

b. How do you notify passengers that this assistance is available?

Various means of communication available:

Signage – screens updated asking customers to proceed to certain touchpoint

Announcements

Distribution of Assistance and Compensation Leaflets at customer touchpoints – section 2.1 Delay Assistance indicates provisions made/available.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Vouchers are given to customers by our Ground Handling Agent.

Depends on location of irregularity, length & when we are notified. These will be given at first opportunity. Could be at any of the customer touchpoints:

ATO

Customer Service Desk

Check in

Boarding Gate

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

PAM 4.1.9.2:

Telephone/e-mail/fax for all

2 hrs or more & less than 3 hrs:

AF Elite Plus customers – meal (drink included)

AF other customers – sandwich & drink

KLM – amenity voucher for 5EUR (or equivalent local currency)

More than 3 hrs & less than 5 hrs:

AF Elite Plus customers – meal (drink included)

AF other customers – sandwich & drink

KLM – phone card & SRP (Service Recovery Package with various options 10EUR voucher/duty free purchase on board/frequent flyer miles)

More than 5 hrs:

AF – day room for specific customers

AF – all customers receive meal (drink included)

**KLM – telephone card and SRP**

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

No

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

**SMS**

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

This is not standard procedure, we always endeavour to organise assistance on station. However some customers may not want to wait to be dealt with and so may volunteer to make their own arrangements. They would be advised of compensation details they are entitled to and advised to claim back these expenses through Customer Care.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

In event of major disruptions and queuing situations, we offer customers refreshments whilst queuing (bottles of water/sandwiches etc.)

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

**PAM 4.1.9.2**

Overnight accommodation including transfer is provided where overnight stay is needed until new departure.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

We have various options, we have third parties assisting with this but we can also make necessary arrangements ourselves via our Ground Handling Agents. This can depend on volume needed and resources.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

This is verbally communicated to customers via our Ground Handling agent whilst they are dealing with disruption and it is also indicated in Assistance and Compensation Leaflets which are handed out to our customers during disruptions.

- d. Where in the airport do passengers have to go to obtain the assistance?

Hotel accommodation handling is generally dealt with at ATO (Airport Ticket Office) and/or Customer Service Desks.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

PAM 4.1.9.2

Elite Plus Customers – 4 or 5 Star hotels

Other Customers – 3 Star hotels (or 2 if 3 not available)

- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

We generally use coaches, mini buses and/or taxis.

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

This can be provided if needed.

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

We would not ask Customers to make their own arrangements however if Customers prefer to do so they are advised of what will be covered by AFKL and referred to Customer Care for refund.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

#### **PAM 6.2.4:**

PRM are advised individually of disruption and offered a comfortable and pleasant place to wait. In event of lengthy delay, PRM will be reunited with their own WCHR if required. PRM have priority on rebooking list. Offered transport home rather than overnighting if this is preferred option for Customer. If overnight accommodation offered, we offer accompanying person to and from hotel if required. Ensure hotel is PRM accessible.

#### **PAM 6.4.6**

UMNR priority on rebooking list. Supervised by airline representative at all times, including overnight stay and ground transportation. Advise UMNR contact of disruption and actions taken.

### **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

### **Overbooking and capacity reduction**

**Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

**PAM 5**

Altea will advise number of volunteers we need to look for. GHA will actively seek volunteers during check in process, informing of compensation details and rebooking alternatives. Usually, VDBC customer will be checked in, file annotated as VDBC, baggage labelled and returned to customer and customer will be asked to come back near flight closure. Customer will be given VDBC compensation, Assistance and Compensation Leaflet and offered voucher for coffee while they wait to see if they are accepted on flight or not. Near flight closure, they will return to check in and either be accepted on original flight or rebooked on agreed alternative.

For DBC customers, apologies will be made, Assistance and Compensation Leaflet given, DBC compensation given along with necessary refreshments vouchers and overnight accommodation if needed. DBC customer will be offered alternative travel to their final destination.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

We will always actively search for volunteers if Altea indicates this is needed or locally it is deemed necessary. For example, extenuating circumstances on station may mean we know there is a likelihood we will refuse customer even though Altea does not ask for any.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

We would never ask UMNR and PRM to volunteer DBC and they are in system as priority customers and so their seat should always be guaranteed.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

VDBC and DBC compensation vouchers are issued immediately at station. These can be used towards further transportation or refund. In event of refund, customer is directed to do so online.

## Downgrading

- 10) What classes of travel do you offer and what defines these classes?

This is depends on route and aircraft type.

Could be maximum of 3 classes on long haul flight. These are defined by different products on board and priority handling on the ground.

- 11) In what type of circumstances are passengers downgraded?

Capacity reduction or overbooking.

## Policies and procedures for assisting passengers in cases of downgrading

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

Where possible, customer will be offered higher class of travel rather than downgrade. If this is not possible, customer will retain baggage allowance, appropriate amount of qualifying miles and all other benefits on the ground.

PAM 5.2.2.1 – Partial refund of ticket is offered when submitted for refund via issuing office. This is based on flight segment and applicable mileage. On the spot indemnity is also paid for Zones 2 and 3 in form of NON REF EMD for AF and TCV for KLM at airports.

Customers are given Assistance and Compensation Leaflets.

## Connecting flights

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

We pay compensation for a missed connection if the delay is greater than 3 hours at final destination and the reason for the delay is not due to extraordinary circumstances.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

AF KL PAM – Passenger Handling Manual

Section 4 Flight Irregularities

Section 5 Overbooking

Section 6 Customers Needing Special Assistance

16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Handling of irregularities is included in initial training for GHA (Ground Handling Agent) and they operate a 3 yearly check/refresher on competencies.

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Twice yearly checks on availability of Assistance & Compensation leaflets.

Regularly stock checks – covering Assistance and Compensation Leaflets, SRPs and amenity vouchers.

Availability of hotels and ground transportation providers are checked minimum twice a year during LERAP updates. This also covers handing of disruptions.

Quarterly training checks on GHA ensuring mandatory training up to date as well as competency checks.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

**PAM 4.1.4**

GHA completes Flight Disruption Message after every disruption also for overbooking. Mandatory elements to be included are:

<b>Flight description</b>	<ul style="list-style-type: none"> <li>• Flight number</li> <li>• Date of flight</li> <li>• DEP-ARR (origin and destination airport codes)</li> <li>• Cabin configuration</li> <li>• Planned number of customers per cabin</li> <li>• Actual number of customers per cabin</li> <li>• Reason of disruption</li> <li>• Irregularity progress (timing-description)</li> </ul>
<b>Care and Assistance</b>	<ul style="list-style-type: none"> <li>• Has an announcement been made? (If no, specify the reason).</li> <li>• Has IMRN or CAP been activated?</li> <li>• Has apology letter been given? (if no, specify the reason)</li> <li>• Has assistance and compensation leaflet been given? (if no, specify the reason)</li> </ul>
<b>Amenities delivered</b>	<ul style="list-style-type: none"> <li>• Number of SRP vouchers:</li> <li>• Number of meals offered</li> <li>• Meal location (airport/ hotel/other)</li> <li>• Number of customers per hotels and name(s) of hotels</li> <li>• Ground transportation offered (bus/hotel bus/train/taxi/ van/other)</li> <li>• Rebooking done by station or ROC/CRU</li> <li>• Number of customers rebooked by the station</li> <li>• Rerouting flight(s) number / number of customers per flight</li> <li>• Rerouting by surfaces/number of customers per type(s)</li> </ul>
<b>PCV ranking</b>	<ul style="list-style-type: none"> <li>• Did the station adhere to the priority scheme? (if no, specify the reason)</li> </ul>
<b>Media Impacts/customers feeling</b>	<ul style="list-style-type: none"> <li>• Describe general mood of the customers</li> <li>• Report any comments or actions from the customers related to Face Book, Twitter, Yammer, other.</li> </ul>
<b>Particularities</b>	<ul style="list-style-type: none"> <li>• Number of VIP's on board</li> <li>• Number of UM/PRM customers</li> <li>• Specify any baggage issue at arrival, during turnaround and departure</li> </ul>
<b>Any other customer related comments</b>	<ul style="list-style-type: none"> <li>• Free text</li> </ul>

The Flight Disruption Message is sent to:

Original station

Rerouted station

Station from which onward transport is required

c.c. OCC (HUB Operational Control Centres)/LOGEX and OAM (HUB Outstation Support Team/Customer Care Department)

AF send MIC (Message Incident Commercial) and KLM have automated PFS (Passenger Final Sales) message (PAM 5.1.2.2)

19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

After a major disruption, a debrief is organized to identify problems that occurred during the disruption. Ground Handling Agents also send daily or weekly reports which will give feedback on handling of irregularities.

### **Airline procedures and processes for addressing issues with compliance**

20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

#### **PAM 4.1.4.1**

##### **Major & Negatively Perceived Disruption (IMRN) and Collective Apology Process (CAP)**

IMRN (AF) and CAP (KL) are processes designed to ensure a more organized process and aftercare towards affected customers in case of a disrupted flight. This procedure can be activated by Head Offices or activated on the ground by Station Management, Captain or Purser. Appropriate letters are distributed to customers at stations and customers are advised that they will proactively be contacted by Customer Care (as long as customer's e-mail address is available)

Communication/debrief with the Handling companies including daily/weekly report.

## Wizz Air Hungary Ltd.

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### 1) UK airports where the airline operates from

- Aberdeen
- Belfast
- Birmingham
- Bristol
- Doncaster, Sheffield,
- Glasgow
- Liverpool
- London, Gatwick
- London, Luton

## Care and assistance

### 2) How you provide meals and refreshments to passengers during disruption.

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Contracted ground handling company shall distribute passenger letters informing passengers about their rights in accordance with Regulation 261/2004/EC ("Reg261) and paper vouchers.

- b. How do you notify passengers that this assistance is available?

Via the flight information screens at the airport and passenger letters distributed by the contracted ground handling company.

- c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

See response at question b) above.

Information desk at the gate area of the airport

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

Following table shows the total distributed amount of meal vouchers based on the total delayed time.

<b>Total delay of</b>	<b>Under 1500 KMS to be given total amount of</b>	<b>Over 1500 KMS to be given total amount of</b>
Under 2 Hours	None	None
2 hour delay	EUR 4	None
3-4 hours delay	EUR 4	EUR 4
5-7 hours delay	EUR 8	EUR 8
8-10 hours delay	EUR 12	EUR 12
11-13 hours delay	EUR 16	EUR 16
Etc.		

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

In accordance with paragraph 18 of the Preamble of Reg261 Wizz Air does not provide assistance or it provides only limited assistance for passengers awaiting an alternative or a delayed flight if the provision of the care would itself cause further delay.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Notification email is sent with the information about passengers' rights in case of cancellation in accordance with Reg261. The email contains a link to Wizz Air's website where refund and/or credit requests may be submitted.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

Wizz Air does not ask its passengers to organize their own meals and refreshments

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

-

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

Accommodation is provided in accordance with Reg261, i.e. where a stay of one or more nights becomes necessary due to the disruption.

Transfers same between AP and hotel and back.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

Wizz Air organises the hotel accommodation itself or via ground handling company.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Announcement is made at the airport.

At the information desk at the gate area.

- d. Where in the airport do passengers have to go to obtain the assistance?

To the information desk at the airport.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Please see response to question 3.f)

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

4 star hotel or hotel which is selected by the handling company, if the Wizz Air contracted hotel is not available.

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Coaches primarily and alternatively taxi if no coach is available.

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Wizz Air provides transfer in accordance with Reg261, i.e. transport between the airport and place of accommodation (hotel or other).

i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Wizz Air does not ask its passengers to organize own transport whenever they use the accommodation Wizz Air provides.

j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

-

### **Providing assistance to persons with reduced mobility and unaccompanied children**

4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

Wizz Air does not carry unaccompanied children.

Passenger with reduced mobility is handled with special care: appropriate transport, room with easy access is booked for them.

## Denied boarding

5) In what type of circumstances are passengers denied boarding?

Overbooking

Aircraft change (321-320)

Other reasonable grounds to deny boarding, such as reasons of health, safety or security, or inadequate travel documentation

### Policies and procedures for assisting passengers in cases of denied boarding

6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

In case of Wizz Air expects to deny boarding as defined in Reg261 on a flight, the handling agent first shall call for volunteers at check-in.

- In the event that there are no volunteers, passengers who are checked-in last are to be denied boarding. All passengers who are denied travel must be given a copy of the denied boarding letter, which informs them about their rights under Reg261:

- a) A refreshment/meal voucher in a value that is proportionate to the waiting time
- b) Two telephone calls, telex or fax messages, or e-mails or refund the costs of such communications; and In event of re-routing, when the time of departure of the new flight is the day after the departure as it was planned handling agent is to arrange hotel accommodation and the transport between the airport and place of accommodation.

Amount	Distance	Note
EUR250	150km or less	If the passenger is offered a new flight and the arrival time does not exceed the scheduled arrival time of the booked flight by 2 hours this

Amount	Distance	Note
		amount will be reduced by 50%
EUR400	Between 1501 and 3500km	If the passenger is offered a new flight and the arrival time does not exceed the scheduled arrival time of the booked flight by 3 hours this amount will be reduced by 50%

Handling agent must make sure not to deny the boarding of any PRM/pregnant passenger, elderly travellers and passengers travelling with children or infant!

- 7) Please explain if there are any circumstances when you do not call for volunteers?

If there are company employees on duty trip, they will be offloaded first. In all other cases Wizz Air is calling for volunteers first.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

The handling company must make sure not to deny the boarding of any PRM passenger, elderly travellers and passengers travelling with children or infant!

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Passengers are required to submit a request and provide bank details.

Payment is done within 7 days from receipt of the fully completed request.

## Downgrading

- 10) What classes of travel do you offer and what defines these classes?

We do not have different classes.

- 11) In what type of circumstances are passengers downgraded?

N/A

### **Policies and procedures for assisting passengers in cases of downgrading**

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

N/A

### **Connecting flights**

- 13) Do you sell connecting flights?

No

Please complete this section if you answered Yes to question 13

- 14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

N/A

### **Compliance oversight**

#### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

The processes to be followed by all ground handling companies with which Wizz Air enters into agreements for provision of ground handling service (including passenger handling) are included into Wizz Air's Passenger Handling Manual ("Manual"). The Manual is incorporated into each of the agreements concluded with ground handling

companies for provision of ground handling service (including passenger handling) by reference. The Manual covers – amongst others – obligations of the ground handling companies in case of a flight disruption or expected denied boarding (as defined in Reg261).

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Wizz Air provides introductory training to ground handling companies at station openings. Recurrent training is held within 36 months from the date of previous training. Airline crew is trained annually and at start.

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Before opening any station, Wizz Air performs a pre-operational audit, which includes a disruption management session, covering the review of available restaurants, hotels etc.

General quality and safety audits also taking place randomly at airports. Under these audits, the ground handling companies shall prove that they provide recurrent training to their employees.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

In case of delay or cancellation (based on the expected delay report), Wizz Air contacts the affected ground handling company and seeks confirmation that the recovery procedure (passenger right letter and meal voucher distribution, hotel, transport, etc.) is in place and the ground handling company is prepared for handling the passengers on the disrupted flight.

Wizz Air also conducts mystery shopping (such process is called as "Mystery passengers").

Mystery passengers are to check if passenger notices are displayed at check-in counter, and in case of flight disruption they also check if ground handling company provides the assistance in accordance with the Wizz Air Passenger Handling Manual (i.e. if it distributes leaflets regarding passenger rights, meal vouchers etc.). Mystery shopping is conducted at minimum 20 airports/month.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

In case of a flight disruption the ground handling company shall collect the signatures of passenger proving the distribution of leaflets. Such list of signatures shall be sent to Wizz Air monthly. Wizz Air can check if leaflets were distributed based on the passenger signature lists provided by the ground handling companies. If there is no list is provided, Wizz Air seeks explanation from the ground handling company and also requests corrective actions, if necessary.

For denied boarding passengers, ground handling company shall fill in a Wizz Air Denied Boarding Form and send it via email or fax to a dedicated Wizz Air address.

Wizz Air does not have such survey.

#### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

If during complaints handling any problem is identified in respect of compliance with the Passenger Handling Manual, the ground operations manager responsible for the given airport must contact the relevant ground handling company and request for clarification and corrective actions.

## Emirates

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1) UK airports where the airline operates from

LGW/LHR/MAN/BHX/NCL/GLA

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Electronic/paper vouchers. Also sometimes light refreshments/snack boxes in gate lounges

b. How do you notify passengers that this assistance is available?

We give them information at check in for a known delay or from the information desk in the departure lounge/flight connections if this is a later known delay.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

This is according to the length of the delay as to what is offered and see b above.

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

GBP7-GBP15 F/C and J/C use the lounge where applicable

As above

e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

No

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Handled by our European Call Centre and flight disruption services in Dubai

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

Only when hotel provided has closed kitchen/catering or unable to source due to specific dietary requirements. Passengers are informed to purchase and submit receipts to Customer Affairs

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

None

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

When the flight is a night stop/cancelled and in certain circumstances day room if over 8 hours

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

Both EK and Room Solutions/Flight Delay Services

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

This is done by EK/GHA staff, announcements will be made depending on the situation. Letters may be given with details of hotel/transport arrangements and onward travel arrangements

- d. Where in the airport do passengers have to go to obtain the assistance?

Airside – Information desk/gate lounge.

Landside – Checkin desks and staff will be available to process the customers to the hotel.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Through European Call Centre

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

According to availability 3-5 star and cost varies greatly depending on which airport/availability.

- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

No transport is required if hotels are on airport or coaches/taxis/Chauffeurs/hotel shuttles if required for off airport hotels.

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes if possible

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

We would reimburse if this has been agreed through Customer Affairs.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Where applicable/viable access to one international phone call up to 3 minutes and free Hotel WIFI

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with

reduced mobility and those accompanying them and to the needs of unaccompanied children.

PRM's will be assisted by our PRM provider and they will normally be accommodated in a hotel at the airport and assistance will be arranged to bring them back to the terminal for their departure..UMNR escorted by EK/GHA staff member.

## Denied boarding

5) In what type of circumstances are passengers denied boarding?

Over booking/Aircraft Change/Unserviceable seat

### **Policies and procedures for assisting passengers in cases of denied boarding**

6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Comb queues/offer Options/EC261 EUR600/Meals/Accommodation/Transport as applicable. If on flight closure not required given duty free voucher to spend on board the flight as a gesture for the wait to check-in

7) Please explain if there are any circumstances when you do not call for volunteers?

We always seek volunteers unless a technical issue with a seat which only occurs after boarding

8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Do not deny UMNR/PRM/MEDA if we have all the details noted in advance in passenger booking

9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and

whether you make an automatic payment or require the passengers to make a claim.

As applicable EU Voucher for cash payment on the day or Options voucher entitling free ticket or refund processed by refunds department

## Downgrading

10) What classes of travel do you offer and what defines these classes?

Depending on which UK airport Emirates offers First, Business and Economy class

11) In what type of circumstances are passengers downgraded?

Oversales/Down grade of aircraft type/unserviceable seats

### **Policies and procedures for assisting passengers in cases of downgrading**

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

EU DB compensation (see 8d) if do not accept to travel in lower class or EU 75% of fare and passengers complete and submit forms to be processed and refunded by nearest EK office

## Connecting flights

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

N/A

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Airport Passenger Services Manuals

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Varies Online Courses/local airport training sessions

### **Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Procedures as per Emirates Airport Services, In house training and using 3rd party suppliers e.g. GHA/Hotel disruption services

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Senior Staff member on duty at the airport completes flight disruption report/further reports as required to Senior Management at London/DXB head office for their review

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

EU261 information available to all passengers and after all flight disruptions wash up/review of incident and any amendments/changes are made to improve handling in the future. Through Customer feedback/complaints

**Airline procedures and processes for addressing issues with compliance**

20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

Discussed by Management team and changes implemented as instructed.

## Norwegian Air Shuttle ASA

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1) UK airports where the airline operates from

London, Gatwick, Manchester, Birmingham, Edinburgh

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Our agent at the airport hand out paper vouchers. We are currently working on a solution with electronic vouchers sent via SMS if the airport where the irregularity arise accept these. This option is under development and the feedback from the passengers is that this is a lot more convenient.

b. How do you notify passengers that this assistance is available?

By SMS and/or at check-in or gate, depending on where the passenger is when we notify about the irregularity to their flight.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

We offer vouchers at check-in or gate, depending on where the passenger is when we notify about the irregularity to their flight.

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

The value on the voucher differs based on the length of delay, time of day when the irregularity occurs and in what country it occurs. In our GOM we have guidelines but our passenger coordinators working at the Operations Center will make an individual

assessment based on these criterias and instruct the agents at the airport with the appropriate amount/number of vouchers.

The average range of amount on meal vouchers are 10-25 EUR, depending on the destination and time of day. We might also hand out several vouchers if the delay is longer than first expected.

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

Only if handing out vouchers will cause a further delay.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

All cancellations are informed via SMS and we send the affected passengers a link to their rights and information on how to contact us if they are in need of any assistance.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

We will always have vouchers available at the airport, but we accept that passengers make their own arrangements in cases where we have several irregularities causing long queues, e.g. closure of airport due to weather. Passenger submits the claim afterwards and will be refunded the expense.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

We provide hotel and transfer if a flight is delayed or cancelled and a stay at a hotel for one or more nights are necessary. We will offer dayrooms to passengers with disabilities, families with small children and elderly passengers during long delays.

b. Do you organise the hotel accommodation yourself, or do you use a third party?

Both, depending on what is the quickest solution in the situation.

c. How do you inform passengers that hotel accommodation and/or transfers are available?

Yes, both in writing when handing out the passenger right information sheet (annex 6) and through our agents at the airport.

d. Where in the airport do passengers have to go to obtain the assistance?

The ticket office or gate/check-in.

e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Information about cancellations is sent via SMS and we send the affected passengers a link to their rights and information on how to contact us if they are in need of any assistance.

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

It varies from destination to destination, and also based on availability at the time of the delay or cancellation.

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

It varies from destination to destination, and also based on availability at the time of the delay or cancellation.

