

RecoverAI Flight Disruption Management Policy Document

Version 2.0 - Comprehensive Policy Guide

Effective Date: October 29, 2025

Sun Airlines - Flight Recovery Operations

Table of Contents

1. [Executive Summary](#)
2. [General Rebooking Rules](#)
3. [Hierarchical Flight Selection Policy](#)
4. [Cancelled Flights Policy](#)
5. [Delayed Flights Policy](#)
6. [Alternative Flight Selection Criteria](#)
7. [EU261 Compensation Guidelines](#)
8. [Passenger Care Obligations](#)
9. [Special Circumstances](#)
10. [International Flights Policy](#)
11. [Notification Requirements](#)
12. [Refund Policy](#)
13. [Baggage Handling During Rebooking](#)
14. [Frequent Flyer Miles](#)
15. [Seat Assignments](#)
16. [Special Assistance](#)
17. [Group and Family Booking Policy](#)
18. [Corporate and Business Travel](#)
19. [Dispute Resolution](#)
20. [Force Majeure Events](#)

1. Executive Summary

This comprehensive policy document outlines Sun Airlines' approach to managing flight disruptions and passenger rebooking. Our priority is to provide seamless, policy-compliant, and customer-centric solutions during cancellations, delays, and other disruptions.

Core Principles:

- **Customer First:** Minimize passenger inconvenience
- **Policy Compliance:** Adhere to international regulations (EU261, DOT)
- **Operational Efficiency:** Optimize resources and minimize costs
- **Transparency:** Clear communication at every step

2. General Rebooking Rules

2.1 When Applicable

Flight rebooking applies in the following scenarios:

- **Flight Cancellations:** Flight does not operate as scheduled
- **Significant Delays:** Delays exceeding 3 hours for domestic, 4 hours for international
- **Schedule Changes:** Major alterations to departure/arrival times
- **Aircraft Substitution:** When original aircraft is unavailable

2.2 Passenger Entitlements

All passengers affected by disruptions are entitled to:

- 🗳️ ■ **Free Rebooking:** On the next available flight (same route/class)
- ■ **Partner Airlines:** Option to rebook on alternative carriers if no Sun Airlines flights available
- ■ **Full Refund:** If no suitable rebooking option exists or passenger prefers refund
- ■■ **Care and Assistance:** Meals, accommodation, and communication as per care obligations
- ■ **Compensation:** Based on route and delay duration (EU261 where applicable)

2.3 Rebooking Principles

- **Same Day Priority:** Automatic search for same-day alternatives first
- **Class of Service:** Maintain same class where possible; upgrades acceptable, downgrades avoided
- **Route Equivalence:** Same origin and destination required
- **No Additional Cost:** Free rebooking for airline-initiated disruptions

- **Multi-City Connections:** Considered if needed (with passenger approval)

2.4 Booking Confirmation Timeline

- Present alternative options within **1 hour** of disruption notification
- Confirm rebooking within **2 hours** of passenger decision
- Issue new boarding passes and seat assignments within **30 minutes** of confirmation

3. Hierarchical Flight Selection Policy

3.1 Overview

Sun Airlines implements a **priority-based hierarchical search algorithm** to ensure passengers receive the best available alternative flights. This policy prioritizes customer convenience, operational efficiency, and cost control.

3.2 Priority Hierarchy

****Priority 1: Direct Flights - Same Airline (Highest Priority)****

- **Search Order:** First
- **Airline:** Sun Airlines
- **Flight Type:** Direct (non-stop)
- **Customer Impact:** Best experience, no connections
- **Operational Impact:** No airline coordination needed
- **When to Use:** Always search first
- **Examples:**
 - Sun Airlines Scheduled flights (JFK → LAX direct)
 - Sun Airlines Reserve flights (activated on demand)

Scoring Bonus: +50 points

****Priority 2: Connecting Flights - Same Airline****

- **Search Order:** Second (if Priority 1 yields no results)
- **Airline:** Sun Airlines

- **Flight Type:** Connecting (1-2 stops)
- **Customer Impact:** Moderate, requires connections
- **Operational Impact:** Internal coordination only
- **When to Use:** When no direct flights available on Sun Airlines
- **Connection Requirements:**
 - Minimum connection time: 45 minutes (domestic), 60 minutes (international)
 - Maximum 2 connections
 - Baggage automatically transferred

