

**EUROPEAN UNION - NOTICE OF YOUR RIGHTS
IN THE EVENT OF FLIGHT DELAY OR FLIGHT CANCELLATION**

This notice contains important information about your rights established by European Union regulation in the event that you have a confirmed reservation on a flight of greater than 3,500 kilometers distance and your flight is delayed beyond its scheduled departure time as described below or your flight is cancelled.

FLIGHT DELAY. When we reasonably expect that a flight will be delayed more than four hours, you may be entitled to certain of the rights described below.

FLIGHT CANCELLATION. When a flight is cancelled, you are entitled to the rights described below. We will also inform you of possible alternative transport. We, however, are not obliged to provide you the compensation described below if:

- 1) you are informed of the cancellation at least two weeks before the scheduled time of departure; *or*
- 2) you are informed of the cancellation between two weeks and seven days before the scheduled time of departure and you are offered re-routing, allowing you to depart no more than two hours before the scheduled time of departure and to reach your final destination less than four hours after the scheduled time of arrival; *or*
- 3) you are informed of the cancellation less than seven days before the scheduled time of departure and you are offered re-routing, allowing you to depart no more than one hour before the scheduled time of departure and to reach your final destination less than two hours after the scheduled time of arrival.

In addition, we are not obliged to provide you the flight cancellation compensation described below if the cancellation is caused by extraordinary circumstances which could not have been avoided if all reasonable measures had been taken.

SUMMARY OF YOUR RIGHTS

PASSENGER'S RIGHTS (RIGHTS AND LIMITATIONS ON THOSE RIGHTS ARE DESCRIBED BELOW)	FLIGHT DELAY OVER 4 HOURS	FLIGHT CANCELLATION
COMPENSATION		✓
REIMBURSEMENT OF FARE OR RE- ROUTING	✓*	✓
CARE	✓	✓

* **DELAY OF 5 HOURS OR MORE**

DESCRIPTION OF YOUR RIGHTS

RIGHT TO COMPENSATION. If your flight is **cancelled**, you are entitled to receive €600 in compensation from us. If, however, we offer you re-routing on an alternative flight that will arrive within four hours of the arrival time of the flight on which you were originally booked, your compensation can be reduced to €300. We will pay you compensation in cash, by electronic bank transfer, bank order or bank cheque, or, with your written agreement, in a travel voucher and/or other service.

NON US RESIDENTS:

Delta Air Lines Inc.
P.O. BOX 548
Hayes UB3 9DU
United Kingdom
ATT: Administration, EU REG 261

US RESIDENTS:

DELTA AIR LINES INC.
P.O. BOX 20980
ATLANTA, GA. 30320-9908
ATT: EXITEU

AFFIX PROPER POSTAGE AND MAIL TO THE APPROPRAITE ADDRESS ABOVE.

RIGHT TO REIMBURSEMENT OR RE-ROUTING

- 1) If your flight is **cancelled**, you are entitled to choose between:
 - a) re-routing under comparable transport conditions to your final destination at the earliest opportunity; *or*
 - b) re-routing under comparable transport conditions to your final destination at a later date at your convenience, subject to the availability of seats, *or*
 - c) reimbursement within seven days, by the means described above in the “Right to Compensation” section, of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight no longer serves any purpose in relation to your original travel plan, together with, when relevant, a return flight to the first point of departure at the earliest opportunity.

If we offer you a flight to an airport alternative to that for which the booking was made where the town, city or region is served by several airports, we will pay the cost of transferring you from that alternative airport either to that for which the booking was made or to another close-by destination agreed with you.

- 2) If your flight is **delayed** for at least five hours, you are entitled to reimbursement within seven days, by the means described above in the “Right to Compensation” section, of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight no longer serves any purpose in relation to your original travel plan, together with, when relevant, a return flight to the first point of departure at the earliest opportunity.

RIGHT TO CARE

- 1) **Flight Delay**
 - a) If your flight is delayed more than four hours beyond its scheduled time of departure, we will offer you the following free of charge:
 - i) meals and refreshments in a reasonable relation to the waiting time; and
 - ii) either two telephone cards, or telex or fax messages, or e-mail messages.
 - b) If the reasonably expected time of departure of your flight is at least the day after the time of departure previously announced, we will offer you the following free of charge:
 - i) hotel accommodations where a stay of one or more nights becomes necessary or a stay additional to that intended by the passenger becomes necessary; and
 - ii) transport between the airport and place of accommodation (hotel or other).
- 2) **Flight Cancellation.** If your flight is cancelled, we will offer you the following free of charge:
 - a) meals and refreshments in a reasonable relation to the waiting time and either two telephone calls, or telex or fax messages, or e-mail messages; and
 - b) in the event you are re-routed, if the reasonably expected time of departure of the new flight is at least the day after the departure as it was planned for the cancelled flight, hotel accommodations where a stay of one or more nights becomes necessary or a stay additional to that intended by the passenger becomes necessary, and transport between the airport and place of accommodation (hotel or other).

OTHER RIGHTS NOT PREJUDICED. The foregoing rights apply without prejudice to any additional rights that you may have to further compensation. Compensation described in this notice may be deducted from such additional compensation.

EU Addresses and Request for Compensation or Reimbursement:

- Complaints related to the passenger rights described in this notice must be submitted to the appropriate national agency using the web site below.
- Passengers authorized for compensation as outlined in this notice must complete the “Compensation/Reimbursement” form available on the link below.
- Passengers with an electronic ticket and eligible for Ticket reimbursement, as outlined in this notice, must complete the “Compensation/Reimbursement” form available on the link below.
delta.com/exitEU
- Passengers with a paper ticket must complete the “Request for Compensation/Reimbursement” form below. When completed the passenger should mail this request along with the paper ticket, if requesting reimbursement to the address listed on the opposite page

Request for Compensation/Reimbursement

I confirm receiving and understanding the passenger notification advising of my rights as a passenger when my flight is Canceled or Delayed, with respect to the form and amount of compensation or reimbursement to which I may be entitled.

I authorize Delta Air Lines (“Delta”) to provide compensation and/or refund to which I may be legally entitled. Compensation and/or Ticket Reimbursement, when applicable, may be mailed to me at the address I have provided Delta below.

Flight Number _____ Date: _____ Circle One: Cancelled / Delay

Departing City: _____ Destination: _____

Print Passenger Name: _____

Print complete mailing address:

Street: _____ City: _____

State/Province: _____ Postal Code: _____ Country: _____

NOTE: The hand written authorization should only be used for paper ticketed passengers or in extenuating circumstances.