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

We will always have staff available at the airport ready to assist, but we accept that passengers make their own arrangements in cases where we have several irregularities causing long queues at the airport, e.g closure of airport due to weather. Passenger submits the claim afterwards and will be refunded the expense.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

Our passenger coordinators at the Operation Centre will first locate any PRM's and UM's on the passenger list in order to prioritize them. Depending on what the situation is, they will contact these passengers themselves or have our agents at the airport make contact with these passengers in order to find the best solution based on the passengers individual needs. We will always offer dayrooms in addition to regular care for this group and during longer delays and cancellations with unsatisfactory alternatives we will purchase tickets with other airlines.

### **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

Norwegian never commercially oversells flights, overbooking will therefore only occur if we have to downsize to a smaller aircraft due to ad-hoc situations.

**Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Because we do not oversell, we will be made aware of an overbooking situation when we realise that we have to do an aircraft change to a smaller aircraft. This will give us time to organise solutions.

We will send an SMS to all passengers on the flight and requesting volunteers to contact us through a hotline. If we are unable to find enough volunteers, we will involuntarily deny passengers based on a priority list where we safeguard UM's and PRM's, passengers travelling with infants etc.

If we for some reason will discover any overbookings close to departure, we will follow the same procedure, but request volunteers at check-in or at the gate instead of by SMS.

Annex 7-10 is a copy of our GOM, explaining how our agents at the airport handle a Denied Boarding situation.

Passengers that voluntarily give up their seat, will be compensated with an amount agreed upon and get rebooking or refund of their ticket.

Passengers that are involuntarily denied boarding will be compensated according to GOM, can choose between rebooking or refund of their ticket and they will receive care and assistance according to EU regulation article 9.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

We always search for volunteers first.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Our passenger coordinators at the Operation Centre will first locate any PRM's and UM's on the passenger list in order to avoid them from being involuntary denied boarding.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

The amount that is to be compensated to the passenger, is included in our station portal and this automatically opens up a claim form for denied boarding that the passenger use to fill out their name, address and bank details. Once the form is submitted, we will make the payment. Automatic transfer is not possible without bank details, it is not possible to make a transfer to the payment card unless the amount has been credited the card previously. This is not the case with compensation, only ticket refund.

## Downgrading

- 10) What classes of travel do you offer and what defines these classes?

On all short haul flights we only offer Economy class. On our long haul flight we offer Economy and Premium class.

Economy class (low fare, low fare + and flex)

Cheap fares with optional add-ons depending on what kind of economy ticket you have and destination (long haul vs. short haul). All tickets in economy cabin.

Premium class

Cheap fares with everything included and then somex. Premium cabin in the front with extra leg room and wider seats.

For more information please see <http://www.norwegian.com/uk/booking/booking-information/ticket-types>

- 11) In what type of circumstances are passengers downgraded?

In case of ad-hoc change of aircraft (e.g. due to technical problems) to a aircraft with a different seat configuration.

### **Policies and procedures for assisting passengers in cases of downgrading**

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

In case of downgrading, we calculate the amount to be reimbursed according to EU regulation 261/2004 article 10.2. No automatic payment is possible because we need the customers bank details in order to make the 7 day deadline for refund. We collect bank details or ask the affected passenger to fill out a claim form, and we prioritise these payments by doing them manually. We chose to do so due to after experiencing that some credit card companies take weeks to finalise the transfer to the passenger using automatic refund to credit card.

### **Connecting flights**

- 13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

- 14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

We will always look at the entire journey as one and If no extraordinary circumstance in present, the compensation is paid if the passenger if they are delayed more than 3 hours to the final destination in the itinerary.

Norwegian only has connecting flights within our own schedule, we do not connect with other airlines.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

All stations have a Ground Operations Manual (GOM) explaining how to care for disrupted passengers. GOM is built up based on our commitments according to EU regulation 261/2004.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

All staff receive initial training in dealing with disrupted passengers. Team leaders and supervisors/Complaint Resolution Officers (CROs) have regular recurrent training. In particular, CROs receive annual training.

### **Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Our handling agent has recently signed a contract with a company called Travel Alliance in order to secure our passengers welfare during disruptions.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

In addition to handling agents at the airport taking care of disrupted passengers, we have passenger coordinators working at our Operational Control center (OCC), specially trained to care for our disrupted passengers according to current legislation. They work 24h and cooperate with our staff at the airport to ensure compliance with EU regulation 261/2004. Passenger coordinators write a report after every disruptions exceeding 3 hours, this is included straight into our report system.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

When the area manager visits a station, they will address any concerns with compliance, if there are any. Our Customer Relations department will report to area manager if suspected breach of EU regulation 261/2004 is discovered through contact with affected passengers.

Our Operations Control Centre are managing disruptions on a daily basis.

They report on any disruption in our internal systems.

The handling agent will be asked to add info on

How many passenger rights information sheets were handed out?

Did we hand out meal vouchers, how many and what was the amount?

Did we provide hotel and transport to accommodation?

Did we rebook passengers? If yes, with who and if no, why not.

Did we provide surface transportation when needed? (bus etc)

We are currently developing our existing reporting system in order to adapt it to these station reports. This will make it easier for us to systematically monitor our handling agents performance during disruptions. This project is estimated to be completed within May 2017.

We had a survey planned for disrupted passengers, but the project has been put on hold for now due to heavy workload for departments involved in the project. We still intend to survey disrupted passengers in order to improve our handling of irregularities, and are looking into whether it's possible to use our social media channels to pick up on negative feedback in a automated way.

### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied

boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

Several breaches of the Service Level Agreement (SLA) we have with the handling agent, will result in a termination of the contract. The SLA include requirements to be compliant with all national and international rules and regulations, including EU regulation 261/2004.

In order to improve on-time performance and customer satisfaction at London Gatwick, Norwegian set up our own handling in London Gatwick, Red Handling, as of December 1, 2016. The termination of the old handling agreement follows several challenging summers with poor on-time performance at London Gatwick.

## Aer Lingus Limited

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- 1) UK airports where the airline operates from

London Heathrow, London Gatwick, Birmingham, Manchester, Belfast City

### Care and assistance

- 2) **How you provide meals and refreshments to passengers during disruption.**

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Aer Lingus issues paper meal vouchers individually to passengers during disruption situations.

- b. How do you notify passengers that this assistance is available?

Passengers are notified of the availability of care and assistance on our website, in each confirmation e-mail which accompanies a reservation, by written notices distributed at the airport during disruption situations and announcements by ground handling personnel present at boarding gates.

- c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Our ground handling agents distribute the assistance at boarding gates, at check-in facilities or at central information desks as each situation may require.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

For delays of two hours, voucher to the value of £3 (£5 voucher at Heathrow); for delays between two and four hours, voucher to the value of £5, for delays of four hours or more, voucher to the value of a minimum of £7.

Assistance can also vary by the time of day: £3 for refreshments (£5 voucher at Heathrow); £5 for breakfast and £7 for other meals.

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

Aer Lingus provides assistance to all qualifying passengers but the distribution of assistance measures to anyone awaiting an alternative or a delayed flight may be limited or declined if that process in itself would cause further delay.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Passengers are asked to submit receipts to us for reasonable assistance expenses they have incurred.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

Aer Lingus does not operate this policy but passengers may submit receipts to us for reasonable expenses they might incur.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

We work in constant close co-operation with our ground handling agents in the United Kingdom – all of whom liaise with and take direction from Aer Lingus Operations Control Centre during disruption situations.

### **3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

When it becomes apparent that the reasonably expected time of departure is at least the day after the scheduled time of departure, we offer hotel accommodation where a stay of one or more nights, or where a stay additional to that intended by the passenger becomes necessary. Transfers are arranged accordingly.

b. Do you organise the hotel accommodation yourself, or do you use a third party?

Aer Lingus both organises hotel accommodation itself and employs third parties where necessary.

c. How do you inform passengers that hotel accommodation and/or transfers are available?

Announcements at check-in or at boarding gates.

d. Where in the airport do passengers have to go to obtain the assistance?

To check-in areas or to boarding gate as the situation dictates.

e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Passengers having been informed of a cancellation in advance by e-mail or SMS are invited to submit receipts to us for assistance expenses reasonably incurred.

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Aer Lingus provides at minimum 3-star rating hotel accommodation. The rating of accommodation provided can vary above 3 star where availability dictates, but the cost never inhibits our process in providing that accommodation.

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Aer Lingus provides coaches and taxis.

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Transfers of this nature are feasible on a case by case basis.

i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Passengers who have already sought and confirmed their own accommodation are advised to send the relevant receipts to Aer Lingus to obtain reimbursement.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

In situations of operational disruptions, Aer Lingus prioritises the needs of persons with reduced mobility and those accompanying them.

For example, a person with reduced mobility being provided with accommodation and transfers will be facilitated with an accessible room at a local hotel. Transfer buses employed by Aer Lingus are accessible to persons with reduced mobility, but if further or augmented assistance is required by the passenger, Aer Lingus will secure any such additional or augmented assistance from the airport's contracted service provider.

### **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

This might arise in circumstances of overbooking or where we are faced with reduced aircraft seat capacity arising from a change in aircraft type at very short notice resulting from technical or operational issues beyond our control. Denial of boarding may also occasionally arise where there are reasonable grounds to do so, such as for reasons of health, safety, security, or inadequate travel documentation.

### **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary

denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Aer Lingus follows a procedure in these circumstances which is supervised by the on-site duty manager or operations manager in consultation with the Aer Lingus Operations Controller in Dublin. Before any call for volunteers from the passenger group is made, Aer Lingus off-loads certain categories of passenger beginning with (1) airline staff of Aer Lingus or other airlines who are travelling on vacation, followed by (2) airline staff of Aer Lingus or other airlines who are travelling on airline duty assignments, followed by (3) cargo and mail (if the refusal of boarding situation is as a result of aircraft weight restrictions).

Only thereafter will check-in or boarding agents call for volunteers to surrender their reservations in return for compensation and reimbursement or rerouting in accordance with Regulation 261/2004. If an insufficient number of volunteers presents, boarding is then denied to passengers against their will, and we will immediately compensate them and provide them with care and assistance in accordance with Regulation 261/2004.

Passengers who are denied boarding will be provided with care and assistance appropriate to the duration of the delay while waiting for their next flight.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

None

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Aer Lingus policy in these circumstances is that persons with reduced mobility and those accompanying them are not to be denied boarding.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and

whether you make an automatic payment or require the passengers to make a claim.

Compensation is paid in the form of a cheque issued either at the point of being denied boarding or (if for any reason issues arise with providing cheques at the departure airport) at the arrival airport. These cheques usually clear within 72 hours of lodgement.

## Downgrading

10) What classes of travel do you offer and what defines these classes?

Aer Lingus offers a single class cabin on its UK operated flights.

11) In what type of circumstances are passengers downgraded?

None

## Policies and procedures for assisting passengers in cases of downgrading

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

Not applicable

## Connecting flights

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

Where the connecting flights in question fall within the parameters of the European Court of Justice's rulings and the EU Commission's interpretive guidelines on Regulation 261/2004 and provided that extraordinary circumstances do not apply, Aer Lingus pays the compensation laid down in the Regulation.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Procedures are set out in the Aer Lingus Operations Control Manual, the Aer Lingus Boarding Manual, Aer Lingus Ground Handling Bulletin GHB 1015 and the Disruption Handling chapter of the Aer Lingus Airport Service Guide. Copies are provided under separate cover.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Relevant processes and procedure training is delivered as part of Aer Lingus check-in and boarding training, which is refreshed regularly as procedures are reviewed and updated.

### **Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

A formal and controlled bulletin has been issued to Aer Lingus ground handling agents dealing with the Regulation 261 entitlements and making those known to handling agents and passengers. Additionally, stocks of care and assistance vouchers are monitored to ensure sufficient supply is available and contracted

handling agents liaise with local Aer Lingus management to ensure stocks are replenished accordingly.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Ground handling agents are required to complete a Ground Handling Disruption Report Form for submissions to Aer Lingus for audit and review after a disruption event.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

Following each relevant disruption event, Disruption Reports are prepared both by Aer Lingus and ground handling agents are reviewed as required to assess compliance with Regulation 261/2004. The ground handling agent's form is submitted to the Aer Lingus Integrated Operations Centre as a record that Regulation 261/2004 requirements were attended to, and how this was effected.

Additionally, a daily conference call is chaired by the Aer Lingus central ground operations team from headquarters in Dublin in order to review and assess the handling of disruptions occurring the previous day. Contracted ground handling agents are individually monitored for compliance with Regulation 261/2004 requirements through Aer Lingus's normal ground operations compliance measures.

#### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

The Aer Lingus Ground Operations Manual prescribes certain disruption follow-up measures including to:

Update each relevant Disruption Report with information which has been found to be missing;

Complete a Disruption Summary document setting out any issues of relevant and distribute the Disruption Report to Aer Lingus personnel in certain roles having an interest or responsibility in disruptions handling.

## Lufthansa

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1) UK airports where the airline operates from

LHR, LCY, MAN, BHX, ADI, ABZ

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Meals and refreshments: paper voucher

Communication: passengers use LH mobile phones or phones at the ticket counter desk

b. How do you notify passengers that this assistance is available?

Announcement at the gate or personal contact

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Service voucher valid at any restaurant at the airport:

At the gate and any point of contact with LH assigned groundhandling staff or at the kiosk

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

In accordance of the waiting time (Delay: waiting time till departure of the delayed flight; cancellation/misconnection/DBC: waiting time until departure of the alternative flight)

up to 2hrs – refreshment – GBP 7 (F/C)/ 4 (E/M)

up to 3hrs – snack – GBP10 (F/C)/ 7 (E/M)

up to 4hrs- hot meal – GBP 20 (F/C)/10 (E/M)

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

If the ordering of refreshment or meals would cause another delay of the flight according

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

information via LH.com and telephone assistance via Service Center

rebooking on alternative flight

reasonable costs of care will be refunded afterwards via customer relations

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

At the airport care can always be provided

(passengers paying for meal and refreshment during irregularities should contact Customer relations)

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

Cancellation, misconnection or long delay (over night)

b. Do you organise the hotel accommodation yourself, or do you use a third party?

ourselves with support of the handling agent organisation

c. How do you inform passengers that hotel accommodation and/or transfers are available?

Through check-in process or announcement at the gate or personal contact

d. Where in the airport do passengers have to go to obtain the assistance?

any gate, transfer desk, check in desk and ticket desk

e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

information via LH.com and telephone assistance via Service Center

rebooking on alternative flight

reasonable costs of care will be refunded afterwards via customer relations

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Hotel accommodation which is available, normally standard business

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Hotel transfer if available or minibus, taxi

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

yes

i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

We don't ask passengers to organise their own arrangements

j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

## **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

PRMs and unaccompanied minors the same care is provided than for all other passengers.

Passengers with reduced mobility are on our list of special attention passengers and therefore we contact airport care.

Unaccompanied children are assisted by handling company staff

## **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

Oversale

late at check-in

unruly

missing regulatory data

missing travel documents

security reasons

health issues

late at boarding

## **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary

denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

In case of Oversale volunteer acquisition is performed through to all check-in channels (mobile, web and counter). Passengers are asked, if they like to volunteer if necessary. At flight closure the volunteers will be offloaded and all other passengers on standby onloaded. Offloaded passengers will be rebooked on alternative flight till final destination of their journey.

provide communication, meals/refreshment or/and hotel depending on waiting time and if necessary Offer monetary compensation according EU VO 261/04 Article 7 on EMD with the possibility of immediate refund.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

We always search for volunteers.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Due to working instruction unaccompanied minors and passengers with reduced mobility and those accompanying denied boarding situation must be avoided

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

All passengers receive immediately a monetary compensation EMD which can be refunded immediately on Credit Card account or cash at all Ticket counters.

## **Downgrading**

- 10) What classes of travel do you offer and what defines these classes?

Business and Economy class

- 11) In what type of circumstances are passengers downgraded?

## Oversale of cabin

### Policies and procedures for assisting passengers in cases of downgrading

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

All passengers receive immediately a monetary compensation EMD which can be refunded immediately on Credit Card account and cash at all Ticket counter. In order to be able to offer an immediate compensation LH has calculated compensation flat rates, which mostly (80%) cover the percentage refund required by law. Very often it is not possible to check the tariff e.g. inclusive tour tickets, because the fare is not shown in the ticket or the respective refund amount cannot be calculated due to complexity of the fare calculation (thru fares or Inclusive Tour tickets). In most cases the flat fee covers the amount for compensation according to the EU rule 261/2004. Very often the offered flat fee is even more than this amount. The passenger is of course always able to contact Customer Relations for a recalculation and informed that he can do so. The flyer Passenger Rights informs the passenger about the refund amounts according to EU rule 261/2004. An example for our flat fee. E.g. C Class oneway fare LON-FRA 397 GBP -> 30% refund results in an amount of 120 GBP vs the LH flat rate of 200 EUR.

### Connecting flights

- 13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

- 14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

Missed connection is on passenger's responsibility or immigration reasons or security reasons

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Passenger Service Manual: Chapter 13 Flight Irregularities and 14 Monetary Compensation

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

All LH Group staff and contracted handling agents who perform operational duties in passenger and baggage handling have to complete basic and recurrent training based on the content of our Passenger Service Manual, which contains information and procedures regarding irregularity handling (EU VO 261/2004) and necessary to perform their operational duties. Basic training has to be completed before the agent is permitted to take own responsibility for his/her operational function.

Time period for recurrent training 36 months

### **Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Steering of our booking tool to avoid denied boarding and downgrading situations. Contracted caterer/restaurants and hotels with room contingents, so that everything is available immediately when needed. While flight preparation in check-in activate in time volunteer acquisition for all check-in channels.

Please see also our extracts from our PSM (Passenger Service Manual) shown in former questions

All staff members who have contact with LH passengers need to know when and where they have to display/distribute the EU leaflets and that they all understand what the passengers are entitled to in the event of an irregularity as set out in pages 6-9 of this booklet in case of passenger questions.

All Staff members are made aware of the update to the delay and cancellation announcement in FIND which now includes additional wording to be included in the event of a cancellation or delay over 2hrs for the passengers with regards to the EU rights.

A monthly stock take will be done by LHRST (LH Duty Manager) to ensure we have enough EU leaflets on station but if for some reason it is noticed that the stock is low before this time please contact LH DM as soon as possible for an order to be made immediately.

EU leaflets should be available at:

(B12 Supervisor desk)

To be available on passengers request.

Ticket Desk

Displayed on desks when ever we have a cancellation or delay over 2hrs or DBC.

Flight Connection Centre (Back Office)

Displayed on desks when ever we have a cancellation or delay over 2hrs and/or taken to the delayed gate to be available on passengers request/for distribution to passengers

Gates

If the boarding agents need to make a delay or cancellation announcement they must ensure they have a supply of the EU leaflets prior to making the announcement.

Lounge

To be available on passengers request/for distribution to affected passengers

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Monetary compensation report per flight in case of denied boarding/downgrade. The report contains information about passenger's name, cause of monetary compensation, amount.

Irreg report is issued and stored at the station

The LH Duty Manager MUST fill out an Irregularity Report and save it in the shared drive in folder EU261 Irregularity Folder whenever we have a delay over 2hrs, cancellation or Denied Boarding etc. as we MUST ensure that the EU Rights Leaflets have been made available or handed to passengers who fall under this category.

Example of Irregularity report opposite and master copy are stored in the shared drive folder.

LH Duty Manager need to liaise with CK-IN Supervisor as we need to know how many manual LRV's and Taxi's were issued if any.

For amount of LRV's issued via Altea see next page on how to display the Disruption Handling Summary.

For amount of Hotel Rooms given we can display ourselves on Ontraccs.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

Standard reports of Customer relations reporting tool and meeting, if there are adhoc problems due to high customer complaints are identified

A specified survey concerning Regulation 261 is not offered, but in regular intervals surveys are offered on board including questions concerning irregularity handling.

Lufthansa operates a feedback cycle and uses information from passenger contacts, complaints, surveys and social media that identifies a problem. This will be discussed with the relevant station and steps put in place to deal with the issue

Furthermore the customer receive an invitation for a survey with the final response after he has contacted Customer Relations

### **Airline procedures and processes for addressing issues with compliance**

20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

The respective station manager has to fulfill the Service Level Agreements and is responsible working according our published Passenger Service Manual.

Any short coming would be taken up in the regular quality meetings

## American Airlines

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1) UK airports where the airline operates from

LHR, MAN, GLA, EDI, BHX

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Paper vouchers are printed and provided to passengers for the purchase of meals. Our systems record the number of meal vouchers given for a particular flight, which allows us to audit and record the number of vouchers provided for a particular flight.

b. How do you notify passengers that this assistance is available?

Passengers are notified at the Ticket Counter, if delay is known when the passenger is checking-in; or at the Gate if delay occurs during/after boarding.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Printed voucher is given to each passenger at the airport, for redemption at restaurant of their choice.

Vouchers are given at the first point of contact with passengers (Gate, Ticket Counter & Flight Connection Centre (FCC)).

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

The AA standard rates for meal vouchers in the UK are: Breakfast = GBP5; Lunch = GBP8; Dinner = GBP10

However, exceptions for Heathrow are:

Breakfast = GBP10; Lunch = GBP17; Dinner = GBP22

Passengers are given vouchers to accommodate meals for the duration of the delay.

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

No

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Assistance provided by Reservations Department.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

Passengers are always assisted by airline personnel.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Airport personnel are trained to assist passengers in the case of disruption, and have the necessary resources available to them.

### **3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

Passengers are provided hotel accommodation when same-day flight rebooking options are not available.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

Organised by AA personnel.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

First point of contact with passenger.

- d. Where in the airport do passengers have to go to obtain the assistance?

At the FCC, Ticket Counter or Baggage Services.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Assistance provided by Reservations Department.

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Minimum of three-star hotel rating, and costs vary

- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Coaches, Hotel Hoppa & taxi services

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes, taxi service is provided.

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Only if at the passengers request, and receipts are submitted to Customer Relations for reimbursement.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Personnel are trained to handle irregular operations.

## **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

AA employs a passenger-assistance provider to assist persons with reduced mobility and unaccompanied minors.

## **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

Oversold flights, equipment change/configuration change

## **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Passengers are solicited for voluntary denied boarding at first point of contact and offered applicable compensation. Involuntary denied boardings are processed at the gate, or FCC, where passengers are provided with compensation and rebookings.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

N/A

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Passengers with special needs are given priority handling as 'must board'.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Passengers are provided with EU261 information and reimbursement is coordinated through the Customer Relations Dept. Claims are closed in approx 2 weeks.