Scoring Bonus: +40 points

Current Status: *Planned for future implementation (requires multi-leg path finding)*

****Priority 3: Direct Flights - Partner Airlines****

- **Search Order:** Third (if Priority 1 & 2 yield no results)
- **Airline:** Partner airlines (OAG database)
- **Flight Type:** Direct (non-stop)
- **Customer Impact:** Good experience, different airline
- **Operational Impact:** Interline coordination required
- **When to Use:** When no Sun Airlines direct or connecting flights available
- **Considerations:**
 - Code-share or interline agreements required
 - Different service standards
 - Potential baggage transfer delays
 - Capacity estimated based on aircraft type

Scoring Bonus: +0 points (neutral)

****Priority 4: Connecting Flights - Partner Airlines (Last Resort)****

- **Search Order:** Fourth (only if all other options exhausted)
- **Airline:** Partner airlines (OAG database)
- **Flight Type:** Connecting (1-2 stops)
- **Customer Impact:** Lowest convenience, multiple airlines and connections
- **Operational Impact:** Complex coordination across multiple carriers
- **When to Use:** Emergency situations, no other options available
- **Considerations:**
 - Highest risk of missed connections

- Multi-airline baggage transfers
- Passenger approval strongly recommended

Scoring Bonus: -10 points (penalty reflects complexity)

Current Status: *Planned for future implementation (requires multi-airline path finding)*

3.3 Selection Algorithm

The system uses a **scoring algorithm** that balances multiple factors:

```
Flight Score = 100 (base score) + Priority Bonus (50, 40, 0, or -10) - (Delay Hours
× 5.0) - (Cost Difference × 0.01)
```

Example Scoring:

- Direct Sun Airlines flight departing 2h late, +\$50: **Score = 139.5**
- Direct partner airline flight departing 2h late, +\$50: **Score = 89.5**
- Connecting partner airline flight departing 2h late, +\$50: **Score = 79.5**

3.4 Policy Filtering Integration

After hierarchical search, all candidates undergo **policy-based filtering**:

1. ■ Maximum delay limits (6-24 hours based on disruption type)
2. ■ Direct flight requirements (if policy mandates)
3. ■ Route equivalence check (same origin/destination)
4. ■ Class of service maintenance
5. ■ Capacity verification for entire group

Candidates violating any policy constraint are automatically excluded.

3.5 Logging and Transparency

All search operations are logged with priority markers:

```
[P1] Searching direct flights on Sun Airlines... [P1] ✓ Found SA518 with full
capacity [P1] ✓✓✓ Best option: SA518 (Priority 1, Score: 144.37)
```

This ensures full transparency and audit trail for all rebooking decisions.

4. Cancelled Flights Policy

4.1 Definition

A flight is considered **cancelled** when it does not operate as scheduled, regardless of the reason.

4.2 Passenger Rights

When a flight is cancelled, passengers have the right to:

1. **Immediate Notification:** Via email, SMS, app notification, or phone call
2. **Choice of Remedy:**
 - Rebooking on next available flight (free of charge)
 - Full refund of ticket price
 - Rerouting to final destination at earliest opportunity
3. **EU261 Compensation:** €250-€600 based on flight distance (if applicable)
4. **Care and Assistance:** Meals, refreshments, accommodation if overnight wait required
5. **Communication:** Two free phone calls or emails

4.3 Rebooking Process for Cancelled Flights

Automatic Actions:

1. System identifies all passengers on cancelled flight
2. Policy agent retrieves applicable rebooking policies
3. Resource agent searches for alternatives using hierarchical priority
4. System applies policy filters (max delay, direct flight preference)
5. Best alternatives presented to passenger within 1 hour

Manual Override:

- Passengers can request specific flights from available alternatives
- VIP/status passengers receive priority rebooking
- Special needs passengers flagged for personalized assistance

4.4 Compensation Eligibility

Passengers ARE entitled to compensation when:

- Cancellation notified less than 14 days before departure

- Cause is within airline control (mechanical, crew shortage, operational)
- Applicable route under EU261 jurisdiction

Passengers ARE NOT entitled to compensation when:

- Extraordinary circumstances (severe weather, security threat, political unrest)
- Notification provided 14+ days in advance
- Alternative flight offered within 1 hour of original schedule

4.5 Common Queries

- **"My flight got cancelled - what are my options?"**

→ You can rebook free of charge, request a refund, or get rerouted to your destination.

