



ASSISTANCE AND COMPENSATION IN CASE OF DELAY OR CANCELLATION

This notice contains important information about your rights established by Regulation EC 261/2004 in the event that you have a confirmed reservation on a flight operated by Delta Air Lines and departing from an airport in the EU 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 may be 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; *or*
- 4) the cancellation is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.

DESCRIPTION OF YOUR RIGHTS

RIGHT TO COMPENSATION. If your flight is **cancelled and compensation exemptions described above are not applicable**, you are entitled to receive €600. 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. Transportation Credit Voucher amounts will be higher than cash amounts.

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 calls, 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).

Request for Compensation or Reimbursement:

- Passengers with an electronic ticket and eligible for compensation or ticket reimbursement, as outlined in this notice, should contact Delta's Customer Care Department via e-mail. Contact details can be found at www.delta.com (go to >Need help?>Customer Care).
- Each EU Member State has designated a body responsible for enforcement of these rules:
http://ec.europa.eu/transport/passenger_rights/en/03_air.html.