## Downgrading

- 10) What classes of travel do you offer and what defines these classes?

First, Business and Economy Class are the classes of travel; and airfares and services/amenities are different between classes.

- 11) In what type of circumstances are passengers downgraded?

Change of aircraft equipment or maintenance issues.

## Policies and procedures for assisting passengers in cases of downgrading

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

Fare difference is based on the 75% standard of EC261 and automatically calculated and processed by the Refunds Dept for non-mileage based upgrades. For mileage-based upgrades, passengers obtain mileage refund by "AAdvantage" Dept., as calculation process is not automated at this time.

## Connecting flights

- 13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

- 14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State,

please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

Passengers are not compensated in cases where the flight disruption is outside the control of the airline: eg Weather and Civil Unrest.

## **Compliance oversight**

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Personnel follow established company policies for denied boarding published in web reference manuals.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Agents are trained via web-based training tools at time of hire, and as amendments to the policies and procedures are issued. New-hire training is 4 weeks in length, and irregular operations are covered in various segments of the curriculum, totaling 7 hours.

### **Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Refresher training is conducted annually. Procedures and accommodation options are reviewed at daily briefings. Additionally, continuously updated local airport webpage is provided to employees.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Supervisor on duty manages the customer recovery process. Agents are required to submit disruption logs. Procedures in place for all accountable documents and customer compensation issuance. Logs include passenger name, type of disruption and amount compensated.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

All reports are kept both locally and by Customer Relations Department in headquarters. Reviews are conducted through our internal controls policies, and audits are performed weekly. All customer feedback is handled by Customer Relations.

#### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

Discrepancy notices are issued and addressed with involved parties.

## United Airlines Inc

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1) UK airports where the airline operates from

LHR, BHX, MAN, EDI, GLA, BFS

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

We issue Customer Service Vouchers (CSV) which are paper vouchers accepted by airport vendors as payment. We make phone cards available at the gate.

b. How do you notify passengers that this assistance is available?

Upon check-in and announcements at the gate.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

United's policy is to offer refreshments at the gate if a flight is delayed between 2.00 and 2.59 hours. CSVs are issued to each effected customer for flight cancellations and delays of 3.00 or more hours.

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

The following is the value of assistance provided at all UK airports where United operates:

Premium customers

Breakfast = \$20.00\*

Lunch = \$20.00\*

Dinner = \$30.00\*

Economy customers

Breakfast = \$15.00\*

Lunch = \$15.00\*

Dinner = \$20.00\*

\*Vouchers issued in equivalent GBP

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

Only if the process of providing assistance will further inconvenience passengers either with an additional delay or potentially cause a flight cancellation. In all other circumstances, we provide passengers with at least the care and assistance required by Regulation 261.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

In the event of a cancellation, United strives to do all possible to re-accommodate passengers in the most efficient manner possible to minimize customer inconvenience. Passengers are automatically notified via email, SMS or telephone provided contact information is in their PNR. The company will reimburse, upon the submission of valid receipts to our Customer Care department, reasonable costs related to the cancellation.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

UA will organize meals and refreshments at company cost for passengers at the airport when the irregularity occurs. If the customer is not at the airport, the company will reimburse, upon the submission of valid receipts to our Customer Care

department, reasonable costs related to an irregularity that falls within the scope of Regulation 261.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

N/A

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

We provide hotel accommodation/transfers (1) where the irregularity requires an overnight stay and (2) upon request if the delay exceeds 5.0 or more hours.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

UA organizes hotel arrangements.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

At time of check-in or at gate depending on when the flight irregularity occurs.

- d. Where in the airport do passengers have to go to obtain the assistance?

Check-in counter and gate

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Our Customer Care Department will reimburse reasonable costs supported by valid receipts and incurred by the customer as a result of an irregularity that falls within the scope of Regulation 261.

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Three star or higher.

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Coaches, taxis or shuttles, depending upon availability

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Upon request

i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Only in situations where airline staff are unable to secure hotel accommodation. Customers are advised to submit receipts to Customer Care for payment. Customer Care will reimburse reasonable expenses.

j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

N/A

### **Providing assistance to persons with reduced mobility and unaccompanied children**

4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

We give special needs customers, i.e. PRMs and UNMRs, highest priority when providing care and assistance. Special assist staff are available at all our UK stations to cater to their needs.

### **Denied boarding**

5) In what type of circumstances are passengers denied boarding?

In cases of unexpected and unusual passenger demand and unexpected operational reasons that are outside of our control, such as weather, reduced runway capability, etc.

### **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Volunteers are solicited to accept compensation in the form of electronic travel credits in exchange for their seats. If there are insufficient volunteers, customers will be involuntarily denied boarding (IDB) based on check-in time. We provide IDBs (1) care and assistance; (2) a choice of reimbursement or rerouting on another flight to their destination; and (3) compensation. When operational circumstances permit, we send text or emails to booked customers in advance asking if they want to take another flight when we have determined their flight could be oversold. We do this to try to reach customers before they get to the airport and to allow them to make decisions on their travel plans further in advance.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

None. We always solicit volunteers.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

PRMs and UNMRs are never denied boarding. UA will solicit volunteers and will involuntarily deny boarding to non-special needs customers if there are insufficient volunteers.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and

whether you make an automatic payment or require the passengers to make a claim.

For Involuntary Denied Boardings (“IDBs”), compensation process is immediate by way of completion of the IDB form which is electronically submitted to UA central accounts payable for payment processing. The IDB’s claim is processed at the airport without the need to submit additional claim forms. Payment is made by prepaid credit card, electronic wire transfer or by check. For Voluntary Denied Boardings (“VDBs”), payment will depend upon the agreement negotiated with the customer. Typically, VDBs accept and are immediately given electronic travel certificates.

## Downgrading

10) What classes of travel do you offer and what defines these classes?

GlobalFirst (First Class) – Premium cabin, highest class of service

BusinessFirst (Business Class) – Premium cabin, medium class of service

Economy – Main cabin, standard class of service

11) In what type of circumstances are passengers downgraded?

In cases of unexpected and unusual passenger demand and unexpected operational reasons that are outside of our control, such as weather, reduced runway capability, etc.

### **Policies and procedures for assisting passengers in cases of downgrading**

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

1. Volunteers will be solicited for electronic travel credits

2. Customer will be compensated 75% of the price of the flight where the downgrade occurred in the form of a refund to the original form of payment.

3. A fare adjustment form is sent immediately when the downgrade occurs. This is express mailed to UA's Refunds division and is processed within 7 to 10 days. The customer does not need to submit additional claim forms.

## Connecting flights

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

Absent extraordinary circumstances, we pay compensation to claimants departing the UK who arrive at final destination three or more hours after their scheduled arrival time.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

United provides classroom training and internal references to frontline staff to ensure that they are familiar with the airline's obligations under Regulation 261.

16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

A one-time initial training is provided to UA and service provider airport managers and customer service representatives. Training is incorporated into a 2-day course.

### **Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Frontline airport staff are required to complete a field report and submit to corporate headquarters for review for each irregularity within the scope of EU261.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

We have created a field report that details our obligations under Regulation 261. We ensure that each of our frontline employees is familiar with the contents of the report. In the event of a disruption that falls within the scope of Regulation 261, the local UK station completes the report detailing compliance with our obligations under the Regulation. Experts from UA's Airport Operations division in Chicago review the reports to ensure compliance. This review takes place approximately once every two weeks.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

As noted, the local station is required to complete the field report in the event of a disruption that falls within the scope of Regulation 261 and to send the report to our Airport Operations division for review. Airport Operations will follow-up with the station if the field report indicates that notice of rights was not distributed, amenities were not provided (meals, hotels, transportation), etc.

### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

When issues arise, we engage with the station concerned to ensure that the issue is resolved and does not recur. We ensure ongoing compliance by frontline employees through email reminders and internal references providing specific guidance to frontline staff.

## Scandinavian Airlines System

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1) UK airports where the airline operates from

LHR MAN DUB BHX NCL ABZ

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

#### Service checks

The following apply for service checks:

Valid for 24 hours from the time of issue.

Can be used at restaurants and cafés at the airport (locally agreed at each station).

Cash refund is not possible.

Cash return shall not be given.

One check shall be issued for the total amount.

SAS Meal Cards may be used when passengers are offered meals or refreshments at locations where service checks cannot be issued electronically. SAS Meal Cards shall always be used when passengers are downgraded to SAS Go on domestic and/or European flights, in order to offer the passenger a free meal onboard.

b. How do you notify passengers that this assistance is available?

Verbally and staff shall also distribute the folder "SAS EC 261/004 Notice". If the passenger for any reason cannot take part of the written information, the text must be read out loud to the passenger by station staff.

SAS have also information on the home page regarding passenger rights (e.g. this folder below)



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SAS.DOCX

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Meal vouchers or service checks is handed out to the passengers in ticket office, check-in, transfer desk or departure gate.

(It is always best to give Meal Care during the delay situation directly, if the passenger is at the airport, but if it's not possible the passenger should keep the receipts and forward them to Customer Care to get a refund).

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

The value is depending on how long the disruption is.

Flights with STD between 24.00 – 12.00

Passengers facing cancellations, delay and denied boarding on flights with scheduled time of departure between 24.00 and 12.00 are entitled to the following meal care/amounts:

Delay –2 hours or more

Currency	Amount	Amount	Amount
DKK/NOK/SEK	100	75	50
EUR	13	10	7

Flights with STD between 12.00-24.00

Passengers facing cancellations, delay and denied boarding on flights with scheduled time of departure between 12.00 and 24.00 are entitled to the following meal care/amounts

Currency	Amounts in DKK/NOK/SEK, EUR	Amounts in DKK/NOK/SEK, EUR	Amounts in DKK/NOK/SEK, EUR
	SAS Business	SAS Plus	SAS Go Charter irrespective of class
2-3 hours	100/13	100/13	75/10
3-4 hours	150/20	10	7
More than 4 hours	225/30	150/20	100/13

#### Prolonged delays

If a delay is prolonged so that the passengers are in need of more than one meal, the passengers are entitled to additional Meal Care.

#### Examples:

A flight with STD 12.30 is delayed until 17.00 and Care amounts according to “more than 4 hours” are to be handed out to the passengers. Then if the delay of the flight is prolonged until 20.00, the passengers are entitled to additional Meal Care. The new Meal Care amount is based on the STD and hours of the delay. In this case the prolonged delay is three hours, from ETD 17.00 to second ETD 20.00, and so the additional Care amount is according to “3-4 hours”. SAS Go passenger: 100 + 75 DKK/NOK/SEK.

A flight with STD 07.00 is delayed until 09.00 and the passengers receive Meal Care. Then if the delay is prolonged two hours or more, the passengers are entitled to additional Meal Care. SAS Go passenger: 50 + 50 DKK/NOK/SEK

It is always best to give Meal Care during the delay situation directly, if the passenger is at the airport, but if it's not possible the passenger should keep the receipts and forward them to Customer Care to get a refund.

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

No,

however as an exception it can happen that it is a delay that are under 2 hours but of some reason will be extended. The flight must maybe depart due to ATC reasons slot-times etc. So the delay will be more than 2 hours and then the passenger should have care. (the limit to be eligible for meal care is 2 hours or more).

In such cases the passenger shall contact Customer care.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

It is always best to give Meal Care during the delay situation directly, if the passenger is at the airport, but if it's not possible the passenger should keep the receipts and forward them to Customer Care to get a refund).

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

In cases when passenger is not at the airport and get information of a delay or cancellation, and also when it is circumstances when it is not possible to handle all passengers at airport, e.g. the latest pilot strike and the ash-clouds some years ago.

In those cases the passenger should keep the receipts and forward them to Customer Care to get a refund.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

Hotel accommodation is offered in connection with irregularities resulting in an overnight stay. It shall also be offered when hotel day rooms are required due to long waiting time at the airport. The point when we offer it is when we know that hotel are needed.

b. Do you organise the hotel accommodation yourself, or do you use a third party?

We organise it by our self, or if necessary when overload of passenger large disruptions, passenger have to arrange their own accommodation

And sometime via agent when help is needed

c. How do you inform passengers that hotel accommodation and/or transfers are available?

Verbally by staff. Servicedesk or at aircraft door

We also distribute the folder "SAS EC 261/004 Notice", where the passenger can read about their rights.

d. Where in the airport do passengers have to go to obtain the assistance?

In service desk, ticket office, check-in, transfer desk, departure gate.

e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

SAS offers information about irregularities to the passengers via sms, SAS Flight Information.

Passengers who have their mobile phone number in the reservation, as well as EuroBonus and Travel Pass passengers who subscribe to this service, receive information about gate changes, delays and cancellations via sms.

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

4 star and up depending on availability

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Depending on distance and availability. All kinds of transport is possible, when needed. But the common for a shorter distance is taxi. (Train, subway, bus, boat) is also possible.

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes, however it Depends on locations of home and when the new flight is. If it is on the outbound travel that is a common procedure if the home is close.

i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

When it is extreme circumstances, normally a large number of passengers and/ or a long waiting time. E.g. strike. Extreme weather that e.g. result in closed airport and if the passenger prefer to do it themselves due to long waiting time.

j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

In connection with irregularities many services can be rendered to the passenger depending on the actual situation. Information to the passenger about the reason and the duration of the traffic irregularity is a must, as well as how they will be taken care of in the meantime. According to the EU-regulation 261/2004 the passengers facing delays, cancellations and denied boarding due to over sale are entitled to written information about the passengers' rights regarding compensation and care.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

Special Attention

The following passenger categories may for various reasons need special attention and are not to be involuntarily denied boarding:

- EuroBonus Award ticket holders

- VIP/CIP
- UMNR
- PRM
- Passengers traveling with infants and children
- Seamen
- Tour groups

If the passenger for any reason cannot take part of the written information, the text must be read out loud to the passenger by station staff.

Unaccompanied Minors and PRM has top Priority and are treated individually.

## Denied boarding

- 5) In what type of circumstances are passengers denied boarding?

When the flight is full due to oversale, down sizing, balance reasons, problem with specific seats

### **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

It is an EU requirement, as well as SAS policy, to always try to find volunteers for denied boarding.

Station personnel must always try to find volunteers, preferably already at check in. Loudspeaker announcements can also be made at the gate, in order to find passengers volunteering to give up their seats. Passengers' Rights, such as meal care, denied boarding compensation, rebooking/reimbursement of tickets and, if considered necessary, hotel accommodation and transport shall (with a few exceptions, as described below) be offered to eligible passengers.

**Passengers facing voluntary denied boarding shall be offered Voluntary Denied Boarding Compensation, DBC.**

**Care**

Passengers facing voluntary denied boarding, and the waiting time for the next flight (if rebooked) is two hours or more, shall be offered the following care:

Meals and refreshments.

**Reference:** SPM 20.9 “Meal Care”.

Two telephone calls, e-mails or faxes,

and if applicable.

Hotel accommodation for one, or more nights if necessary.

Transport to/from hotel.

**Reimbursement or Rebooking**

In addition to DBC and care, the passengers facing voluntary denied boarding are also entitled to:

Reimbursement of the ticket within 7 days;

part or parts of the journey not made, or

parts already made, if the flight no longer is serving its purpose, together with return to the first point of departure, or

Rebooking of the tickets;

Ask the passenger to contact the ticket office or agent where the ticket was originally booked for refund

**Baggage handling**

As it cannot be clearly established that passengers who volunteer for denied boarding have not been able to influence the situation, it is of utmost importance to secure that the baggage belonging to passengers who volunteer for denied boarding is not loaded. When a passenger volunteers for denied boarding the following procedures apply:

**Check-in:** before sending the baggage to baggage sorting area, the baggage shall be labelled with a “Volunteer Tag” in addition to the ordinary tags.

**Gate / Other positions:** inform the baggage sorting area or loading staff that the baggage cannot be loaded until it is established that the “volunteer passengers” is accepted for boarding.

### **Procedure for the Volunteer Tag**

The baggage shall be marked with a volunteer tag.



### **Involuntary denied Boarding**

If no passengers volunteer for denied boarding then passengers need to be involuntary denied boarding. Passengers facing involuntary denied boarding shall be offered Involuntary Denied Boarding Compensation, DBC.

### **Care**

Passengers facing involuntary denied boarding and the waiting time for the next flight (if rebooked) is two hours or more, shall be offered the following care:

Meals and refreshments.

Reference: SPM 20.9 “Meal Care”

Two telephone calls, e-mails or faxes,

and if applicable

Hotel accommodation for one, or more nights if necessary.

Transport to/from hotel.

### **Reimbursement or Rebooking**

In addition to DBC and care, the passengers facing involuntary denied boarding are also entitled to:

Rebooking of the tickets. or

Reimbursement of the ticket within 7 days,

part or parts of the journey not made, or

parts already made, if the flight no longer is serving its purpose, together with return to the first point of departure. Ask the passenger to contact the ticket office or agent where the ticket was originally booked for refund.

Special Procedures for Involuntary Denied Boarding, Flights from the USA apply.

Give the denied passenger the information sheet from DOT and give the passenger a Customer Contact Card.



This priority order is used when accepting customers from the onload list, for example accepting waitlisted/standby customers at gate. The same priority order is used for involuntary rebookings.

The reversed priority order is used in irregularity situations for offload, such as involuntary denied boarding.

1. EBP-card holder
  2. UMR, SEMN, BLND/DEAF, DPNA, MEDA, WCHC, WCHS
  3. VIP/CIP
  4. EBG-card holder and Star Gold
  5. Passive crew, STK Inspectors
  6. Booking Class C
- 
7. Cabin Class C, see Note below
  8. Cabin Class Y, see Note below

9. Cabin Class M, see Note below

10. Other non revenue customers (ID Prio list)

### **Special Attention**

The following passenger categories may for various reasons need special attention and are not to be involuntarily denied boarding:

EuroBonus Award ticket holders

VIP/CIP

UMNR

PRM

Passengers traveling with infants and children

Seamen

Tour groups

Note: Young passengers under legal age shall not be involuntary denied boarding.

7) Please explain if there are any circumstances when you do not call for volunteers?

We always do

8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

The following passenger categories may for various reasons need special attention and are not to be involuntarily denied boarding: EuroBonus Award ticket holders VIP/CIP, UMNR, PRM, Passengers travelling with infants and children, Seamen, Tour groups, Young passengers under legal age shall not be involuntary denied boarding.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

### Flights up to 3500 km

The amounts for Voluntary Denied Boarding Compensation on Intra-Scandinavian including Domestic routes and routes to/from Finland and Europe are:

Flights more than 3500km

Expected delay to final destination	Amount in EUR
2 hours or less	75
More than 2 hours	150

The amounts for Voluntary Denied Boarding Compensation on Intercontinental routes are:

Expected delay to final destination	Amount in EUR
4 hours or less	150
More than 4 hours	300

### Flights less than 1500 km

The amounts for Involuntary Denied Boarding Compensation on flights less than 1500km are:

Expected delay to final destination	Amount in EUR
2 hours or less	125
More than 2 hours	250

### Flights between 1500-3500 km

The amounts for Involuntary Denied Boarding Compensation on flights between 1500-3500 km are:

Expected delay to final destination	Amount in EUR
3 hours or less	200
More than 3 hours	400

### Flights more than 3500 km

The amounts for Involuntary Denied Boarding Compensation flights more than 3500 km are:

Expected delay to final destination	Amount in EUR
4 hours or less	300
More than 4 hours	600

## Downgrading

10) What classes of travel do you offer and what defines these classes?

Intra Scandinavia and European flights

### **SAS Plus** (Business)

More space on board

Lounge access

2 x 23 kg baggage allowance

Fast Track access

Priority boarding & baggage delivery

Passenger earn more Eurobonus points

complimentary meal and drinks included

Premium bag drop

Priority baggage

free access to the lounge

**SAS GO (Economy)**

1x23kg baggage Allowance

buy fresh delicious food, drinks and snacks from Our Café

Eurobonus points earn less than SAS Plus

**SAS Go Light (fare with handbaggage only)**

Only Cabin baggage included (No checked baggage included)

buy fresh delicious food, drinks and snacks from Our Café

Eurobonus points

**Intercont flights****SAS Business**

Food&drink. Welcomedrink champagne.

choice of dishes, with four different mains available for dinner, followed by a cheese course & ending with dessert

Buffet is open during the entire trip & you can choose from wines, alcohol-free drinks, fruit, coffee, tea & sweets. We always serve real espresso in SAS Business. Before landing, we serve a warm or cold breakfast or lunch.

Sit comfortably onboard. In SAS Business, you have plenty of space. Flat Bed.

2 x 32Kg baggage 2 pieces of cabin baggage up to 8 kg/18 lbs each

Free WiFi onboard in our new cabins

Power outlet

Fast Track access at security

Priority boarding & baggage delivery

Passenger earn more Eurobonus points

complimentary meal and drinks included

free access to the lounge

Premium bag drop

Priority baggage

Business Check In

### **SAS Plus**

Food and drink. We offer a delicious hot meal. Your trip in SAS Plus (only available on SAS-operated flights) begins with drinks & snacks before dinner. For dinner, there is a starter, main course (choose between two alternatives) & a good dessert with coffee or tea. Between meals, we also serve juice, water & snacks. Before landing, we serve a light cold or hot meal or breakfast.

The seat has more room and more comfort. With a 2-3-2 seating configuration gives extra space. adjustable foldout table is perfect for working and an in-seat electrical outlet helps keep your devices fully charged. For a good night's sleep, take advantage of the generous recline and adjustable neck and foot rests

Premium Bag drop

Baggage 2x 23 kg. 2 pieces of cabin baggage up to 8 kg/18 lbs each

SAS Fast Track at security

free access to the lounge

Business check-in

### **SAS GO**

The seat 2-4-2 seating configuration, SAS Go offers a more spacious cabin. Recline, pull up the blanket and relax. Your seat includes a small vanity mirror, adjustable headrest and a personal video screen to keep you entertained.

Baggage 1x23kg

2 pieces of cabin baggage up to 8 kg/18 lbs each

Food and Drink meal start small appetizer, a warm main course and end with dessert and coffee and tea. In SAS Go, one non-alcoholic beverage is included during the meal service. During the flight, passenger can purchase other beverages, snacks and candy from our onboard menu.