- **"Do I get compensation if my flight is cancelled?"**

→ Yes, if notified less than 14 days before departure and cancellation was within airline control.

5. Delayed Flights Policy

5.1 Definition

A flight is considered **delayed** when departure time is postponed beyond the scheduled time by:

- **Significant Delay:** 2+ hours (short-haul), 3+ hours (medium-haul), 4+ hours (long-haul)
- **Extended Delay:** 5+ hours (triggers additional passenger rights)

5.2 Delay Categories

Short-Haul (<1,500 km)

- **2+ hours delay:** Care obligations activate (meals, refreshments)
- **3+ hours delay:** Rebooking option available
- **5+ hours delay:** Full refund option + compensation

Medium-Haul (1,500-3,500 km)

- **3+ hours delay:** Care obligations activate
- **4+ hours delay:** Rebooking option available

- **5+ hours delay:** Full refund option + compensation

Long-Haul (>3,500 km)

- **4+ hours delay:** Care obligations activate
- **5+ hours delay:** Rebooking option available
- **6+ hours delay:** Full refund option + compensation

5.3 Passenger Options During Delays

Less than 5 hours:

- Wait for delayed flight
- Receive care and assistance (meals, communications)
- Rebook on next available flight (if preferred)

5+ hours delay:

- **Option 1:** Wait for delayed flight + receive compensation
- **Option 2:** Rebook on next available flight (free) + receive compensation
- **Option 3:** Request full refund + receive compensation

5.4 Delay Compensation (EU261)

Flight Distance	Delay Duration	Compensation
< 1,500 km	3+ hours	€250
1,500-3,500 km	3+ hours	€400
> 3,500 km	4+ hours	€600

Note: Compensation reduced by 50% if rebooking reaches destination within:

- 2 hours of original arrival (short-haul)
- 3 hours of original arrival (medium-haul)
- 4 hours of original arrival (long-haul)

5.5 Extraordinary Circumstances Exemption

No compensation required for delays caused by:

- Severe weather conditions
- Political instability or security threats

- Air traffic control restrictions
- Bird strikes or FOD (Foreign Object Damage)
- Medical emergencies requiring diversion

However: Care obligations (meals, accommodation) still apply.

6. Alternative Flight Selection Criteria

6.1 Maximum Delay Limits

Alternative flights must depart within specified time limits from original departure:

Disruption Type	Maximum Delay	Rationale
Cancellation (short notice)	6 hours	Minimize passenger inconvenience
Cancellation (planned)	24 hours	More flexibility for advance planning
Delay (operational)	12 hours	Balance between wait and rebooking
Delay (weather)	24 hours	Extended window for weather clearance

Override: Supervisor or human agent can approve alternatives beyond limits for:

- Remote destinations with limited flight frequency
- Large group bookings requiring split arrangements
- Passengers requesting specific later flights

6.2 Route Matching Requirements

Alternative flights **MUST**:

- ■ Same origin airport (or alternate within 50km with free ground transport)
- ■ Same destination airport (or alternate within 50km with free ground transport)
- ■ No detours exceeding 100 miles extra travel distance

Multi-City Connections: Allowed if:

- No direct alternatives available
- Connection time meets minimum requirements
- Total journey time does not exceed 150% of original
- Passenger approves connection

6.3 Class of Service Requirements

Maintain or Upgrade Policy:

- Alternative flight must be **same class** or **higher** than original booking
- Downgrades only permitted with:
 - Explicit passenger approval
 - Fare difference refund
 - Compensation for reduced service

Class Mapping:

- Economy → Economy or Premium Economy or Business or First
- Premium Economy → Premium Economy or Business or First
- Business → Business or First
- First → First only

Automatic Upgrade: If same class unavailable, system automatically upgrades at no extra cost.