11) In what type of circumstances are passengers downgraded?

Downsizing or over sale

Downsizing, or oversale in a specific class

### **Policies and procedures for assisting passengers in cases of downgrading**

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

SAS offer a choice between a flat rate which is comparable to the average SAS Plus ( c/class ) fare or if this is unacceptable to the passengers they can obtain the recommended 30% of the actual fare paid via submission to the Customer Care department.

Downgrading of passengers shall be performed considering the following

general rules:

Downgrading shall be avoided to the greatest extent possible and shall only be performed when the higher service class is full.

Always consider to change the cabin figuration onboard and upgrade passengers instead of downgrading passengers, as this is much more efficient from a financial and handling point of view.

Always try to downgrade passengers to the next lower service class, on intercontinental flights from SAS Business to SAS Plus.

Downgrading must always be completed before boarding and never on board the aircraft.

Always inform the passengers about the reason for downgrading. The passengers are entitled to written information about the passenger's rights. The folder "Passenger Notice SAS EC 261/2004" shall always be available and distributed to affected passengers.

### **Amounts for Downgrading Compensation Intra-Scandinavian and European Flights**

The amounts for the Downgrading Compensation on Intra-Scandinavian and European flights are based on the distance of the flight:

Flight in kilometers	Amount in EUR
0 – 1500 km	150
1500 – 3500 km	300

### **Intercontinental flights**

The amounts for Downgrading Compensation on Intercontinental flights are based on the different service classes:

Class	Amount in EUR
C-M	750
C-Y	500
Y-M	400

### **Connecting flights**

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a

delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

If no EOC, we always pay compensation if delay exceeds 3 hours also if the passenger is in transfer

## Compliance oversight

### Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

SPM (SAS Station Passenger Manual)

SAS Ground Ops Alerts

SAS Ground Ops Bulletin

Handling Agent Manual ( can be local)

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Training program for passenger handling personnel must include both a theoretical part and on the job training. A written test with a defined passing grade must be completed.

All personnel involved in the handling or servicing of a Scandinavian Airlines flight must be trained for the duty they perform. The training shall be in accordance with IATA AHM and IGOM or equivalent.

New starters – Ground Training ( 2 weeks or more)

Our handling agents shall follow the manual SPM. The Handling agents has their own training and school .

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Follow the procedures in the manual SPM

and local manuals for the handling agent

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Individual electronic flight disruption reports are completed within 48 hrs of the incident whether it is a cancellation,downgrade,delay beyond 120 mins or misconnection from an inbound SAS flight. These reports are sent via email to SAS station management .

These are stored electronically.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

A monthly audit is produced by local station SAS staff which monitors the individual flight disruption reports for compliance. This report quickly identifies any short comings and is overseen and verified by the UK Station manager.

Spot checks audits and feedback form via Customer Care department

**Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

The monthly audit report is a standing agenda item for the monthly quality review with handling company management.

Any issues will be addressed to the handling management team for rectification.

Updates in Manuals, reminders in Bulletins/ Alerts,

## Eurowings, Germanwings

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1) UK airports where the airline operates from

LHR, STN, EDI, MAN, GLA, JER, NQY, NCL, BHX, EMA

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Paper Vouchers.

b. How do you notify passengers that this assistance is available?

The Notification goes along with information regarding Art. 14 Par. 2 of the Regulation.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Assistance is distributed/provided in the Check-In or gate area.

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

In case of an IRREG the handling agent is responsible to distribute refreshment vouchers independently according to EU Regulation 261/2004.

Value of the assistance (in general):

Voucher amount according to EU-Regulation		
Delay	Distance	Amount
≥ 2 hours	< 1500 km	5,- €
≥ 2 hours	> 1500 km	-
≥ 3 hours	< 3500 km	7,50 €
≥ 3 hours	> 3500 km	-
≥ 4 hours	any distance	10,- €
≥ 5 hours	any distance	12,- €
≥ 6 hours	any distance	15,- €
≥ 9 hours	any distance	20,- €

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

In general we don't provide assistance if the provision of the care would itself cause further delay. In those cases though we try to provide assistance on board (free refreshments, etc.).

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

We ask the passengers to organise their own meals/refreshments and pay reimbursement after travel.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

Please see above.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### 3) How you provide hotel accommodation and transfers to passengers during disruption.

- a. At what point during the disruption do you provide hotel accommodation/transfers?

We offer hotel accommodation in cases where we're unable to reprotect the passengers on the same day and an overnight stay becomes necessary.

Furthermore, in some cases we offer accommodation during the day, e.g. in case of lengthy delays and PRM/children are affected.

b. Do you organise the hotel accommodation yourself, or do you use a third party?

Our handling partners are in charge of organizing hotels. If our passengers wish to organize their hotels on their own in order to avoid long waiting times at the airport, they will have to send the invoice to Eurowings customer service. The contact details of our customer service department will be handed over to our passengers in any case.

c. How do you inform passengers that hotel accommodation and/or transfers are available?

In general: after rebooking the passengers.

d. Where in the airport do passengers have to go to obtain the assistance?

Check-In area.

e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

We ask the passengers to organise their own accommodation and pay reimbursement after travel.

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

3/4 \* hotels.

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Depending on how many passengers are affected, mostly coaches/taxis.

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

In practice, passengers who return home leave the airport almost immediately and claim the costs after the flight.

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Please see 4 e.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

There are no unaccompanied children on UK flights. PRM's are listed on the manifest and we try to assist them with high priority.

### **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

When the plane is overbooked for operational reasons (e.g. when we are operating a smaller aircraft/subcharter on short notice or we have to limit the number of passengers due to a sick cabin attendant).

### **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

During the editing process (3 hours before departure time), the handling agents need to identify how many volunteers are needed. The agents need to search for possible alternative flights and check availability before the start of the check-in. Passengers

will be asked actively at check-in already, if they would like to volunteer to take another flight, due to overbooking. At this time they will be informed about the exact details of the alternative flight. They are also being informed about the possible VDB amount they are entitled to receive according to EU Regulation 261/2004. In some cases a queue manager will go through the queue and ask passengers, if they would like to volunteer.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

This be the case, if the information of an overbooked flight reaches the station adhoc, close to the departure time. For example, if a crew member gets sick and is no longer able to perform the return flight. The number of passengers would have to be reduced due to safety reasons.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

(There are no unaccompanied children on UK flights).

PRM are not refused under any circumstances.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Passengers receive the payment at the airport or ground staff informs the Customer Relations department (CR). CR is contacting the passenger and arranges the payment (usually within 10-14 days).

## **Downgrading**

- 10) What classes of travel do you offer and what defines these classes?

Please find detailed information here:

<https://www.eurowings.com/en/information/fares.html>

11) In what type of circumstances are passengers downgraded?

Aircraft change due to operational reasons.

### **Policies and procedures for assisting passengers in cases of downgrading**

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

In case of a downgrade the passenger is either contacted by Customer Relations or receives contact details to make a claim. The reimbursement is based on the fare and is arranged within approx. 10-14 days.

### **Connecting flights**

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

### **Compliance oversight**

#### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Please find attached our Work Instruction Nr.22 regarding irregularity handling, which is mandatory for all our handling agents.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

We offer a full “train the trainer” session for all our handling agents. Product and procedures are always part of the training. The usual length of the training would be 2 days for check-in staff and 3 days for ticketing.

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the ‘pre-disruption’ procedures and processes you have in place for ensuring compliance.

Our handling agents act according to our HSM and GOM and also according to our Work Instruction Nr.22 where irregularity procedures are being described in detail. This year we are offering refresher irregularity trainings to our Top 40 stations including EDI, LHR, STN, BHX and MAN. All stations are being visited (audits and station visits) on a regular basis to ensure, that procedures are in place.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

It is contracted with our handling partners, that a report needs to be sent to Eurowings in case of irregularities. It is also mandatory to use the irop tool in our ticketing system in order to document what kind of alternatives/compensations have been offered to passengers etc..

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

In any case of problems providing care our handling agents have to report those problems (please see questions above). Furthermore, if problems are reprotected by the passengers our Customer Relations Team checks with our Area Management Department if/why problems have occurred.

**Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

Please refer to the attached Work Instruction Nr 22.

## Swiss International Air Lines Ltd

1) UK airports where the airline operates from

BHX, LCY, LGW, LHR, MAN

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Paper vouchers

b. How do you notify passengers that this assistance is available?

During check-in process or through announcement

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Check-in, transfer desk, gate

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

Different values for Y and C class

Refreshment (2-3 hours delay)

Snack (3-4 hours delay)

Lunch or dinner (above 4 hours delay)

BHX 8/10 – 8/10 – 8/10

LCY 4/7 – 7/10 – 20/20

LHR 6/10 – 6/10 – 6/10

MAN 4/7 – 7/10 – 10/20 (all values in £)

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

No

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Through call center

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

We do not ask passengers to organize their own meals.

(Passengers paying for meals and refreshments during irregularities should contact LX customer service in Basle for refund)

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

Cancelled flight or delayed flight with missed same day onward connection

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

3rd party

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

During check-in process or through announcement

d. Where in the airport do passengers have to go to obtain the assistance?

Gate, transfer desk, check-in, ticket desk

e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

through call center

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Y: 2-4 star

C: 3-4 star

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Coach, train, taxi, mini bus, hotel bus, tube

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

yes

i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Usually not.

All expenses not directly settled to be sent to customer service at Basle / Switzerland for refund

j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

none

## **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

PRM through airport PRM provider

UM by handling agent

## **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

Overbooking

Unexpected flight capacity restriction, equipment change

Drunk passengers

Unruly passengers

## **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Volunteers to be searched during check-in process and at gate.

All denied passengers (invol and vol) is offered a re-booking as quick as possible, EC261 pax rights are handed out, care and communication as per EC261 regulation, DBC as per EC261

- 7) Please explain if there are any circumstances when you do not call for volunteers?

**Should not happen**

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Offer pre-boarding. UM are always accompanied by staff. PRM are not refused under any circumstances.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Denied boarding compensation depending on distance of travel and length of delayed arrival. All DBC paid out via cash card.

**Downgrading**

- 10) What classes of travel do you offer and what defines these classes?

Business class, Economy class

- 11) In what type of circumstances are passengers downgraded?

Oversale

equipment change

Operational reasons

**Policies and procedures for assisting passengers in cases of downgrading**

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

We search volunteers for downgrading. DGC amount as per Passenger Handling Manual paid via cash card immediately at the gate.

## Connecting flights

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

We always consider the complete itinerary of the connection and evaluate compensation according to EC261 regulation.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Passenger Handling Manual

16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

### **Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Passenger Handling Manual

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Online irregularity report for cancelled flights, diverted flights and flights with more than 60 minutes delay.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

Spot checks

**Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

## Air Canada

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- 1) UK airports where the airline operates from

London Heathrow

Manchester (Seasonal – Operated by Rouge)

Edinburgh (Seasonal – Operated by Rouge)

Glasgow (Seasonal Commenced June 2016 – Operated by Rouge)

London Gatwick (Seasonal Commenced June 2016 – Operated by Rouge)

### Care and assistance

- 2) **How you provide meals and refreshments to passengers during disruption.**

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Automated voucher issuance, printed on boarding card printers

- b. How do you notify passengers that this assistance is available?

At check-in, Ticket Desk and Transfer Desks or at the departure gate depending when delay or cancellation occurs.

Air Canada also communicates with passengers by email, on our website and by distributing informational leaflets.

- c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Airport Agents distribute vouchers to passengers.

At check-in, Ticket Desk and Transfer Desks or at the departure gate depending when delay or cancellation occurs.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

If the delay is more than 3 hours, we distribute paper vouchers for GBP 5 per passenger for refreshments or for GBP 10 per passenger if the delay is during a meal time.

If the delay is over 6 hours, 2 vouchers are given to each passenger to cover whatever applicable meal times.

Vouchers are distributed in advance if the delay is known in advance.

If the passengers are delayed overnight, dinner and breakfast are made available at the hotel.

Discretion is applied in any exceptional circumstance as required.

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

No.

If the passenger declines a hotel and returns home, no food or hotel voucher is given out.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Passengers who have registered for alerts will receive notification of the cancellation by email or SMS. Passengers are rebooked automatically. Our auto-rebooking tool will send passengers a revised itinerary by email or SMS. Passengers may also go online to [aircanada.com](http://aircanada.com) and use the self-serve rebooking tool or contact the Air Canada Call Centre directly to make itinerary changes that they prefer, subject to availability.

We cannot book a hotel for a passenger remotely if they do not show up at the airport, but if such passengers book themselves an overnight stay at a hotel, our

Customer Relations team would reimburse any reasonable hotel and meal costs. This is a very rare occurrence.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

N/A

All refreshments/meals are provided at the departure airport.

In the exceptional event that there are no vouchers available, passengers would need to contact Customer Relations for reimbursement.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

Hotels would be provided if the flight was cancelled or delayed overnight

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

Hotel accommodations are booked via our ground handling agent at the airport, using a hotel broker.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

This depends on the delay situation, but generally our agents make verbal announcements at the departure gate or any airport customer service point – Transfer Desk, Ticket Desk and Check-in.

- d. Where in the airport do passengers have to go to obtain the assistance?

At the above listed locations.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

We do not book hotels remotely; we do so at the airport at the time of flight disruption. Passengers must therefore be present at the airport to receive hotel voucher for overnight accommodation. In any event, the hotels that we provide are within the airport perimeter, which means that customers would have to travel to the airport area for accommodation.

However, if the passenger advises use that he/she does not wish to travel to the airport, the Call Centre agent would advise the passenger to book a hotel themselves and that we will refund the cost, as long as it remains reasonable.

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Hotels located within the airport perimeter are utilised which include 3/4/5 Star properties. Hotel costs to Air Canada vary depending on availability but typically range between \_\_\_ - \_\_\_ GBP.

- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Coach transfers or if small numbers of passengers are involved, pre paid hotel bus transfers. If the situation requires a larger number of passengers to be transported, we may hire a private contractor to transport passengers.

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes, upon request.

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Coach transfers or if small numbers of passengers are involved, prepaid hotel bus transfers. If the situation requires a larger number of passengers to be transported, we may hire a private contractor to transport passengers.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

N/A

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

PRM passengers are provided with adapted taxi transfer to their hotel and any other special needs or requests are provided with the hotel.

Parents or designated responsible adults must remain until the flight has departed. As such, unaccompanied children would still be in the care of their parent/designated responsible adult. If the parent/designated responsible adult has left, we call them and they must return. If the parent/designated responsible adult cannot be reached, the unaccompanied child's needs would be assessed and addresses as necessary.

### **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

If a flight is operated with insufficient seats to accommodate all booked passengers due to oversale.

### **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Customer Service Agents will canvass passengers at Check-in and seek volunteers to surrender their reservation on an overbooked flight in return for compensation as outlined in the Air Canada document - Notice of Denied Boarding Compensation – EU Member Countries (ACF520\_6 UK). It is very unusual not to find volunteers. Please see Rule 90 of our International Tariff, which states our Denied Boarding

policy, including the order in which we deny boarding, and our policy with regards to not denying passengers who would suffer undue hardship as a result (these would include, for example, passengers with a disability, an unaccompanied minor, etc.) at [http://www.aircanada.com/en/travelinfo/before/documents/int\\_rule\\_90.pdf](http://www.aircanada.com/en/travelinfo/before/documents/int_rule_90.pdf).

- 7) Please explain if there are any circumstances when you do not call for volunteers?

We always ask for volunteers, as per our Denied Boarding policy. We also solicit volunteers at the check-in kiosks automatically.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

The above passengers would always be accommodated on their booked flight. Please refer to Rule 90 of our International Tariff (above).

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Passengers may choose to receive a travel voucher at the time of denied boarding. If the customer chooses a voucher and later wishes to exchange their voucher for cash, the customer may contact Customer Relations. Customer Relations sorts the request within a day or two and the request is then handled through our priority queue within approximately 3 working days. The customer is contacted to arrange payment.

## **Downgrading**

- 10) What classes of travel do you offer and what defines these classes?

Three classes of travel are offered with Air Canada:

Business Class – Our most luxurious class of travel, featuring fully flat beds, fine cuisine and exclusive features and amenities.

Premium Economy – Our new class of travel allowing passengers to experience additional comfort in a dedicated cabin, with premium meal service, enhanced amenities and priority airport service.

Economy – Our basic class of travel with Air Canada.

Two classes of service are offered with Air Canada rouge:

Premium Rouge – Our superior class of travel with Air Canada Rouge, featuring additional baggage allowance, a larger seat with more legroom, priority airport service and a complimentary iPad.

Economy Rouge – Our basic class of travel with Air Canada Rouge.

Please consult our website at

<https://beta.aircanada.com/ca/en/aco/home/fly/onboard/cabin-features.html> for more information.

11) In what type of circumstances are passengers downgraded?

If the class of travel for which the passenger holds a confirmed reservation is not available. Usually this is due to an aircraft change for operational reasons to one with less seats than the one originally planned for sale.

### **Policies and procedures for assisting passengers in cases of downgrading**

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

Customers are asked to contact us at [aircanada.com/customerrelations](http://aircanada.com/customerrelations) and complete the webform. Customer Relations sorts the request within a day or two and the request is then handled through our priority queue within approximately 3 working days. The Customer Relations representative sends a cheque or arranges a bank transfer with the customer. Compensation is determined based on the length of the flight and calculated at 75% of the ticket (coupon of the flight). On rare occasions, if the passenger contacts us to inform us that they are unable to use the webform, the call centre agent will complete the webform for them.

## Connecting flights

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

We pay compensation based on delay at arrival at final destination.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

A local 'Irregular Operation' handling file contains guidelines on passenger welfare. This is based on the EU requirements and mirrors the ACF520\_6 UK Notice of Denied Boarding Compensation. Air Canada also provides detailed policies, procedures and guidance materials to airline employees and ground handlers on its cloud-based internal employee portal which are used as valuable guidance for staff to provide proper care and assistance to passengers during flight disruptions.

16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Groundhandler trainers are given four days of initial, one-on-one training by Air Canada. These trainers then train their own staff in accordance with our requirements. The trainers receive Air Canada bulletins regularly, whenever reminders are issued by Air Canada headquarters on a need-be basis (e.g. we

would do this if we notice that compliance levels are low or when policy changes are made). It is the trainer's responsibility to stay current with policy and to ensure that their staff is equally aware and well trained. We do audit our groundhandlers' compliance with training requirements periodically. Air Canada refresher training is also compulsory and consists of a full day of training in-class, every two years. All policy changes are rolled out in the bulletins.

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Training is covered as above.

Disruption handling is a live process with all requirements covered. We are fully set up for live response without delay, and no pre-disruption procedures are needed.

Stations handle ensuring that sufficient quantities of vouchers are on hand as part of ordinary business.

As explained above, flight reaccommodation is done automatically through our systems and our Flight Operations center in Toronto, Canada, subject to customers requesting or making changes themselves and automated meal vouchers are issues automatically.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

In most cases, an Air Canada duty manager oversees the operation. If an AC duty manager is unavailable, a key account manager (a manager within the handling agent) would be there. Depending on the severity of the IROP, additional support may be sent in from other UK stations.

AC IROP Information Sheet for European Stations is completed, through an automated process by EU airports, providing information on what information, vouchers or compensation was provided to customers during cancelled/delayed

flights, denied boarding and downgrading. The Manager, Customer Experience International will generate a report to provide valuable information for monitoring purposes by International Airports, the team in charge of supervising non-Canadian airport operations. International Airports will share these reports with the local station, and help them identify opportunities for improvement.

Our Systems Operations Control team holds regular “live” groups calls involving key departments having tasks related to flight disruptions or customer handling, during the entire disruption handling process. The purpose is to coordinate efforts, improve efficiency, and ensure that we provide the highest standards of customer service possible during these service disruptions. Written records are kept for subsequent review whenever needed, which are used by groups needing this information after the disruption, whether for customer compensation, or for understanding where failures occurred and unlocking opportunities for improvement.

Mystery shopping is not part of our procedure at this time, as we have small operations, compared to local operators in the UK, and our local staff is all well-known and recognizable by groundhandler staff.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

Local airport review of each long delay handling with ground handler and service partners locally.

Customer Relations is sent an email by the local station for most controllable disruptions over 4 hours and an information file is created in the Customer Relations Management System. The email contains information about the reason for the disruption and meal/overnight accommodation (if applicable) and is used to identify improvement opportunities, as well as to respond to customers who may have subsequent inquiries or claims.

Customer satisfaction surveys for IROP handling are in the process of being implemented, and will be monitored by Customer Relations, who would provide

feedback to the airport involved in the disruption handling to help them identify areas where improvement is needed.

Once a meal voucher is produced in the system it automatically populates in the PNR and shows 'Meal Voucher', the value of the voucher and the agent reference. Our systems can pull reports showing the number of meal vouchers issued. These reports will be generated by our International Airports team, who will also monitor the reports from the IROP Information Sheets, and then, in turn, provide feedback to local UK airports to help them identify areas where improvement is needed.

### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

As above

## Turkish Airlines

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1) UK airports where the airline operates from

LHR, LGW, MAN, BHX, EDI

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Paper meal vouchers provided at ch- in desk's or Turkish Airlines ticket desks.

b. How do you notify passengers that this assistance is available?

Staff at check-in ,Ticket sales desks.

Passenger announcements in the terminal, gate area or lounge. In addition to the disruption leaflets, electronic information is provided by email & SMS for cancellations and delays to all customers. An automated message is sent to travel agencies system, warning about cancellation /or schedule change.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

In the event of 2 + hours delay Customers may request additional information and arrange flight re-booking, or obtain refreshment vouchers at our Ticket Sales desk or at Boarding gates and ck-in desk's.

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

Meal vouchers; Economy class passengers:£7.00 and Business Class passengers:£10.00

These meal vouchers will be provided 2 hours + longer delays.

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

Yes we do provide to our passenger assistance, such as meals voucher and hotel accommodation.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Information is pro-actively provided to passengers affected by disruption, this can be demonstrated in one of two ways: Electronic information is provided by Phones(CALL CENTRE) , email & SMS + During any disruption we utilise our website and social media channels as an additional method to keep customers informed. Automatic messages are sent to travel agencies so that they can contact passenger in advance.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

In the event of any long delay, if passenger organise their own meals due to operational reasons , on their return they can claim it reasonable expenses through our sales Office's ( relevant expenses receipt should be send it back to our Sale office's for refund.)Reasonable amount of expenses are compensated by special authorisation code from Management.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Turkish Airlines encourages customer feedback and as we set the standards high our customers equally have high expectations of us. We welcome any comments on our facebook pages and twitter accounts and have a dedicated social media team that responds to each message. This is in addition to our Customer Relations department. We take our customer feedback seriously. As a result we believe that we have a good understanding of what our customers want and where we need to improve.

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

We do provide hotel accommodation and transfers 4+ hours delay.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

our handling companies will organize hotel accommodation and transfers

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Staff at check-in informs passengers, Ticket sales desks also gives information .

Passenger announcements in the terminal, gate area or lounge and displays monitors.

- d. Where in the airport do passengers have to go to obtain the assistance?

At the check in desk and they will be advised to go to special assistance desk at the land side. If passenger at Airside they will have also be assisted as well.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Electronic information is provided by Phones, email & SMS + During any disruption we utilise our website and social media channels as an additional method to keep customers informed. A message is also sent to a travel agencies so that they contact passengers directly.

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

We will be providing minimum 4 star hotels.(Subject to availability)

- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Coaches and hotel transport service.

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

We do provide return hotel transfers . Hoppa bus vouchers for the hotel- airport transfers

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

In the event of any cancelation of flight , if we are unable to obtain enough coaches we could ask some of our passenger to arrange their own transportation and claim it back afterwards from our sales office. Passengers who return home by other transport can claim their reasonable expenses ( train, taxi receipt ext ) by contacting our sales Offices with email or by post.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

In the event of any cancelation of flight, we can also offer two free phone calls, fax or emails.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

In the event of any cancelation or delayed flight, a persons with reduce mobility and those accompanying them and the needs unaccompanied children will have a top priority to arranging their care and assistance ,such as accommodation , transport, new flight bookings ext..

### **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

- 1- Overbooking
- 2- Change of aircraft type due to commercial/technical reasons
- 3- Passengers with invalid visa/ travel documents
- 4- Passengers who carried to gate more than 8 kilo hand luggage
- 5- Passengers carrying dangerous items in their checked in baggage and hand luggage

### **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

In the event of denied boarding, we shall first ask for volunteers to ( by ch in desk) surrender their reservations in exchange for benefits under conditions to be agreed between us. In that situation, we shall also offer the services marked \* below. If an insufficient number of volunteers comes forward, we may then deny boarding to passengers against their will. In the event of denied boarding of passengers against their will (save where this amounts to a refusal of carriage permitted by us for valid reason) the following services shall be provided:

\*Either free of charge re route, or full refund.

\*Two free phone calls , fax or emails

\*Meal vouchers

\*Accommodation and transport to/from Airport

\*Compensation

- 7) Please explain if there are any circumstances when you do not call for volunteers?

No, we always ask for volunteers.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

In the event of denied boarding, priority shall be given to our passengers with reduced mobility, along with their accompanying person or service dog, and unaccompanied minors in accordance with the aforementioned Regulation.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

In the event of denied boarding, compensation (EMD document) will be issued at Airport Turkish Airlines Ticket desk and hand of this denied compensation document to passenger's. When these documents and passenger's bank details have been returned to Turkish Airlines office, relevant payment will be made to passenger's bank account by online bank transfer with in 7-10 days.

## Downgrading

- 10) What classes of travel do you offer and what defines these classes?

Business class and Economy class

- 11) In what type of circumstances are passengers downgraded?

Overbooking

Change of aircraft type due to technical or commercial reasons

### **Policies and procedures for assisting passengers in cases of downgrading**

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

In the event of downgrading , compensation( EMD document ) will be issued at Airport Turkish Airlines Ticket desk and hand of this denied compensation document to passenger's. When these document's and passengers bank details have been returned to Turkish Airlines office, relevant payment will be made to passenger bank account by online bank transfer within 7-10 days.

Table of compensation to be paid to passenger by time difference if alternative route accepted flight distance	Maximum time difference between arrival time scheduled in original reservation and arrival time of offered new route	Compensation amount (EURO)
All domestic flights	2 hours	50
0-1500km international flights (1500km included)	2 hours	125
1500-3500km international flights (3500km included)	3 hours	200
International flights over 3500km	4 hours	300

We will also pay (fare difference); Compensation Payments in case of Downgrade

In case of the RT travels, the compensation shall be calculated over the lowest ½ RT local price of the service class specified in the original ticket for the flight in which the irregularity has emerged. In case of the OW beyond travels, the compensation shall be calculated over the OW local prices meeting the specified criteria instead of the ½ RT local price.

(Of the lowest ½ RT local price or OW local price,)

30% for flights between 0-1500 km,

50% for flights between 1500-3500 km,

75% for flights farther than 3500 km

shall be paid as compensation

## Connecting flights

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

We do not pay under below conditions:

1- DELAY on the Departure of a NON EU COUNTRY:

If the delay occurred in a departure located in a non- EU country , we do not pay as Turkish Airlines is not an EU carrier, and the delay occurred in a non-Member state is not covered under EU261/ Regulation..(see Article 3 1. (b)

Please find below example:

Flights operates as follows: ( DEPARTURE from NON EU COUNTRY)

DXB-IST , TK009 flights delayed 3 hours or over and miss connections:

IST-LHR , TK010

Eu261/2004 regulation won't apply but Turkish airlines will still look after these passenger as per our : FLIGHT AND SERVICE

IRREGULARITIES PROCEDURE.

2- Missed connections-NON EU CARRIER.( From UK Departure)

If the delay from UK to Istanbul is less than 3 hours and long delay occurred after a misconnection in Turkey. ( all our flights have connections from Istanbul , consist of 2 separate flights.) miss connection occur in Istanbul, which is located in a NON-EU COUNTRY.

eg. LONDON-ISTANBUL TK0001 DELAY 30 MIN

ISTANBUL- DACCA TK0002 MISSED CONNECTION

ISTANBUL- DACCA TK0002 PAX TRANSFERRED TO NEXT FLIGHT OR NEXT DAY FLIGHT.

All our flights have connections from Istanbul , consist of 2 separate flights, as miss connections occur in Istanbul ( Non EU country) and they arrive their final destinations more than 3 hours, At this moment in time we won't pay any delay compensation based on these miss connections with in eu261/2004 as we are a waiting to hear Court of Appeal decision between Emirates v Gahan which will be binding decision for all airlines.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Please see attached Turkish Airlines passenger rights leaflet

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Turkish Airlines does provide local staff training , based on customer complaints+claims ( Regulation (EC) 1107-2006 , EU261, Montreal Conventions 1999 , ADR) in UK , and training was given by DLA piper law firm and The Retail Ombudsman. Addition to that we have also regular customer forum which has been held in Istanbul Turkish Airlines Head office ever year and online training.

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Pre-disruption procedures and process we have in placed as per our GOM ( Ground Operation Manuel). Station Manager's (jointly with Ground Handler and other parties) to complete a full review of Airline procedures and processes for assessing compliance with the requirements

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

In regards of delays, we arrange short briefing with our handling company and prepare the action plan as follow.

- \* Handover meal vouchers for the passengers.
- \* The list of the passengers who have a miss connections.
- \* Handing over the leaflets

At the ticket desks invol rerouting to other carriers, arrange hotel accommodations for the passenger staying over nights, arranging Hotel Hoppa Transfer vouchers. preparing DBC and all related forms. During check-in hourly meeting with handling managers to update the state of delay. We also record meal vouchers, Hotel Hoppa bus vouchers and hotel accomodations in our internal server for to be able to use in future. Also all our Stations Manager make sure that chosen methods are effective in practice in informing our grand handling agent staff and if its necessary each affected passenger of their legal rights at the time he/she is disrupted and that, as a fail-safe mechanism, information on legal rights will still be available in paper form at the airport (e.g. via a leaflet available and displayed prominently at the airline's check in, rebooking and information desks)

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

We don't conduct any surveys of passengers on disrupted flights, but we do ask our passengers to fill in feedback form online ([www.thy.com](http://www.thy.com)).

Online feedback form is available to every passenger who wants to submit a complaint or ask for compensation or to give us positive or negative comments about their experience.

Every feedback is given an automatic file number and replied as soon as possible.

Comments are considered to make any improvements.

### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

As UK Operating Airlines we are pro-actively to provide information on legal rights in paper form to all passengers affected by denied boarding, cancellation or long delay. During disruption the Ground Handler is in contact with our Station Managers and where we have airport managers in site, they will observe and help in times of disruption ensuring that our manual is complied with and our passengers are cared for. Immediately following any flight cancellations or long delays, we require our ground handling agents to complete a disruption form detailing all aspects of the disruption, including whether hardcopy information on passenger rights was distributed and any relevant passenger feedback. The disruption forms are stored centrally and can be accessed by Turkish Airlines Customer Relations team. If a passenger subsequently alerts us to an issue that we have not already been made aware of, our Customer Relations team will escalate this issue to our Ground Operations Management team and Station Manager's.

Additionally we will typically conduct a post-disruption (all station managers and customer complaint team) review following any significant disruption events, in order to capture any learnings.

## Qatar Airways

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1) UK airports where the airline operates from

London Heathrow (LHR), Birmingham (BHX), Manchester (MAN), and Edinburgh (EDI)

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Airports may locally produce customised vouchers best suited for local requirements or use Meal Accommodation and Transport Order (MATO) vouchers which are distributed to the involved passengers.

For delays with definite departure time equal to, or exceeding the original departure time by 30 minutes, an announcement is made to advise passengers that refreshments/meals are available

b. How do you notify passengers that this assistance is available?

For delays with definite departure time equal to or exceeding the original departure time by 30 minutes an announcement is made to advise passengers that refreshments/meals are available.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Airports may locally produce customised vouchers best suited for local requirements or use Meal Accommodation and Transport Order (MATO) vouchers which are distributed to the involved passengers.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

The value of the assistance provided to customers is up to 20GBP. However the value of assistance provided depends on the airport facilities available (i.e., opening hours of restaurants), affected passenger's class of travel etc.

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

Whenever a passenger is denied boarding, a timely decision is taken by the Airport Services Manager or designated Qatar Airways representative to compensate the passengers for the inconvenience caused.

Leaflets reflecting the passenger rights and compensation options are offered to passengers. In case of involuntary downgrading, compensation options must be offered. For flight delays the applicable care is offered.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

If a delay is known in advance, the local reservations office or airport staff shall advise joining passengers of the delay by prior to their leaving their homes or hotels.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

Meals and refreshments are given at appropriate times to passengers who have been denied boarding and have been rebooked to the next available QR flight.

In addition meals/snacks in reasonable relation to waiting time are provided to passengers in case of delays of more than 4 hours.

Due to external circumstances outside of the airline's control, (i.e., availability of hotel, availability of restaurants in airports), there might be cases that passengers might be requested to organize their own meal and refreshments. In such cases, all efforts will be deployed to minimize the effects and burden of the disruption

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

Hotel accommodation is provided once it is confirmed that a flight will be delayed by more than 4 hours and an overnight stay is necessary.

It is also provided to passengers who volunteered to be offloaded and were actually offloaded in case of overbooked flights.

Accommodation in a hotel shall be provided in such cases if flight departs more than eight hours later.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

Qatar Airways organises the hotel accommodation.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Passengers entitled to hotel accommodation are informed via public announcements, in person, by delivering an appropriate letter etc.

- d. Where in the airport do passengers have to go to obtain the assistance?

A central information point is established, preferably in the departure lounge. In case of a major delay, it can be in the hotel lounge.

The central information point is manned permanently (provide enough manpower). Staff at the delay information desk shall be contacted (telephone, mobile, radio) and shall be updated at all times.

Delay Notification Forms are available at the delay information desk.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

If a delay is known in advance, the local reservations office or airport staff advise joining passengers of the delay prior to the passengers leaving their homes or hotels.

In addition If we are aware of a delay in advance, e.g a runway closure in UK Airport we would issue a travel alert, which is published on QR.com and tells passengers that the flight is delayed/cancelled so they don't travel to the airport.

Both the delay reason and estimated time of departure is given. If the latter is not known then an advised time is given when further information is received. The above will only apply when the local contact info is available in the PNR.

There are also re-protection option advisories sent by QR Helpdesk & Airport and Reservation Offices & also Contact Centre (for flights departing within 7days)

The change/cancellation is actioned through the reservation system. The PNR is updated/notified through a queue system and it becomes the responsibility of the queuing office ID to notify the customer/passengers. Queuing office ID is an office ID where notifications about flight change/cancellation are received.

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

The type of hotel accommodation offered depends on the availability of hotels, proximity to the airport, involved passenger's class of travel etc.

- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Whenever it is necessary or appropriate to use surface transport the standard of transport reflects the class of ticket held by the passenger.

Wherever possible, the most expeditious and cost-effective means of transport is used.

The following methods of transportation may be used: coach or bus, taxis, by limousine (the latter is normally only for first / business class passengers).

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

They are provided on a case by case basis as a service recovery measure to passengers who have been denied boarding if they have been rebooked for next day to return/to/from their residence.

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Whenever a passenger is denied boarding, a timely decision is taken by the Airport Services Manager or designated Qatar Airways representative to compensate the passengers for the inconvenience caused.

Leaflets reflecting the passenger rights and compensation options are offered to passengers. In case of involuntary downgrading, compensation options are offered. For flight delays the applicable care dictated by EC261 is offered.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

In cases of lengthy delays, or unscheduled stopovers, UMs are escorted by a member of Qatar Airways staff or that of its appointed agent during their stay at the hotel. Special attention is given to MEDA, elderly and other passengers requiring special attention. If possible, specific staff is assigned to handle these passengers' needs. For UMs and MEDA cases: at origin stations these passengers remain with their escorts as close to the departure / boarding time as possible.

## Denied boarding

### 5) In what type of circumstances are passengers denied boarding?

In cases where passengers cannot be accepted for a flight on which they hold a confirmed reservation.

In cases of overbooking.

Passengers who do not disclose severe allergy problems or expectant mothers who do not disclose that are 36 weeks pregnant (beginning of the 36th week) at the time of reservation and declare them at check-in or on board the flight may be denied boarding because of safety considerations.

However, a passenger could be denied boarding due to imminent flight safety and security, as well as other concerns.

### **Policies and procedures for assisting passengers in cases of denied boarding**

### 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

In such cases, when check-in commences, economy class passengers (premium passengers shall be accommodated to lower classes) are asked discreetly if they would be willing to travel on a later flight should the need arise. If they accept, they are informed that there is a chance that they will be denied boarding on an involuntary basis and they would then be eligible for applicable DNB compensation. If there are not enough volunteers, ground staff screens the flight in order to identify passengers traveling on lower fare tickets, passengers travelling alone or passengers terminating at first point.

If passengers are actually denied boarding later on, then the applicable compensation is given to the affected passengers, meals and refreshments are given to them at appropriate times. Accommodation in a hotel is provided if the new flight departs more than 8 hours later and surface transportation is arranged in case of airport change. Telephone and messaging facility is also provided.

Where volunteers are not available or if more passengers need to be offloaded ground staff proceed with involuntarily offloading the required number of passengers. If boarding is denied to passengers against their will, the involved passengers are compensated. In cases where a passenger is in outward mid journey and chooses as a result of the DNB incident to discontinue his journey, Qatar Airways will provide a free of charge ticket to the point of original departure or reimburse the full cost of the original ticket.

Whenever it is necessary or appropriate to use surface transport (e.g., between two airports in the same city e.g. Dubai to Abu Dhabi), the standard of transport reflects the class of ticket held by the passenger. Wherever possible, the most expeditious and cost-effective means of transport shall be used. In the event of an irregular situation, and depending on the class of travel and type of ticket, Qatar Airways is responsible for arranging rerouting and reservations to the passenger's stopover point or destination with the least possible delay, while minimising any financial loss to Qatar Airways. Ground staff will according to the disposal option provided by Qatar Airways IOC Commercial, offer volunteers to be rerouted from point of origin or to be DNB at the point of origin itself. Meals and refreshments are given at appropriate times. Accommodation in a hotel must be provided if flight departs more than 8 hours later. Hotel accommodation is provided once it is confirmed that a flight will be delayed by more than 4 hours and an overnight stay is necessary. Qatar Airways provides the necessary facilities e.g. meals, hotel accommodation, transport. Two telephone calls, email fax are offered. In cases of lengthy delays or unscheduled stopovers, UMs are escorted by a member of Qatar Airways staff or that of its appointed agent during their stay at the hotel. Persons with reduced mobility: Special attention is given to MEDA, elderly and other passengers requiring special attention. If possible, specific staff is assigned to handle these passengers' needs. For UMs and MEDA cases: at origin stations these passengers shall remain with their escorts as close to the departure / boarding time as possible.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

When booked passengers are likely to be denied, check-in agents shall look for volunteers.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

In cases of lengthy delays or unscheduled stopovers, UMs are escorted by a member of Qatar Airways staff or that of its appointed agent during their stay at the hotel. UMs will never be placed in the custody of other passengers or left on their own.

Special attention is given to UM, MEDA, elderly and other passengers requiring special attention. If possible, specific staff are assigned to handle these passengers' needs. For UMs and MEDA cases: at origin stations these passengers will remain with their escorts as close to the departure / boarding time as possible.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Airport teams will always issue Electronic Miscellaneous Document (EMD) in accordance with EU Regulation EC261/2004 and give to the passengers at the time of the incident.

Passengers are also provided with the contact info of our UK Customer Relations team in order to arrange for the bank transfer. No automatic payments are made. It usually takes 10-14 days to process the refund.

## **Downgrading**

- 10) What classes of travel do you offer and what defines these classes?

We offer Business Class & Economy Class on the flights to/from EDI, MAN, BHX. We offer First, Business and Economy Class on the flights to/from LHR. The classes are defined by the service provided on the ground and in the cabin.

- 11) In what type of circumstances are passengers downgraded?

Some unavoidable situations such as aircraft configuration changes create the need to involuntarily regrade First and Business Class customers to the next lower class. In addition cabin downgrading may also happen as a result of overbooking the business class cabin.

### **Policies and procedures for assisting passengers in cases of downgrading**

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

The following are the actions taken in cases passengers are downgraded:

1. Apologise to the passenger for the inconvenience.
2. Provide the applicable compensation to the passenger.
3. Allow baggage allowance per original class prior to downgrading.
4. Provide lounge access as per original class.
5. Check any seat requests for the original class and provide the same seat in the lower class.
6. Notify cabin crew regarding the downgraded passengers.

Airport teams provide affected customers with the contact details of our UK Customer Relations team. Once customers contact UK Customer Relations, Qatar Airways refunds will make sector-value calculations.

Qatar Airways' downgrade policy is to offer a choice in compensation. A cash refund of 75% of the fare applicable to the affected sector, or 100% in the form of a non-refundable Travel Voucher.

It usually takes 10-14 days to process the refund. No automatic payments are made.

### **Connecting flights**

- 13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

- 14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

As per the interpretative guidelines published by the European Commission on EC261/2004, Qatar Airways complies and compensates passengers who have missed their connection and arrived more than 3 hours late at their final destinations.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

The Ground Services Manual describes all such procedures.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

At the moment practical on-the-job training is provided:

- \* At induction time (when new staff join the airlines)
- \* At briefing time (on a regular day)

There is an intention to create a formal training on EC 261/2004 in the form of e-learning module for staff at UK stations. This is being developed by our training department.

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

During pre-flight editing, ground staff check the flights profile to see if the flight is overbooked. if overbooking is expected, ground staff is requested to familiarise themselves with the overbooking formalities.

Airports are notified by the Integrated Operations Center Commercial, 24 hours in advance whenever flights are critically overbooked. This is a reminder for them to plan accordingly.

Ground staff must ensure that in case of disruptions enough manpower is available.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

During the disruption, the Airport Services Manager (together with the airport team) ensure that disruptions are handled according to company policies and standards and also in line with EC/261. They achieve that by supervising/observing the ground handling staff and the handling of a disruption in real-time.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

The company requires the flight disruption-involved airport to produce a Flight Disruption Report (which reflects all disruption handling information).

Flight Disruption Reports are forwarded to the Ground Services Management Department at the Headquarters in Doha and are reviewed by the Managers of Performance Control, who then assess whether the disruption was handled according to applicable company policies and other rules and regulations.

**Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

In case issues arise then:

If issues can be handled/processed on the spot then the staff at the involved airports resolves the issues.

If issues cannot be handled locally then the involved airport forwards all related details to the Customer Care department in the Head Office (in Doha) which then handles the issue.

## Delta Air Lines, Inc.

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1) UK airports where the airline operates from

LHR, MAN, EDI

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Meals for passengers in the airport are provided through the use of paper vouchers distributed at check-in, ticket desk, transfer desk and gates. If passengers are provided hotel accommodation, a request is sent to the hotel to provide complimentary breakfast, lunch or dinner (depending on the time of day and length of stay).

Refreshments are typically provided through the use of an irregular operation (“IROP”) cart. Delta has nine such IROP carts located throughout the airport, each containing supplies such as water, soda, snacks, colouring books and puzzles.

b. How do you notify passengers that this assistance is available?

Passengers are notified that assistance is available through announcements (made at the gate), by apology letters, which are distributed to passengers at several points in the airport (check-in, ticket desk, transfer desk and gates) and by Delta’s Airport Customer Service (“ACS”) agents who circulate around the airport proactively engaging passengers and handing out meal vouchers and refreshments.

Additionally, IROP carts are visible at the ticket desk and gates and announcements are made inviting passengers to help themselves to refreshments.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Assistance is distributed by the ACS agents who are tasked with proactively handing out the apology letters, meal vouchers and refreshments.

Paper meal vouchers are also available to be picked up by passengers at check-in, ticket desk, transfer desk and gates.

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

The value of meal vouchers provided to passengers varies based on their class of travel:

Main Cabin/Comfort+: £10.00 per passenger

Delta One: £15.00 per passenger

Meal vouchers are issued for any delay longer than two hours. Additional meal vouchers are issued if the delay exceeds four hours. Neither location nor time of day impact the provision of meal vouchers.

e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

Unknown

f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Passengers are proactively notified about flight cancellations by several means, depending on the extent of contact information provided in their reservation. First, they are notified on their mobile devices by text message. Second, passengers receive emails informing them of the cancellation. Third, automatic updates are pushed to the passenger's Delta mobile app. These updates direct passengers to delta.com for additional information regarding assistance.