6.4 Direct Flight Preference

Policy Hierarchy:

1. **First Priority:** Direct flights on Sun Airlines
2. **Second Priority:** Direct flights on partner airlines (if no Sun Airlines direct available)
3. **Third Priority:** Connecting flights on Sun Airlines (if passenger approves connections)
4. **Last Priority:** Connecting flights on partner airlines (emergency only)

Connecting Flight Approval:

- Single connection: Automatic approval if travel time < 150% original
- Multiple connections: Requires explicit passenger consent
- Overnight connections: Accommodation provided by airline

6.5 Capacity Requirements

Alternative flights must have sufficient capacity for:

- **Individual Bookings:** 1 seat available
- **Group Bookings:** All passengers together (preferred) or split booking with adult-child rules

- **Special Equipment:** Wheelchair, bassinet, pet cargo space

Split Booking Rules (for large groups):

- All children must be accompanied by at least one adult
- Families kept together where possible
- Priority for same flight assignments
- Clear communication of split arrangements

7. EU261 Compensation Guidelines

7.1 Applicability

EU261 compensation applies when:

- ■ Flight departs from EU airport (any airline)
- ■ Flight arrives at EU airport operated by EU carrier
- ■ Delay ≥ 3 hours (short/medium-haul) or ≥ 4 hours (long-haul)
- ■ Cancellation with < 14 days notice
- ■ Denied boarding due to overbooking

7.2 Compensation Amounts

Flight Distance	Condition	Compensation (€)
$< 1,500$ km	Delay 2+ hours	€250
1,500-3,500 km	Delay 2+ hours	€400
$> 3,500$ km (intra-EU)	Delay 4+ hours	€400
$> 3,500$ km (extra-EU)	Delay 4+ hours	€600

7.3 Exceptions (No Compensation)

Compensation is **NOT** required when:

- ■ Extraordinary circumstances beyond airline control
- ■ Passenger notified 14+ days in advance
- ■ Alternative flight arrives within 2/3/4 hours of original (based on distance)

- ■ Passenger voluntarily accepts alternative arrangements

7.4 Extraordinary Circumstances Definition

Events beyond airline's reasonable control:

- Severe weather (storms, fog, heavy snow)
- Political unrest or security threats
- Air traffic control strikes or restrictions
- Airport closures
- Natural disasters
- Medical emergencies requiring diversion

Important: Mechanical issues, crew shortages, and operational delays are **NOT** extraordinary circumstances.

7.5 Payment Process

- Compensation paid within **7 business days** of claim submission
- Payment methods: Bank transfer, check, airline vouchers (with passenger consent)
- Currency: EUR, USD, or local currency at daily exchange rate
- No deductions for booking fees or other charges

7.6 Claiming Compensation

Passengers can claim by:

1. Submitting online claim form with booking reference
2. Emailing customer relations with flight details
3. Using authorized claims agency
4. Filing with national enforcement body

Required Documentation:

- Booking confirmation
- Boarding pass or denial of boarding notice
- Proof of delay (flight status, gate announcements)
- Bank details for payment

8. Passenger Care Obligations

8.1 Care Activation Thresholds

Flight Category	Delay Duration	Care Provided
Short-Haul (<1,500 km)	≥ 2 hours	Meals + Refreshments
Medium-Haul (1,500-3,500 km)	≥ 3 hours	Meals + Refreshments
Long-Haul (>3,500 km)	≥ 4 hours	Meals + Refreshments
Any Flight	Overnight wait	Hotel + Ground Transport

8.2 Meals and Refreshments

Airline Must Provide:

- ■ Beverages (water, soft drinks, coffee/tea)
- ■■ Meal vouchers proportionate to wait time
- 2-4 hour delay: Light snack + beverage
- 4-6 hour delay: Full meal + beverage
- 6+ hour delay: Multiple meals + beverages
- ■ Lounge access for delays 4+ hours (if available)

Reasonable Standard:

- Meals: \$15-25 value per person
- Snacks: \$5-10 value per person
- Beverages: Unlimited non-alcoholic drinks

8.3 Accommodation

When Required:

- Delay extends overnight (crossing midnight)
- Next available flight is next calendar day
- Passenger stranded at non-home airport

Hotel Standards:

- ■■■ Minimum 3-star hotel
- Single rooms for individual travelers

- Family rooms for groups
- Proximity to airport (< 30 minutes)
- Accessibility for passengers with disabilities

8.4 Ground Transportation

Provided Between:

- Airport ↔ Hotel (shuttle or taxi)
- Hotel ↔ Airport for rebooked flight
- Any airport transfers for connecting flights

Standards:

- Shared shuttle acceptable for multiple passengers
- Private taxi for families or special needs
- Accessible vehicles for wheelchair users

8.5 Communications

Passengers entitled to **two free communications**:

- ■ Phone calls (local or international)
- ■ Emails or messaging
- ■ WiFi access in lounges

8.6 Special Considerations

Families with Children:

- Priority for care provisions
- Child-friendly meal options
- Family seating in lounges
- Baby changing facilities access

Passengers with Disabilities:

- Accessible accommodation
- Medical equipment storage
- Personal assistance if required
- Priority rebooking

Medical Needs:

- Refrigeration for medications
- Access to medical staff if needed
- Special dietary requirements accommodated

9. Special Circumstances

9.1 Weather Delays

Classification: Extraordinary Circumstances

Passenger Entitlements:

- ■ Rebooking on next available flight (free)
- ■ Care obligations (meals, hotel if overnight)
- ■ Full refund option
- ■ No monetary compensation (extraordinary circumstances)

Airline Obligations:

- Monitor weather conditions proactively
- Provide regular updates (every 30 minutes)
- Arrange alternative transportation if possible
- Issue travel waivers for flexible rebooking

Common Scenarios:

- Thunderstorms, hurricanes, tornadoes
- Heavy snow or ice
- Dense fog affecting visibility
- Volcanic ash clouds

9.2 Mechanical Issues

Classification: Airline Responsibility

Passenger Entitlements:

- ■ Rebooking on next available flight (free)

- ■ Care obligations (meals, hotel if overnight)
- ■ Full refund option
- ■ Full compensation (EU261 or equivalent)

Airline Obligations:

- Expedite repairs if safely possible
- Arrange substitute aircraft
- Provide transparent communication
- Process compensation claims promptly

Common Scenarios:

- Engine malfunctions
- Avionics system failures
- Hydraulic issues
- Maintenance discoveries during pre-flight

9.3 Crew Shortages

Classification: Airline Responsibility

Passenger Entitlements:

- ■ Rebooking on next available flight (free)
- ■ Care obligations (meals, hotel if overnight)
- ■ Full refund option
- ■ Full compensation (EU261 or equivalent)

Airline Obligations:

- Utilize reserve crew when available
- Rebook on partner airlines if necessary
- Provide maximum compensation
- Improve crew scheduling to prevent recurrence

9.4 Security Incidents

Classification: Extraordinary Circumstances

Passenger Entitlements:

- ■ Rebooking on next available flight (free)
- ■ Care obligations (meals, hotel if overnight)
- ■ Full refund option
- ■ No monetary compensation (extraordinary circumstances)

Additional Measures:

- Coordinate with security authorities
- Provide safe waiting areas
- Arrange alternative airports if necessary
- Issue incident reports for insurance claims

9.5 Medical Emergencies

In-Flight Medical Emergency:

- Diversion to nearest suitable airport
- Ground ambulance arranged
- Remaining passengers rebooked automatically
- No compensation (extraordinary circumstances)
- Care obligations apply

Pre-Departure Medical Issue:

- Passenger removed from flight if medically unfit
- Medical clearance required for rebook
- Full refund or future travel credit
- Travel insurance claim assistance

10. International Flights Policy

10.1 Special Considerations

International flights involve additional complexity:

- ■ Immigration and customs processing
- ■ Multiple jurisdictions and regulations
- ■ Longer connection times required
- ■ Visa and documentation requirements

10.2 Connection Time Requirements

Connection Type	Minimum Time	Recommended Time
Domestic → Domestic	45 minutes	60 minutes
Domestic → International	60 minutes	90 minutes
International → Domestic	60 minutes	90 minutes
International → International (same airport)	90 minutes	120 minutes
International → International (airport change)	180 minutes	240 minutes