Additionally, a copy of the apology letter is sent to Delta's Customer Care center so that if passengers were to call in they would be advised of the cancellation by a representative.

In these cases, passengers can file a claim for reimbursement of applicable expenses incurred with Delta's Customer Care department.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

Delta does not routinely ask its passengers to organise their own meals or refreshments. In cases where a passenger is notified of a cancellation or delay prior to arriving at the airport, it is possible this person will incur expenses for meals and refreshments. In these cases, passengers can file a claim for reimbursement of expenses with Delta's Customer Care department.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

Hotel accommodation and transfers are arranged whenever a stay of one or more nights becomes necessary; typically, when a flight is cancelled or a lengthy delay occurs.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

Delta relies on a third party vendor, Room Solution, which is responsible for booking the necessary hotel rooms.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Passengers are informed that hotel accommodations and transfers are available in the apology letter distributed by ACS agents. ACS agents also verbally inform passengers of the availability of hotel accommodations and transfers at check-in, ticket desk, transfer desk and gates. If passengers are on board the aircraft when the

flight is cancelled, an announcement will be made on the aircraft informing passengers of the availability of hotel accommodations and transfers.

d. Where in the airport do passengers have to go to obtain the assistance?

Passengers may obtain assistance from ACS agents located throughout the airport. Assistance is also offered at check-in, ticket desk, transfer desk and gates.

e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Passengers are proactively notified about flight cancellations by several means, depending on the extent of contact information provided in their reservation. First, they are notified on their mobile devices by text message. Second, passengers receive emails informing them of the cancellation. Third, automatic updates are pushed to the passenger's Delta mobile app. These updates direct passengers to delta.com for additional information regarding assistance.

Additionally, a copy of the apology letter is sent to Delta's Customer Care center so that if passengers were to call in they would be advised of the cancellation by a representative.

In these cases, passengers can file a claim for reimbursement of applicable expenses incurred with Delta's Customer Care department.

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Passengers are provided a room and breakfast, lunch or dinner (depending on the time of day and length of stay) at a hotel that is easily accessible to the airport.

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Passengers are provided transfer by taxi, coach or Hoppa bus.

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes. Passengers are advised to keep their receipts and will be reimbursed at the airport ticket desk. Passengers can also file a claim for reimbursement of expenses with Delta's Customer Care department.

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Delta does not routinely ask its passengers to organise their own arrangements. In cases where a passenger is notified of a cancellation or delay prior to arriving at the airport, it is possible this person will incur expenses related to hotel accommodation. In these cases, passengers can file a claim for reimbursement of expenses with Delta's Customer Care department.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

Persons with reduced mobility ("PRM") and unaccompanied children are treated as a priority by Delta, and Delta's ACS staff works to proactively provide assistance for these passengers.

An ACS supervisor is assigned to assist each PRM, including any service animal. The ACS supervisor will ensure appropriate hotel accommodations and transportation are arranged. In doing so, the ACS supervisor will coordinate with Delta business partners, including Omni, which provides wheelchair service, and Room Solution, which is responsible for securing hotel accommodations. When arranging overnight accommodations for PRM, Delta ensures that any accommodation offered is accessible.

Similarly, an ACS supervisor is assigned to care for each unaccompanied child. In the case of an unaccompanied child, an ACS supervisor will remain overnight in an adjacent room at the hotel with the child if the child's guardian is not available.

## Denied boarding

5) In what type of circumstances are passengers denied boarding?

Passengers can be denied boarding in compliance with government requests or regulations, due to health, safety or security concerns, due to a lack of appropriate documentation, for failure to comply with Delta's Rules or Contract of Carriage, and for engaging in disorderly conduct. Passengers can also be denied boarding when a flight is overbooked, when there has been a change in aircraft equipment, for issues related to weight and balance and if a seat is broken or otherwise deemed unsafe.

### **Policies and procedures for assisting passengers in cases of denied boarding**

6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Delta may refuse to transport any passenger, and may remove any passenger from its aircraft at any time, in compliance with government requests or regulations, due to health, safety or security concerns, due to a lack of appropriate documentation, for failure to comply with Delta's Rules or Contract of Carriage, and for engaging in disorderly conduct.

With respect to denied boarding as discussed under Article 4 of Regulation 261, volunteers are called for to surrender their seats in exchange for benefits before considering involuntary denied boarding. Volunteers are solicited by ACS agents at check-in and letters are made available at the check-in desk. Notifications are displayed on delta.com, on kiosks and on Delta's mobile app. Announcements are also made at the gate.

Passengers added to the volunteer list are checked in as normal, their bags are put on standby and are advised that they will be notified at the gate if use of their seat is required. If the seat is not needed, passengers will be paged at the gate, thanked for

volunteering and advised that they will be travelling on their original flight. If the seat is needed, passengers will be advised by the gate agent about their new flight, will be taken off the flight and will be rebooked, along with the passengers' bags, on the next available flight. Passengers will also be provided care in the form of meals and refreshments and, if necessary, hotel accommodation and transportation.

Volunteers are able to cancel their flights with reimbursement of their tickets or continue on to another flight. In addition, volunteers will receive Delta transportation vouchers, the value of which depends on the length of the delay.

Passengers on an overbooked flight without a seat assignment are considered "at risk" of being involuntarily denied boarding if there are not enough willing volunteers to give up their seats to accommodate those without seat assignments. As previously discussed, when a flight is overbooked, passengers may be solicited at time of check-in via delta.com, kiosks or ACS agents. At all points of solicitation, passengers will be directed to see a gate agent to review and understand their rights if they are at risk of being involuntarily denied boarding.

Passengers involuntarily denied boarding will be rebooked, but may also elect not to continue travel and have the remaining value of the ticket refunded in lieu of transportation to destination and still receive the required compensation. Passengers will also be provided care in the form of meals and refreshments and, if necessary, hotel accommodation and transportation.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

Delta's policy requires calling for volunteers any time additional seats are needed.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Due to health and safety concerns, PRM and unaccompanied children will not be involuntarily denied boarding.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Delta will pay any involuntary denied boarding compensation on the day and at the place where the denial of boarding occurred by cheque or, if the passenger prefers, bank transfer. If, however, the alternative transportation arranged for the passenger's convenience departs before payment can be made to the passenger, then payment will be made by mail or other means within twenty-four (24) hours after the denied boarding occurs.

## Downgrading

- 10) What classes of travel do you offer and what defines these classes?

Delta One - Passengers enjoy fine dining, 180-degree flat-bed seats and premium entertainment, plus Sky Priority service, which includes expedited security, Premium Boarding and baggage handling. Passengers also enjoy complimentary access to Delta Sky Clubs and Delta's network of SkyTeam lounges around the world.

Comfort+ - Passengers enjoy access to Sky Priority boarding, dedicated overhead bin space, extra legroom, superior snacks on longer flights, free drinks, and complimentary premium entertainment.

Main Cabin - Passengers enjoy access to Delta's premier onboard experience including a complimentary sleep kit featuring eyeshades and earplugs, free personal video entertainment with Delta Studio, complimentary snacks and award-winning service.

- 11) In what type of circumstances are passengers downgraded?

Passengers can be downgraded when a flight is overbooked, when there has been a change in aircraft equipment, for issues related to weight and balance and if a seat is broken or otherwise deemed unsafe.

## Policies and procedures for assisting passengers in cases of downgrading

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

In the event of a downgrade, the passenger would first be given the option to be rebooked or to travel on the same flight in economy class. A Delta ACS agent would apologise to the passenger for the inconvenience and issue a Delta transportation voucher based on Delta's voucher guidelines. Next, the agent would complete a refund request form in order to request a refund of seventy-five percent (75%) of the flight leg price. The agent would advise the passenger of both the voucher and the refund. The refund is automatic and the passenger is not required to make a claim.

## Connecting flights

- 13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

- 14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

Delta pays compensation for delays on arrival at the final destination that are three hours or greater due to a missed connecting flight for all flights that qualify under Regulation 261.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Delta employees and ground handlers follow procedures outlined in the Delta Knowledge Management Manual, the ACS Service Recovery Manual and the Passenger Manual.

These manuals contain information regarding procedures to follow in the event of disruptions, denied boarding or downgrading. The manuals also contain information regarding assistance and care owed to impacted passengers in compliance with Regulation 261.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

All Delta employees and ground handling staff are required to complete initial service recovery training. Additional recurrent training is completed every year. This annual training is computer-based and lasts for approximately two hours. Delta employees also participate in workshops throughout the year aimed at improving the quality of customer care. These workshops occur periodically, usually once or twice each year, and last for approximately three hours. Finally, employees are directed to complete new training whenever there is a change of policy or procedure. Notification for these new training courses appear as reminders in Delta's online portal, ensuring that those in need of the training are in compliance.

### **Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

Delta takes a variety of steps to ensure that staff are prepared in the event of a disruption. First, Delta conducts regular operational briefings to ensure airport staff are aware of the latest mechanical, technical and weather-related developments that could lead to a disruption.

Additionally, Delta staff are in regular contact with ground handlers and other third-party vendors, ensuring that communication lines remain open and that staff are aware of any issues or concerns before a disruption occurs.

Delta business partners are also in contact with area hotels, routinely monitoring availability should a disruption occur. Designated Delta staff are charged with ensuring the station has adequate supplies of meal vouchers. Staff also check that passenger information leaflets are updated, stocked and available in the event of a disruption.

Delta's station management review customer service scores on a weekly basis with the ACS Regional Director. If scores are low, then the staff must offer an explanation as to why and take corrective action.

Finally, as part of Delta's pre-disruption readiness procedures, ACS supervisors are assigned responsibility for keeping IROP carts fully stocked. The ACS supervisors perform a check of IROP supplies once a month.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Delta has prepared an IROP check-list that serves as a guide for station staff in the event of a disruption. This checklist includes items that must be dealt with to ensure that staff are fully prepared for a disruption, such as passenger notification requirements, availability and provision of care and assistance and provision of passenger rights information.

During IROPs, the ACS morning briefing includes not only Delta ACS supervisors, but also Delta business partners to ensure that everyone is fully informed and operating in concert. Delta ACS supervisors are charged with monitoring for the latest operational updates and will relay information to Delta staff and Delta business partners. Station staff ensure that information is disseminated to those working in the

terminal, including those working at check-in and security, so information is passed along to passengers as quickly as possible.

To ensure that relevant information is disseminated efficiently, passenger rights leaflets are handed out at the same time as meal vouchers and apology letters, with ACS agents stapling the passenger rights leaflets directly to the apology letters. Points of distribution continue to be at check-in, ticket desk, transfer desk and the gates.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

An Airport Customer Service report is completed after any disruption. The report includes a detailed summary of the disruption, incident details, length of delay, compensation given to passengers, feedback from passengers, rebooking options and what kind of care was offered to passengers. The report also includes space to identify the number of passengers impacted by an IROP, the number rebooked on other airlines and the number that were provided appropriate care and accommodation. After each IROP, the Operations Service Manager in charge is tasked with reviewing these customer service reports and will flag for the Station Manager's attention any irregularities. The report is also reviewed by the airport station manager, the ACS Regional Director, the relevant Customer Care team and employees at Delta's headquarters. The information gathered is used to evaluate staff performance and consider steps to improve performance as needed.

Passengers impacted by a disruption are sent surveys and are asked to rate the service they received during the disruption. The passengers are asked questions such as: "Did the agent offer timely information in relation to the delay of the flight?", "Did the agent keep passengers informed every seven minutes by making announcements?", and "Did the agent apologise for the flight delay and offer flight alternatives?".

The results of these surveys and the Airport Customer Service report are available to and reviewed by station management. Station management then incorporates the results into weekly meetings with other Delta employees and business partners to

strive for continued improvement. Lessons learned from the disruption are discussed with the goal of making future disruptions less burdensome for passengers.

The Airport Customer Service report also includes a question asking whether passengers were provided with information on their rights under Regulation 261.

### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

When a service failure is raised by a passenger, either through a passenger survey or through a complaint brought to Delta's Customer Care department, the airport station manager is contacted immediately via email. The airport station manager receives information regarding the nature of the passenger's concern and must then launch an investigation into the matter. If at all possible, the investigation into how and why such a service failure occurred should be completed within seven days. As part of the investigation, Delta employees and business partners involved in the service failure will be interviewed. A full incident report is then finalised and sent to Delta's Customer Care team who are tasked with responding to the passenger.

If an issue is raised by a passenger in person, then it will be addressed immediately by the local supervisory team. Should the issue require further escalation, Delta's Customer Care department will be notified for further handling and resolution.

Following completion of the incident report, any necessary corrective action will be put in place by station management. If appropriate, staff will receive additional training and information. The service failure will also be added to the agenda of the next weekly meeting to be discussed by Delta supervisors and station staff.

## **Etihad Airways**

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1) UK airports where the airline operates from

London Heathrow, Manchester, Edinburgh

### **Care and assistance**

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Paper vouchers.

b. How do you notify passengers that this assistance is available?

Guests are advised in person.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

In person to the guest.

Vouchers are valid at all catering outlets.

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

Meal vouchers are provided as per length of delay:

Up to 2 hours - GBP5.00

2 to 4 hours - GBP7.50

4 or more hours - GBP10.00

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

Only if the time to the next flight is short and the guest does not have time to stop for a refreshment.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Guests are contacted by our call centre staff and new travel arrangements are made. Ground staff may also make amendments to guests bookings and in some instances make contact with guests to advise.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

We wouldn't request guests to arrange their own refreshments.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Our Guest Control Centre proactively rebook guests with onward connections and reroute if necessary in the event that guests will miss their onward connections as a result of the disruption.

### **3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

Where a delay is over 7 hours we provide hotel accommodation.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

Accommodation is arranged via a hotel supplier company.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

In person to the guest.

d. Where in the airport do passengers have to go to obtain the assistance?

To our Customer Service Desk or check-in.

e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Guests are contacted by our call centre staff and new travel arrangements are made.

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

In most cases 4 star hotels.

We also use 5 star if required and on rare occasions due lack of availability we may use 3 star hotel accommodation.

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

Hotel Hoppa buses or taxi as required.

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes

i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

We don't ask guests to make their own arrangements.

j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

N/A

#### **Providing assistance to persons with reduced mobility and unaccompanied children**

4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how

you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

We would identify guests requiring special assistance, determine with the guest the level of assistance required to meet their particular needs and provide this during disruptions.

## Denied boarding

5) In what type of circumstances are passengers denied boarding?

Overbooking.

Aircraft change resulting in reduced capacity.

Unserviceable seats resulting in reduced capacity.

## Policies and procedures for assisting passengers in cases of denied boarding

6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Denied boarding processes are in accordance with EC 261 regulations.

We seek volunteers during situations where we will potential deny boarding to guests, and would normally look for guests travelling to destinations that we can offer an alternate flight with minimal delay.

Information on rerouting options and compensation would be provided to the guest.

These guests would be checked in and held at check-in until flight closure, where they would either be denied boarding or escorted to the gate of their original flight.

Guests are offered refreshment vouchers while waiting.

Once denied boarding we would assist as required and in accordance with EC 261 regulations.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

We would always seek volunteers

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Unaccompanied minors (UM) and PRM guests would not be considered for denied boarding.

Should a PRM guest volunteer, they would be offered assistance as required. If reaccommodated on to an alternate airline we would ensure the other airline is fully aware and able to accommodate the guest's requirements.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

In accordance with the regulations of EC 261, compensation is as follows:

Time delayed	Compensation
4hrs or more arrival delay	EUR 600
Less than 4hrs arrival delay	EUR 300

In addition, guests are offered the following:

1. A choice between:

Reimbursement within seven days (in cashable voucher, by electronic bank transfer, bank orders or bank cheques or, with the signed agreement of the Guest, travel vouchers and / or other services) of the full cost of the ticket, at the price at which 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 Guest's original travel plan, together with, when relevant, a return flight to the first point of departure, at the earliest opportunity; or

Re-routing, under comparable transport conditions, to the Guest's final destination at the earliest opportunity; or

Re-routing, under comparable transport conditions, to the Guest's final destination at a later date at the guests convenience, subject to availability of seats

2. Guests are offered free of charge:

Refreshment/meal vouchers

Hotel accommodation in cases:

Where a stay of one or more nights becomes necessary

Where a stay additional to that intended by the guest becomes necessary

Transport between the airport and place of accommodation

Two telephone calls, telex or fax messages or e-mails

Where electronic vouchers are issued, the voucher is cashable at the airport bank in each UK airport. This option is recommended to guests as a prepaid credit card can be given instead of cash if the guest prefers.

Guests can also redeem the voucher for cash via an Etihad office.

## Downgrading

10) What classes of travel do you offer and what defines these classes?

First, Business and Economy. These classes are defined based on the cost of tickets and the type of service offered in each class.

11) In what type of circumstances are passengers downgraded?

On Etihad flights, downgrading can occur due to overbooking, aircraft change resulting in reduced capacity or unserviceable seats resulting in reduced capacity.

### **Policies and procedures for assisting passengers in cases of downgrading**

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for

making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

In the event of downgrading Etihad would comply in accordance with the regulations of EC 261; compensation issued within 7 days is as follows:

Refund for the difference in fare (for the downgraded sector only)

And

75% of the price of the ticket

Refunds are arranged via our sales department with the guest and the relevant local station. This is not done at the airport as fare calculations are not specific in most cases and requires referral to relevant issuing office to ensure the correct amount is refunded to the guest.

Reimbursements are made via cashable voucher, electronic bank transfer, bank orders or bank cheques or, with the signed agreement of the guest, travel voucher.

## Connecting flights

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

We would offer compensation in the above mentioned circumstance. Compensation would include refreshment vouchers, phone calls, hotel accommodation and transfers where applicable.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Etihad Guest Services Manual and Etihad Guest Services Bulletins.

EC 261 Regulations

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

E-learning training and communication of bulletins (process changes/ updates/ reminders) are circulated as required; all staff members are to complete the assigned learning activities within a designated time.

Compliance is monitored by the staff members line manager.

All staff members undertake check-in & reservation system training, which covers processes relevant to disruption handling as part of induction training.

Refresher training of disruption handling processes is conducted at each airport.

### **Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

All flights are monitored prior to check-in opening.

The hotel supplier is contacted to verify availability of rooms, where the possibility of disruption is known in advance hotel and transfer requirements will be given ahead of time and rooms held if required.

Refresher training takes place on a regular basis covering disruption handling processes.

All staff members are aware of EC261 regulations and the required compliance with this.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Disruption handling is monitored by the airport management/supervisory team to assess the level of care provided to guests, correct processes are being followed etc during the disruption.

Following a cancelled or delayed flight a report is prepared by the duty manager on the details of the disruption and how effectively it was handled.

Information is gathered from all departments that have had involvement with the disruption and any specific complaints that need further investigation are looked at locally by the airport management or by our Guest Relations department.

We do not conduct audits or mystery shoppers during disruptions.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

A debriefing is held following any flight disruption to assess the handling of the flight and guests.

The debrief will include specifics of what was handled well and any areas that could be improved on, followed by a review on how we can improve on the care and assistance provided to our guests.

We do not conduct surveys on disrupted flights locally to assess whether guests received their rights under Regulation 261.

In the event that a guest writes to Etihad about their experience, if there is an association with EC261, our Guest Relations department would validate whether or not payment had already been received, if not, we would reimburse accordingly, provided that the guests' situation was in line with this regulation.

If the guest claims that we have not assisted with care and assistance at the airport, follow up would take place with the airport in question.

### **Airline procedures and processes for addressing issues with compliance**

20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

We would ensure that our Legal Department are informed of the reasons for delay, cancellations, or denied boarding and would seek clarification from them as to whether or not the guest is entitled to compensation.

## CityJet

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- 1) UK airports where the airline operates from

LCY – London City Airport

### Care and assistance

- 2) **How you provide meals and refreshments to passengers during disruption.**

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Paper vouchers issued on boarding card paper via the DCS system and aligned to each passenger for audit and reconciliation.

- b. How do you notify passengers that this assistance is available?

Via SMS on some occasions, announcements. LCY is a silent airport, but announcements are permitted during severe flight disruption

- c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Check-in (if disruption information is available at an early stage)

CityJet Information Desk in the boarding lounge of LCY

Airport PA call to desk (above) to collect.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

The voucher amounts distributed are at the discretion of the CityJet Station Manager. For delays of 2 hours, GBP5.00 are provided. These vouchers may be provided before 2 hours if we anticipate a 'creeping delay'

For delays in excess of 2 hours, the Station Manager has the authority to issue vouchers of GBP10.00 and GBP15.00

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

LCY is a small airport. When flight disruption affects all operating airlines, the airport can get very disrupted due to reduced terminal capacity. During these times, there may be occasions that customers choose not to queue to avail of their vouchers. If customers do not provide an SMS contact at the time of booking, and they miss the announcement, they might also miss the information that vouchers are available, as flight disruption announcements at LCY are limited.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Passengers who provide an SMS contact are advised via SMS. Alternative flight information may be provided in this SMS if already arranged. On some occasions passengers may be contacted by phone by our Contact Centre located in Dublin

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

This does not occur. But there might be circumstances where a customer did not avail of the voucher, as they may not have heard the announcements advising vouchers are available. In this, if the customer submits a receipted expenses claim, we can validate against archive reports that the customer did/ did not receive a voucher.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

CityJet and our ground handling agent have direct agreements with hotels in the area. But if they are full, reference (g) above.

We also have a contract with Flight Delay Services who can assist with hotels and transportation.

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

Flight cancellation. Passengers are asked to return landside to the CityJet Ticket Desk where vouchers are provided for hotel and transport to and from the hotel. As CityJet flights are normally only 1 hour in sector length, we rarely experience excessively long delays. If day rooms are required for passengers with specific needs, the CityJet Station Manager will assess the requirements

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

Both, we also use "Flight Delay Services"

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

In person at the CityJet Ticket Desk at LCY

- d. Where in the airport do passengers have to go to obtain the assistance?

CityJet Ticket Desk, landside.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Passengers are asked to submit a claim for any expenses to our Contact Centre

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Ideally 3 star if available. Price range GBP140.00

- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

All. On some occasions public transport works better if there are long delays awaiting taxis.

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

At times of hotel room shortage in the London City area, and delays in our partner Flight Delay Services, if a customer requests to book their own hotel, or calls our Contact Centre, the customers are advised that hotel rooms up to the value of GBP140.00 will be refunded on presentation of receipts. Claims are submitted via the CityJet website Claims are assessed on a case by case, to take into consideration- couples/ families travelling together.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

Passengers with reduced mobility and unaccompanied children are identified in the airport check-in system by a unique SSR code. They are prioritised ahead of all other passengers on a flight

### **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

Weight restriction is most common although very low. Runway direction in use at LCY can impact this.

There are a small number of passengers who are denied boarding due to over bookings.

### **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Volunteers are requested at check-in. They are asked if they are willing to travel on an alternative flight. They are provided a refreshment voucher and asked to return to check-in at closure time, as a seat may have become available for them.

If a seat has not become available they are re-booked for an alternative flight, provided the denied boarding voucher, and are also provided hotel accommodation with meals (if the alternative flight is the following day.)

If a weight restriction becomes known after check-in closure time, volunteers are requested at the boarding gate.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

If insufficient volunteers are secured, mandatory denied boarding is implemented.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

They are exempt from denied boarding Seats are pre-assigned during flight preparation 48 hours in advance

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Customers are offered a choice of either a travel voucher or their denied boarding in cash. The travel voucher is a higher amount. Cash is not available at London City Airport. The customer receives a voucher created in the reservation system. There is an indicator on the voucher to display cash/ travel voucher. The voucher can then be redeemed by contacting our Contact Centre by phone or online. Cash is transferred once the customer provides their bank details.

## Downgrading

10) What classes of travel do you offer and what defines these classes?

Premium economy

Economy

11) In what type of circumstances are passengers downgraded?

Change of aircraft type

Or flight disruption where 2 flights are combined

Check in error

### **Policies and procedures for assisting passengers in cases of downgrading**

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

Downgrade is very rare as our cabin is configurable to accommodate premium economy passengers at short notice. We will upgrade to avoid downgrade wherever possible. There is no physical difference in the seat layout to economy. In the event a customer is downgraded, the customer will be refunded 30% of the fare paid for the affected flight, plus any applicable difference in the taxes paid between an economy customer and a premium economy customer.

## Connecting flights

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

- 14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

Only reasons on the NEB list are exempt from compensation

### Compliance oversight

#### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

All handling instructions for down grades and also denied boarding is held in the Cityjet Customer Service Manual. This is a non regulated manual. Relevant chapter is attached

Ground Handling Training is also provided by Cityjet on the management of these processes.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

These procedures are covered under the GH induction training and is supported by Cityjet.

Further updates are provided and controlled under a read and sign process.

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

In the event of proposed disruption our GH is instructed to set up vouchers in the DCS and also make contact with our agreed contracted hotels. If hotels are limited we will also request that Flight Delay Services also source hotels.

If transport e.g. coaches are required for they are also pre requested for availability and confirmed for use when disruptions is confirmed.

Training and updates are provided by Cityjet via read and sign memos but also Ground Crew Instructions (GCI) provided by the Head of Ground Operations.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Every part of the disruption process is verified to the GH and also all processes are discussed via a wrap up meeting to ensure that Cityjet customer care processes are adhered to. Cityjet have an Airport Support Team who also advise the GH on the procedures and processes and are readily available when handling disruption.

The GH are also required to file a report to Cityjet on the amount of vouchers issued and to who, also to report any hotel, transportation requirements.

A full report is submitted on refreshment vouchers, hotel, transportation, Denied boarding and down grades.

This information is provided to the Station Manager to audit.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

All Station Managers are requested to have Wrap up meetings with the GH to ensure all Cityjet Care policies are adhered to. All complaints are pushed through the Cityjet Call Centre.

When disruptions happens the Call Centre details are provided to the passenger along with a copy of the Cityjet Passenger Rights leaflet (EU261.)

**Airline procedures and processes for addressing issues with compliance**

20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

Cityjet work in accordance with the EU261 regulation, this is also supported by our Airport Support Team, Customer Care team and Ground Handler

## Cathay Pacific Airways

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1) UK airports where the airline operates from

London – Heathrow (LHR)

Manchester (MAN)

London – Gatwick (LGW) (effective 2<sup>nd</sup> September 2016)

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

It can be:

Pre-printed paper voucher or

System printed voucher (boarding pass type)

b. How do you notify passengers that this assistance is available?

In compliance with EC261/2004 Article 14(1), the following notice is provided at CX check-in counters: “If you are denied boarding or if your flight is cancelled or delayed for at least two hours, ask at the check-in counter or boarding gate for the text stating your rights, particularly with regard to compensation and assistance”.

In addition, for denied boarding, cancellations and delays of at least 2 hours, a written notice is given to passengers per EC261/2014 Article 14(2).

Where meal and refreshment vouchers are offered, passengers will either be proactively notified at check-in or at the boarding gate.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Depending on when the disruption occurs, meal and refreshment vouchers are distributed upon check-in, at the boarding gate or other touch points by our agents.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

Meal and refreshment vouchers will be offered when the delay is in excess of 2 hours. Subject to the airport, the appropriate amount of meal vouchers will be offered within the designated meal period.

Breakfast - 0600-08:59 Local Time (LT)

Lunch - 1200-13:59 LT

Dinner - 1800-21:59 LT

Vouchers vary between £5 to £25 depending on length of delay.

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

No

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

When flight is cancelled, our system will trigger a notify message to all customers. Message will also be sent to advise the new flight / date information (protected information) via SMS, email and Q message to travel agent etc. In the case of a cancellation, passengers are offered the choice between a refund or rerouting.

Customer can also contact our reservation agent for details.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

Not applicable.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

In addition to meals and refreshments outlined above, we will also offer phone calls (2 phone calls or 5mins IDD/internet access), telex, fax or emails.

Airports will log the delay flight handling details in our reporting system.

If it is required, we will offer letter to passenger.

If compensation is deemed payable beyond the care and assistance provided at the airport, we will provide a form for the customer to complete, to be sent to CX's Customer Relations Department for follow up compensation arrangements.

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

Hotel accommodation and transportation shall be provided if the delay exceeds 6 hours.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

The hotel and transportation arrangements are usually organized by CX staff / contracted handling agents.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

See response to 3(b) above.

- d. Where in the airport do passengers have to go to obtain the assistance?

At all Cathay Pacific touch points, for example, at check in, the lounge, and boarding gates.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

See response to 3(f) above.

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Subject to room availability, we will look for the hotel which is closest to and / or easy to access to airport.

E.g. LHR – Park Inn

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

We usually arrange coaches.

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes.

i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

Not applicable.

j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

See response to 3(h) above.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

Customers which need additional assistance will not be left unattended. Whenever possible, CX staff or handling agents will assist the customers requiring assistance

to the hotel, or we request hotel staff to confirm the customers will be taken care of by the appropriate hotel representative and appropriate assistance will be offered.

## Denied boarding

- 5) In what type of circumstances are passengers denied boarding?

Overbooking of a flight.

### **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

We will not denied boarding to customers with special needs, e.g. Wheelchair, Unaccompanied minor, elderly except as specifically permitted by this policy.

Volunteers are first requested, and offered meal and refreshment vouchers and a letter with any additional terms provided to the passenger.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

No. Given staff are assigned to perform pre-flight checking before counters are open for check-in, whenever the flight is likely to be overbooked, a call for volunteer message will be relayed to the check-in team.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

We will not denied boarding to customers with special needs and will exclude the solicitation of all persons under the age of 18 years travelling alone, and those with special needs (e.g. WCH etc.) as a volunteer.

Extra care must be given to the PRM customer in the event of flight disruption in order to protect their safety and well being. They will never be left unattended.

Assist the customers to use Kiosk or bring them to the front of the line at the check-in or ticketing counter.

An indicator will be added to customer record which is used for communicate between ground and inflight services team to ensure the correct assistance is offered.

Assist customer from check-in through Security, Immigration, Customs and Quarantine (as applicable) till boarding.

If it is needed and agreed by the customers, a badge for easy identification will be given for customer to wear.

We will print an "Assistance Advice Card" for customer to keep and present to any ground or inflight agent for assistance.

Special Services Tag and priority tag will be affixed to the checked baggage

Pre-boarding and introduce the customers needed assistance to the inflight services team.

Send assistance message to the arrival port (if the arrival port is not using our own system) and arrival port to check with the system for customer with assistance required.

Cabin crew will confirm the total number of customers requiring assistance on board with airport staff who meet the flight.

Arrival staff will assist the customers with CIQ formalities and collect their checked baggage.

Arrival staff should escort the customers to the greeting hall to their friends / relatives or if customers have connections to other carriers, staff should escort them to the transfer desk and hand customers over to the airlines' personnel.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

CX is subject to the factors, flight distance and arrival delay time of protection flights to offer the Denied Boarding compensation at the airport. CX strictly follow on the EC timescales on offering the compensation.

CX pays in cash or cash card.

## Downgrading

10) What classes of travel do you offer and what defines these classes?

First Class (only on select flights in/out of LHR)

Business Class

Premium Economy Class

Economy Class

11) In what type of circumstances are passengers downgraded?

Overbooking flight or last minute aircraft switch which results in the flight not offering a particular class of service.

### **Policies and procedures for assisting passengers in cases of downgrading**

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

Same as Denied Boarding, whenever downgrading is required, CX will first call for volunteers.

CX will offer the fare difference (non-restricted full) between the original booking class and the actual travelled class in cash or cash card, disregard the booking subclass that held by the customer, as well as the goodwill payment.

For redemption ticket, CX will return the mileage difference plus goodwill payment.

All will be settled at the airport. For redemption ticket, message will be passed to the mileage services center at the post flight time without delay.

CX is highly aware that the current practice is not fully follow the requirement of Regulation of EC 261 even though we know that the amount of compensation offered for Downgrading is higher than expected. We had completed the review the handling procedure and will make the changes so as to strictly follow the regulation set. The target timeline will be in 1Q of 2017 (the latest in March). This is because of we need to make changes to all the documents for both internal and external

## Connecting flights

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

Yes, we will offer compensation to customer for the itinerary includes departing and / or arrival flight to / from the territory of the member state. Compensation is based on arriving more than 3 hours late to final destination.

If customer is mis-connected to the onward flight, we will offer right to care to the misconnected customer subject to the waiting time in the transiting port. E.g. LHR – HKG – BKK. If customer misconnected the original flight ex-HKG and the waiting time is more than 2 hours, we will offer meal / refreshment voucher, etc.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

CM ACSPP sections:

A8 – Special Customer Types

D1 – Flight Disruption

D2 – Denied Boarding

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

There is classroom training provided to all new joiners, including supervisory agents and general agents.

The training programme will cover on the handling of all functional areas which includes disruption handling. Approximately, 1 hour time will be spent on this particular topic. The airport policies and procedures manual will be shown and sample cases will be shared. After that, all agents will be assessed.

Refresher training will be conducted through our yearly Annual Airport Knowledge Test.

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

CM ACSPP sections:

A4 – Flight Control

D1 – Flight Disruption

D2 – Denied Boarding

Regarding the refresher training, this will not be specified in the manual, but we have a yearly airline product knowledge test (AAKT) for all agents. The denied boarding and downgrading handling are some of the topics covered.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

CM ACSPP sections:

A8 – Special Customer Types

D1 – Flight Disruption

D2 – Denied Boarding

There is audits to be conducted by the supervisory staff to examine the staff in every aspect while handling their duties.

For every flight cancel, delay, airports agents are required to file the report.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

CX will ensure we work on the compliance of Regulation 261. The team leader will do the on spot review and debriefing whenever required. The handling situation will be reported in the reporting system and area improve shall be one of the details to be completed in the report. Provision of meal vouchers is recorded against passenger names and is checked by the station manager and Head Office.

### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

The CX Airports Customers Policies and Procedures manual has documented the handling on the compliance to EU261.

## Stobart Air

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### 1) UK airports where the airline operates from

- Cardiff
- Glasgow
- Edinburgh
- Aberdeen
- Manchester
- Bristol
- Birmingham
- East Midlands
- Isle of Man
- Jersey
- Leeds Bradford
- Newcastle
- Newquay
- Doncaster
- Liverpool

## Care and assistance

### 2) How you provide meals and refreshments to passengers during disruption.

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

We provide paper vouchers.

- b. How do you notify passengers that this assistance is available?

Passengers are notified at check in if disruptions are known in advance. We also make announcements at the gate. We also display the standard 'rights notice' at our ground handling partners ticket desks.

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

They are distributed by hand.

Check in desk

Boarding gate

Other designated spots depending on the airport

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

The value depends on the length of disruption. All locations are provided the same value depending on the length of delay.

Our current procedure is

2 – 4 hours £3.00

4 – 6 hours (5am – 10am) £5.00

4 – 6 hours (from 10am) £7.00

6+ hours (5am – 10am) £8.00

6+ hours ( from 10am) £10.00

e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

No, our policy is always to offer assistance.

f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Depending on the communication method selected by the passenger when they purchased their flights we would send text messages and/or emails.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

It is not our company policy to request passengers to organise their own meals and refreshments but if a passenger does not receive their refreshment vouchers, the passengers would be directed to send their expenses to the relevant franchise partner's Customer Relations Department to be considered for reimbursement.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

As part of being pro-active when providing assistance to passengers, we are currently in the process of collating a disruption letter. It will be handed to each passenger advising of their rights and also advising options available to them in the event of lengthy delays or cancellations. We endeavour to have this in place in all UK airports over the next couple of months.

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

We offer hotel accommodation/transfers when a delay is over 5 hours or a flight is cancelled.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

Our Ground Handling partners would organise hotel accommodation for passengers on our behalf. On occasion Stobart Air would organise hotel accommodation also.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

**Gate announcements**

Depending on the communication method selected by the passenger when they purchased their flights we would send text messages and/or emails.

d. Where in the airport do passengers have to go to obtain the assistance?

Check in desk

Boarding gates

Ground Handling Service desks

e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Depending on the communication method selected by the passenger when they purchased their flights we would send text messages and/or emails.

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

We do not book on star rating. We look at a number of factors including

Availability

Distance

Hotel facilities

We try to always use airport hotels to limit travel time for passengers.

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

We offer coaches and taxis.

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

It depends on the location of their home. We do arrange transfers to return passengers home but if their home is a good distance away we would always encourage passengers to stay in the local hotel.

i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

We would endeavour to make arrangements for passengers during disruptions at all times but on occasion passengers may take care of their own arrangements. If this

occurs, the passengers would be directed to send their expenses to the relevant franchise partner's customer relations department to be considered for reimbursement.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

As part of being pro-active when providing assistance to passengers. We are currently in the process of collating a disruption letter that will be handed to each passenger advising of their rights and also options available to them in the event of lengthy delays or cancellations. We endeavour to have this in place in all UK airports over the next couple of months.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

Our ground handling partners prioritise persons with reduced mobility and unaccompanied children when arranging hotel accommodation and transfers. Arranging hotel accommodation and transfer to meet their requirements e.g wheelchair accessible hotels/coaches/taxis.

### **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

Flight overbooking, aircraft weight restrictions

### **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

When seeking volunteers, we ask passengers at check in and make announcements at the gate.

The policy for involuntary denied boarding is to select the last passengers to check in. We always make consideration for PRMS, Transfer passengers, children and passengers travelling with children.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

We always call for volunteers.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

We always avoid offloading unaccompanied children and passengers with reduced mobility.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Aer Lingus Franchise -If the passengers take the re-route option we always endeavour to give the compensation cheque on arrival into our Irish airports. On occasion this may not happen and then the passenger needs to send the denied boarding form into Aer Lingus Customer Relations Department and they will then arrange the compensation to be sent to the passenger as soon as they receive the request.

Flybe franchise – Passengers sent their denied boarding form into Flybe Customer Relations Department and they will then arrange the compensation to be sent to the passenger as soon as they receive the request.

## Downgrading

- 10) What classes of travel do you offer and what defines these classes?

Not applicable as we do not have different class seats available on our flights.

11) In what type of circumstances are passengers downgraded?

N/A

### **Policies and procedures for assisting passengers in cases of downgrading**

12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

N/A

### **Connecting flights**

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

We would always pay the full compensation value to missed connection passengers if no extraordinary circumstance exists. We always ensure the passengers are reaccommodated on the next available connected flight.

### **Compliance oversight**

#### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Please find attached separate extract from our ground operations manual that all Stobart Air staff and ground handling staff have access to advising the processes for dealing with denied boarding passengers.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

We currently do not carry out any training specific to disruptions however the Ground Operations Manual, Flybe and Aer Lingus Disruption Manuals provide guidance.

Ground Operations are currently working on introducing combined customer service and disruption training in the coming months.

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

We have signed agreements with hotels/coaches/taxi companies to ensure we have these services available on demand. These contracts are renewed on a regular basis. We ensure we have sufficient pre-printed refreshment vouchers in all our UK bases. We have detailed procedures in our ground operations manuals that our ground handling partners must adhere to.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

We require ground handling staff to complete a disruption report following every cancelled/delayed flight. Please find attached our disruption report template for both franchise partners. Audits are carried out at stations, however we don't have a member of Stobart staff permanently based at the UK stations. It is difficult to carry out audits on live disruption handling. We endeavour to carry out a station audit on a weekly basis this is dependent on our UK and France Ground Operations Manager's schedule. Attached is an example of the mystery shopper questionnaire.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

We use passenger complaint handling and crew feedback to identify problems with the provision of care and assistance, or handling situations of denied boarding. All issues raised through passenger complaints or crew feedback are investigated and addressed with our ground handling partners to ensure the issues get resolved and do not re-occur. We do not carry out surveys as the passengers book through our franchise partners reservation system and we do not have access to passengers contact information. One of our franchise partners however do carry out passenger surveys but flights are picked at random.

#### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

We initially request a detailed report from the ground handling partner. We then ensure our Product Quality Manager assesses the airport. He would then provide his assessment to the relevant Ground Operations Manager to ensure issues/problems are resolved. The Product Quality Manager would then complete an assessment on this airport a number of weeks/months later to ensure there are no further issues.

## Vueling Airlines, S.A

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1) UK airports where the airline operates from

London Gatwick, London Heathrow, London Luton, Birmingham, Leeds, Newcastle, Cardiff, Edinburgh, Liverpool, Manchester, Newcastle

### Care and assistance

2) **How you provide meals and refreshments to passengers during disruption.**

a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Paper vouchers

b. How do you notify passengers that this assistance is available?

Through the handling company and also the passengers receive a SMS sent by Customer service

c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Through the handling company

Depends on the airport and the disruption, most of the times at boarding gate, or transit desk or specific counters at check in

d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

Snack voucher 6€

Meal voucher 12€

Disruptions between 2 and 3 hours: snack voucher

From 3h onwards: meal voucher

More than 5h delay: snack + meal voucher

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

Only on certain circumstances when the delay of the aircraft is expected to be between 2h and 2h30 minutes, the vouchers are not provided in order to avoid the passengers to leave the boarding gate area and be spread throughout the airport, as this could potentially cause a further delay. We would like to remark that this is the exception and this is only happening in very few cases and only performed in order to minimize the delay of the flight

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

We offer assistance to the passengers informing them about the cancellation by email and SMS and informing about the available options.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

In case when the disruptions are very severe and affecting all airlines such as severe weather conditions and/or ATC strikes with cancellations affecting all airlines and therefore the number of available options for hotel, accommodation and re-routing are very limited. We reimburse the reasonable expenses held by the passengers once they claim them.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

We do everything possible to assist passengers in this situation with the available resources depending on the disruption

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

As soon as it is confirmed the flight will be cancelled

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

We use third party providers

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Through the handling agent at the airport

- d. Where in the airport do passengers have to go to obtain the assistance?

At check-in or ticket office, depending on the airport

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Customer care send an email/SMS with options depending on the circumstances of the cancellations.

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

Usually is between 3 and 4 stars hotel depending on availability of rooms.

- g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

We try to use coaches but in some situations when there is no available coaches we used taxis

- h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

We don't provide transfer to/from the airports to the passengers returning home but we are reimbursing such costs upon presentation of the receipts by the passengers

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

In case when the disruptions are very severe and affecting all airlines such as severe weather conditions and/or ATC strikes with cancellations affecting all airlines and therefore the number of available options for hotel, accommodation and re-routing are very limited. We reimburse the reasonable expenses held by the passengers once they claim them.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

N/A

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

In this case we inform the handling company to take special care to UM and PMR

### **Denied boarding**

- 5) In what type of circumstances are passengers denied boarding?

Overbooking and weight limitation due to the special configuration of the flights destination Florence due to the short runway and wind limitations of such airport.

### **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

The handling company ask for volunteers during check-in and in case there are no volunteers or the number is no covering the required numbers, the passengers are denied boarding. Once denied boarding is confirmed at the closing of the flight, the

passenger is rebooked and assistance is provided when the passenger has to wait for more than 2 hours to the alternative flight.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

No, we always ask for volunteers but it is not easy to find passengers willing to offer themselves depending on the flight frequency

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

We have special consideration for these kind of passengers and are not denied boarded

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Due to special requirements and money laundering, we can't provide cash payments at the airport and we request the passengers to fill up the claim form on the website and pay the compensation in less than 7 days

## Downgrading

- 10) What classes of travel do you offer and what defines these classes?

We don't sell different classes

- 11) In what type of circumstances are passengers downgraded?

N/A

## Policies and procedures for assisting passengers in cases of downgrading

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for

making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

N/A

## Connecting flights

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

They have the same procedure as any other delay or cancellation and the compensation is paid at their request

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Ground Operations Manual

16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Each new airport receives an initial training during 1 day session. After that every year the updated Vueling policies&procedures are published in the extranet in order to advise the airports in order to inform their staff.

Any update or modification that affects any process or procedure is distributed through Ground Operations extranet

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

This is a duty done by our providers who are in fact the ones who have the agreements with the restaurants, hotels and transportation companies. Also Vueling has a strict surveillance to ensure that passengers are assisted according their needs.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

In any disruption handling providers must sent a flight disruption if the disruption affects all passengers, or overbooking report in case of denied boarding.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

Vueling is responsible to make sure that the handling provider take care of the passengers, as well ground Operations department.

**Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

When an issue is detected that affects the right care and assistance of the passengers ground Operations inform the relevant departments of the Company in order to check the policies and procedures.

Also Network department send twice per day 2 internal reports in order to inform all departments involved in the Operations. These reports show how many flights and or passengers are affected and the offered alternatives.

## Singapore Airlines

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- 1) UK airports where the airline operates from

LHR and Manchester

### Care and assistance

- 2) **How you provide meals and refreshments to passengers during disruption.**

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

Paper vouchers for use within airport catering facilities. Access to SIA facilities or phone cards is also provided for the purposes of complying with Article 9.2 of the Regulation.

- b. How do you notify passengers that this assistance is available?

Verbally via check-in agent and letters provided. An Article 14.2 compliant Notification of Rights notice is also provided advising passengers of their rights. If it is a delay with the aircraft after check in has closed, announcements will be made at the departure gate and notices distributed.

- c. How do you distribute the assistance to disrupted passengers?

If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

If SIA are aware of the disruption prior to check-in opening for a given flight, vouchers are normally distributed either at the check in counters or at a special counter in the check-in area. If notification of the disruption is received after check in has started, vouchers are distributed at the boarding gate.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

The value is set in reasonable relation to the duration of the flight disruption and is a matter of discretion for the local Airport Manager. However, as a point of reference, local staff are instructed to ensure the following requirements are met:

London: £15 per meal. Vouchers are not given for any delay less than an hour.

Manchester:

Breakfast: £8 Economy/Premium Economy £12 Business /First £15

Lunch: £10 Economy/Premium Economy £15 Business /First £20

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

If passengers have boarded the flight at night and there is an ensuing delay after all the outlets in the airport have closed.

Unless there are extenuating circumstances, if the provision of the care and assistance would further delay the flight.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Passengers are contacted for rerouting and advised of their new flight details (if this is their choice), or refund.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

We do not actively encourage pax to organise their own meals. If such cases do happen pax will be reimbursed for reasonable expenditure commensurate with the face value of the vouchers distributed on the day.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Passengers are provided with copies of an Article 14.2 compliant Notification of Rights.

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

Where it is evident the aircraft will not depart before the night curfew and an overnight stay becomes necessary, or where the flight will be delayed sufficiently to allow passengers sufficient rest in the hotels after accounting for the transport time.

- b. Do you organise the hotel accommodation yourself, or do you use a third party?

London: Third party (consolidator/bed bank).

Manchester: Singapore Airlines.

- c. How do you inform passengers that hotel accommodation and/or transfers are available?

Verbal advice/announcement. Singapore Airline staff normally accompany passengers to hotels.

- d. Where in the airport do passengers have to go to obtain the assistance?

Assistance is available at all areas where the airline staff or its representatives are deployed, e.g. boarding gate, check in counter (if applicable), customer service desks.

- e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Passengers are contacted directly or via their travel agent to provide alternative arrangements.

- f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

London: This depends very much on the availability at the airport. Preference is given to use of 4-star properties in the airport vicinity.

Manchester: Preference is given to airport hotels due to proximity, although this is dependant on availability. The majority of airport hotels have 3-star ratings.

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

London: Coaches are preferred, but sometimes taxis and Hoppa buses are used.

Manchester: Coaches/taxis.

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

Yes.

i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

We don't encourage passengers to arrange accommodation on their own. In the event that there is a severe airport-wide disruption and hotels in the area and surroundings are not available, it may become necessary to have passengers source their own accommodation. Passengers will be reimbursed reasonable costs.

j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

Passengers are provided with copies of an Article 14.2 compliant Notification of Rights.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

There is always airline staff deployed in layover hotel to assist passengers generally. All front-line staff are directed to offer priority care and assistance PRMs and UMs.

## Denied boarding

- 5) In what type of circumstances are passengers denied boarding?

Unexpected technical and/or safety issues requiring seat displacement, resulting in insufficient capacity to accommodate all booked passengers (e.g. inoperative equipment requiring a reduction in seating capacity to accord with an aircraft manufacturer's minimum equipment list);

Overbooking due to an unexpected change in the aircraft (configuration); or

Overbooking to account for expected ticket cancellations and no-shows

### **Policies and procedures for assisting passengers in cases of denied boarding**

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Calls are made to proactively seek volunteers before passengers arrive at check-in where this is possible. Where passengers are already at the airport or time prevents advance calls to be made, check-in staff will call for volunteers verbally and with the assistance of a letter.

Passengers denied boarding will be given cash compensation, assistance with new flights, and calls, meals and refreshments in reasonable relation to the waiting time. Where applicable, overnight accommodation is also provided.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

In circumstances whereby it would delay the departure of a flight. For example, where there is an unforeseen technical defect resulting in the loss/unserviceability of seats or if the aircraft has payload restrictions.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

We do not deny boarding PRM and UM pax. If the denied boarding is due to an unserviceable aircraft, space will be protected for these categories of passengers as a priority on other flights.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

DBC is paid in cash at the airport unless passengers wish a bank transfer, which will normally be done within 14 days.

## Downgrading

- 10) What classes of travel do you offer and what defines these classes?

Suites/First, Business, Premium Economy and Economy. Except for Suites and First which are classified within the same tier of travel class, the classes are defined with reference to distinct seat products and service specifications. The Class of travel is clearly specified on all tickets at the point of booking.

- 11) In what type of circumstances are passengers downgraded?

Changes to the aircraft configuration not previously anticipated at the time of planning the flight;

Unexpected technical and/or safety issues requiring seat displacement and in circumstances where a comparable alternative is not available (e.g. inoperative equipment requiring a reduction in seating capacity to accord with an aircraft manufacturer's minimum equipment list);

Overbooking (usually to take account of ticket cancellations and 'no-shows') and in circumstances where capacity does not allow us to upgrade a passenger (on a complimentary basis). An oversales threshold is set with reference to historic data to help minimise the number of passengers downgraded.

## **Policies and procedures for assisting passengers in cases of downgrading**

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

As a policy, in case of an overbooking situation Singapore Airlines will always look at upgrading passengers to a higher cabin as a first option to avoid downgrades. If this is not possible, calls are made to passengers proactively seeking volunteers before passengers arrive at check-in. Where passengers are already at the airport, check-in staff will source for volunteers verbally and with the assistance of a letter.

Volunteers may elect to be downgraded or travel in the same class on another flight, for which denied boarding compensation will be paid. Passengers denied boarding will be given cash compensation on the spot, assistance with new flights, and calls, meals and refreshments where there is a waiting time.

If passengers choose the downgrade package then, as a minimum, they will be reimbursed via bank transfer within 14 days if the booking was made with Singapore Airlines directly. For bookings made via travel agencies, we will ask the travel agency to process the refund via BSP and we will provide the agency with the amount they can submit for refund. The downgrade compensation is calculated as follows:

75% of the affected segment for commercial bookings, OR

75% of the miles used to redeem the ticket of the affected segment for redemption bookings, OR

75% of the price of the affected segment and the miles used to redeem the upgrade of the affected segment for combined commercial and redemption bookings.

## **Connecting flights**

- 13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

- 14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

SIA currently take the view that the Regulation does not apply to missed connections outside the EU. SIA believe this view is supported by both ECJ and English case law (Case C-173/07 Emirates v Schenkel and Sanghvi v Cathay Pacific [2011] EWHC 1684 (Ch) respectively). It has also been accepted in a number of English County Court decisions.

The conclusions reached by the Commission in the referenced guidance causes an obvious tension with existing case law, principally because it draws no distinction between EU and non-EU carriers. Absent this distinction, the Regulation purports to have extra-territorial effect. The European Union does not have extra-territorial jurisdiction in the context of the Regulation to legislate on matters occurring outside its borders where such matters concern an non-EU carrier.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

Notification of Rights' leaflet, Service Recovery Guidelines and Ground Services Manual Section 4 appended hereto.

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Singapore Airlines Traffic team stocks sufficient EC261 Notification of Rights notices in our store room, and will activate the distribution of brochures whenever required.

Singapore Airlines Traffic Team and Ground Handling Agents will proactively distribute brochures to passengers. Notices are also displayed to inform passengers of their legal rights pursuant to Article 14.1. The bi-annual Delay Handling Exercise also serves to inform Singapore Airlines and Ground Handling Agent teams on the importance of EC261 requirements. Any updates on EC261 guidelines or relevant case law are also disseminated to relevant staff members as applicable.

**Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the 'pre-disruption' procedures and processes you have in place for ensuring compliance.

The person in-charge of the day's operation, will activate the team to distribute EC261 leaflets once the delay reaches 2 hours and above. There will be a Delay Occurrence Report written by the airline to summarise the events during the delay. The report will consist of information such as the necessary rebooking details, any accommodation / meal vouchers / transportation / phone cards provided, and any adverse feedback from passengers. The report will state whether EC261 leaflets are distributed. These Delay Occurrence Reports are also copied to Head Office for review.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

Online irregularity report for cancelled flights, diverted flights and flights with more than 60 minutes delay.

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

The supervising staff at the various customer touch points will monitor the display and distribution of the EC261 'Notification of Rights' notice. Singapore Airlines maintains an open feedback channel to our passengers for them to provide any comments on our service handling. Through our hard copy EC261 notices that are

distributed to passengers once delay reaches 2 hours and above, we encourage passengers to write to us via “Feedback & Enquiry” on [www.singaporeair.com](http://www.singaporeair.com) if they have any queries and/or feedback. (We also hand out delay survey forms once a delay reaches 3 hours and above – this includes questions that cover the information of passenger rights under Regulation EC261 i.e. provision of meals, necessary overnight hotel accommodation etc).

EC261 notices are provided when boarding in case any passengers have missed any earlier opportunities to receive this information.

For Denied Boarding Compensation, please refer to point 9 for the procedures and processes we have in place. If the passenger would like to provide their feedback on our service, we will inform the passenger to write to us via SAA Feedback and UK Feedback channels, and hand out our name cards for any follow up actions.

### **Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

The manuals/instructions stated in point 16a mentions Singapore Airlines’ procedures and processes we have in place, to ensure that the necessary action is taken to address the issues in relation to the provision of information on legal rights during disruption.

In addition, our manuals and service recovery guidelines are reviewed regularly, to take into account changes to the legal landscape arising from new judgements as well as passenger feedback.

## Alitalia Società Aerea Italiana

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### 1) UK airports where the airline operates from

Alitalia currently operates scheduled services from Italy to London City Airport and London Heathrow

### Care and assistance

#### 2) How you provide meals and refreshments to passengers during disruption.

- a. What methods do you use to provide meals and refreshments and communication (e.g. paper vouchers, pre-paid charge cards, electronic vouchers, etc.)?

We provide vouchers, the vouchers are given out at every touchpoint within the airport (Check-in, ticket desk, boarding gate or a dedicated area)

- b. How do you notify passengers that this assistance is available?

We will inform our handler and insure that guests are informed with both announcements and verbally at each touchpoint

- c. How do you distribute the assistance to disrupted passengers?  
If you use paper vouchers, pre-paid charge cards, or other physical methods, at what points in the airport do you provide the assistance to passengers?

Our handling agent will give the vouchers to the guests at every relevant touchpoint depending on when the disruption occurs.

- d. What is the value of the assistance that you provide to passengers to purchase meals and refreshments in the airport?

Please explain how it differs based on location, time and length of delay.

Alitalia will give a minimum of £5 for economy passengers and £10 to business passengers. The vouchers will be given when the delay is known to be around or over 2 hours. If the delay occurs over a meal time (i.e. lunchtime /dinner) the vouchers value will be increased to £10 for economy and £15 for business class.

- e. Are there any circumstances where passengers qualify for assistance but, for operational or other reasons, you do not provide it?

The only reason for not being able to give the vouchers would be lack of time (i.e. guest has been reprotected on another flight). When this happens Guests are always consulted and Station duty manager will add the operational experience to their log.

- f. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Guests are notified through sms, e-mail and phone calls and informed about the disruption.

Reprotection is provided/offered according to the EU regulation 261.

- g. Please set out any circumstances when you ask passengers to organise their own meals and refreshments and how you deal with claims for expenses.

Vouchers will always be given at the airport. In the event that this does not happen (point 3.e.) claims for expenses are duly evaluated by Customer Relations and compensated as per EU regulation 261.

- h. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

All handling agent staff are briefed and kept up to date with the disruption. Announcements are made periodically as well as information given at each relevant touchpoint.

**3) How you provide hotel accommodation and transfers to passengers during disruption.**

- a. At what point during the disruption do you provide hotel accommodation/transfers?

Hotel accommodation will be given when we know that the delay is more than 5 hours and overnight.

b. Do you organise the hotel accommodation yourself, or do you use a third party?

We use our handling agent and third parties to organize the hotel accommodation

c. How do you inform passengers that hotel accommodation and/or transfers are available?

Guests will be informed by our handling agent of the accommodation/transfer available. This will be done at every relevant touchpoint depending on when the disruption occurs.

d. Where in the airport do passengers have to go to obtain the assistance?

Assistance will be provided at every relevant touchpoint depending on when the disruption occurs.

e. How do you provide assistance to passengers whose flights are cancelled in advance and do not travel to the airport?

Guests are notified through sms, e-mail and phone calls and informed about the disruption.

Reprotection is provided/offered according to the EU regulation 261.

f. What type of hotel accommodation do you provide (e.g. ratings/costs)?

We will endeavour to use hotels which are onsite or in close proximity to the airport. Agreements which the handling agent or Alitalia has will be given preference. All hotels have a good rating and will usually be part of multinational chains (i.e for London heathrow we use the Novotel and Ibis both at London Heathrow).

g. What type of transfers do you provide (e.g. coaches, public transport, taxis)?

We will use contractors and will use licensed taxi's and coaches.

h. Do you provide transfers to/from the airport to passengers who return home rather than staying in a hotel?

We provide local resident guests with transfers to/from home.

- i. Please set out any circumstances where you ask passengers to organise their own arrangements and how you deal with claims for expenses.

We do not ask guests to organize their own arrangements. In the event that a claim for expenses is received this will be duly evaluated by Customer Relations and compensated as per EU regulation 261.

- j. Please provide any other relevant information that you feel will help explain how you provide this assistance to passengers during disruption.

### **Providing assistance to persons with reduced mobility and unaccompanied children**

- 4) In arranging care and assistance, hotel accommodation and transfers to and from the airport for disrupted passengers, please provide an explanation of how you ensure that you pay particular attention to the needs of persons with reduced mobility and those accompanying them and to the needs of unaccompanied children.

Guests with reduced mobility and unaccompanied minors are given priority. Below is an extract from our manual which fully describes our procedure:

GOM VOL 1 Chap. 5

[...]

Where it is impossible to board all booked passengers absolute priority must be given to passengers with reduced mobility (PRM) and unaccompanied minors.

GOM VOL 1 PBM chapt. 6

ATTENTION: The disable passenger may not be left alone by who is encharged for the assistance for more than 30 minutes unless differently agreed with the guest (ECAC Doc. 30, Dec 2009) Following the European Rule 261/2004 in case of irregular operations, it the BLND passengers request it, ground agent must read aloud, with no comments, the note relating to cancellations, delays and denied boarding, depending of the case occured.

## GOM VOL 1 PBM chapt. 8 UMNR

### 8.1.4 Boarding

[...]

If, for operative reasons, the UMNR must be re-routed to destination via ground transport or accommodated at a hotel, he/she must always be accompanied by an attendant

[...]

Whenever passengers travelling in group, in which there are minors too (e.g. students-body, groups leaving for holiday camps, etc.), are provided with hotel accommodation, the group/s leader/s shall be given a contact phone of a Company's Responsible, available 24 H, who should be contacted for any request of assistance (see paragraph PBM 5.2.3.1)

[...]

In order to avoid that owing to operational problem the UMNRs remain with no re-protection on the same day, in the case of itineraries involving a transit UMNR shall not be booked on the last flight of the day. The only exception are the stations where there is only one flight a day.

## Denied boarding

5) In what type of circumstances are passengers denied boarding?

The reason for which passengers are generally denied boarding are as follow:

It could happen in case of overbooking

If a scheduled aircraft is replaced with another one with lower seat capacity,

Passengers who don't meet visa or other document requirements

When passengers arrive late to take the flight

For passengers that are under the influence of alcohol or drugs

## Policies and procedures for assisting passengers in cases of denied boarding

- 6) Please explain your policies and procedures for refusal of boarding. Please specify how you seek volunteers and how you deal with cases of involuntary denied boarding. Please also specify the assistance you provide to passengers that are denied boarding.

Guests with reduced mobility and unaccompanied minors are given priority. Below is an extract from our manual which fully describes our procedure:

Before denying a passenger boarding, ALWAYS check for volunteers who are willing to not board the flight. A voluntary passenger who accepts compensation for denied boarding shall have no further claim against the Company. (See chap. 5.4.2 VOLUNTARY DBC). Volunteers passengers too are under the rule of the repro on the first available flight.

5.4.2.1 Flight management For flights with a high oversale potential the Revenue Management (RM) should inform the station involved (HCC for the Hubs) of any critical situation by 7.00 p.m. of the previous day indicating: • the flight number • the number of volunteers required • alternative rerouting for volunteers. The Station Manager brief front line staff (AZ personnel or Handling Agent) of any critical situation at the shift meeting, passing on the information received from the RM; if no information is available from RM they must analyse the operative, arrange alternative flights and identify the number of volunteers potentially necessary. In the outbound area one or more of the staff gather information and coordinate the search for volunteers: • the sign board (totem) is turned on where available, for passenger information; • check-in staff are briefed on the need to find volunteers for a given flight, excluding priority passengers (VIP, CFA, CFP, ULS, PRM, UMNR etc.); • if available an assigned member of staff contacts passengers queuing to check-in and hands out the appropriate leaflet; • a special counter is opened to handle volunteers, make immediate provision for their alternative travel arrangements on the first flight with seats still available and issue their TCVs for the appropriate amount as illustrated in the following Table.

- 7) Please explain if there are any circumstances when you do not call for volunteers?

We always ask for volunteers.

- 8) Please explain your processes for paying particular attention to the needs of unaccompanied children and to passengers with reduced mobility and those accompanying them.

Both unaccompanied children and guests with reduced mobility are given priority at all times. Seats are pre-assigned to flight to insure they are confirmed on the flight.

- 9) Please explain your processes for compensating passengers that have been denied boarding, this should include the timescales for making payment and whether you make an automatic payment or require the passengers to make a claim.

Customer Relations contact the guest proactively to retrieve additional information to finalize the settlement, which can be done through the release of a travel voucher (sent by email) or monetary compensation by bank transfer. The final settlement is processed within 1 month. This commitment is stated in the final written communication that is sent to passengers.

## **Downgrading**

- 10) What classes of travel do you offer and what defines these classes?

Alitalia has 3 different classes of services available to our guests. The classes are clearly defined as Business Class, Premium Economy and Economy all will have a separate cabin on the aircraft.

- 11) In what type of circumstances are passengers downgraded?

The main reason for downgrading of passengers is that we have a change of aircraft.

### **Policies and procedures for assisting passengers in cases of downgrading**

- 12) Please explain your processes for dealing with downgrading. This should include how you calculate the amount to be reimbursed, the timescales for making the refund payment and whether you make an automatic payment or require the passenger to make a claim.

In the event of a downgrade the list of passengers are sent to our Customer Relations who will proactively provide the due compensation as per EC 261 Regulation. See below a extract from our manual:

Only for Premium Class passengers: downgrading in economy class only if there are NO seat available in long haul Business class.

The carrier shall refund to the passenger within 7 days:

30% of the price of the leg concerned, in case of flight distance lower than or equal to 1500 Km.

50% of the price of the leg concerned, in case of legs included between 1500 and 3500 Km and for all legs over 1500 Km within the EU.

75% of the price of the leg concerned, for all legs over 3500 Km.

The compensation may be paid by electronic bank transfer, by bank deposits or bank cheques, or – upon agreement signed by the passenger – by travel vouchers.

The baggage allowance remains the same as that for the original class of booking

## Connecting flights

13) Do you sell connecting flights?

Yes

Please complete this section if you answered Yes to question 13

14) In respect of connecting flights where the itinerary includes a departing and/or arriving flight to/from an airport situated in the territory of a Member State, please detail any circumstances where you **do not** pay compensation for a delay on arrival at the final destination that is three hours or greater due to a missed connecting flight.

## Compliance oversight

### **Airline procedures and processes for provision of care and assistance and dealing with cases of denied boarding and downgrading**

- 15) Please provide details of the manuals/instructions which set out the procedures that airline or ground handling staff are required to follow to provide care and assistance and to handle situations of denied boarding and downgrading.

See attached “operational irregularities” which is the chapter in our PBM manual (Passenger and Baggage Manual).

- 16) Please provide details of any training provided to airline or ground handling staff on the procedures. Please specify the length and frequency of training.

Training is done constantly on the job. Our own staff are sent to our Excellence Training center in Rome.

### **Airline procedures and processes for assessing compliance with the requirements to provide care and assistance and to deal with situations of denied boarding and downgrading**

- 17) Please provide details of the ‘pre-disruption’ procedures and processes you have in place for ensuring compliance.

Alitalia insures that pre-disruption procedures and processes and any required arrangements are always in place.

We carefully monitor feedback from the disruption reports to insure that each station is compliant with our procedures. Our station managers insure that we have in place hotel/meal and transfer facilities available.

- 18) Please provide details of the procedures and processes you have in place for assessing compliance during the disruption.

We monitor and supervise compliance during a disruption. We do not conduct audits or ‘mystery shopping’, at the end of the disruption, a Disruption Report is compiled and sent centrally included in the report is a summary of meal vouchers and leaflets distribution

- 19) Please provide details of the procedures and processes you have in place for assessing compliance after the disruption.

At the station, we assess compliance by meeting with the handler. DBC and downgrading are dealt with by Customer Relations. When asked, we investigate and/or provide information on ad-hoc basis. A disruption report is compiled and sent centrally. From the disruption report our flight co-ordination team assesses each situation to ensure that both company processes were applied. We also continually review our processes and update immediately our processes by informing all relevant stakeholders

**Airline procedures and processes for addressing issues with compliance**

- 20) Please provide details of the procedures and processes you have in place to ensure that, when issues arise in relation to care and assistance, denied boarding, or downgrading the necessary action is taken to ensure that these issues are addressed.

Handling agents staff deal with all disruptions and downgrading by providing the relevant assistance (hotac, transports, meal vouchers, information, repro when possible) and the rest is dealt with by our Customer Relations department.