10.3 Multi-Jurisdiction Regulations

When flights cross multiple regulatory zones:

- **Apply strictest rule set** from all applicable jurisdictions
- EU261 (European Union)
- DOT regulations (United States)
- ANAC (Brazil)
- DGCA (India)
- Local aviation authority rules

Example: Flight from Paris to New York to Los Angeles

- Applies EU261 for Paris → New York
- Applies DOT for New York → Los Angeles
- Passenger entitled to highest compensation/protection

10.4 Visa and Documentation Issues

Passenger Responsibility:

- Valid passport (6+ months validity recommended)
- Appropriate visas for destination and transit countries
- COVID-19 or health documentation if required

Airline Assistance:

- Information on visa requirements
- TIMATIC access for real-time requirements
- Transit visa waivers when available

If Passenger Denied Boarding Due to Documentation:

- Not airline's responsibility
- No compensation or care obligations
- Rebooking at passenger's expense
- Travel insurance claim recommended

10.5 Customs and Immigration Delays

If Delay Causes Missed Connection:

- Airline responsible for rebooking
- No compensation if delay < 3 hours
- Care obligations apply if overnight
- Document delay reason for passenger records

10.6 Common International Queries

"Does EU261 apply to my international flight?"

- Yes, if flight departs from EU or arrives in EU on EU carrier

"Connection missed due to customs delay?"

- Rebook on next available flight (free)
- Care provided if overnight
- No compensation (extraordinary circumstances)

"Different regulations in connecting countries?"

- Most protective regulation applies
- Airline ensures compliance with all jurisdictions

11. Notification Requirements

11.1 Notification Timelines

Event	Notification Deadline	Methods
Disruption Detected	Immediate (within 15 min)	Automated system alert

Passenger Notification	Within 30 minutes	Email, SMS, App, Phone
Alternative Options	Within 1 hour	All channels
Rebooking Confirmation	Within 2 hours	Confirmation message

11.2 Communication Channels

Primary Channels (in priority order):

1. ■ **Mobile App Push Notification:** Immediate, real-time
2. ■ **Email:** Detailed information with rebooking links
3. ■ **SMS/Text Message:** Brief alert with flight status
4. ■ **Phone Call:** For urgent situations or non-responsive passengers

Secondary Channels:

- Airport gate announcements
- Airline website flight status
- Social media updates
- Travel agent notifications (for agent-booked tickets)

11.3 Notification Content Requirements

Must Include:

- ■ Flight number and original departure time
- ■ Disruption type (cancelled, delayed, schedule change)
- ■ Reason for disruption (when known)
- ■ Passenger rights and options
- ■ Alternative flight options (if available)
- ■ Rebooking instructions
- ■ Customer service contact information
- ■ Compensation eligibility (if applicable)

Example Notification:

FLIGHT ALERT: SA101 JFK-LAX Departure 2025-10-29 12:46 CANCELLED Reason: Mechanical issue Your Options: 1. Rebook on SA518 departing 13:49 (RECOMMENDED) 2. Rebook on SA531 departing 16:01 3. Request full refund You may be eligible for €400 compensation. Reply with option number or call 1-800-SUN-AIR. Care vouchers available at gate.

11.4 Update Frequency

During Delays:

- Every 30 minutes with status update
- Immediate notification when new information available
- Final notification when flight ready to depart

During Rebooking Process:

- Immediate: When rebooking requested
- Within 30 minutes: Booking confirmation
- 24 hours before: New flight reminder
- 2 hours before: Check-in reminder

11.5 Language Requirements

- Default: English
- Optional: Passenger's preferred language (if indicated in profile)
- Major languages: Spanish, French, German, Chinese, Japanese
- Translation services: Available via phone support

11.6 Accessibility

For Passengers with Disabilities:

- TTY/TDD for hearing impaired
- Large print or Braille upon request
- Visual alerts at gates for hearing impaired
- Audio assistance for visually impaired

12. Refund Policy

12.1 Full Refund Eligibility

Passengers are entitled to **full refund** when:

- ■ Flight cancelled by airline
- ■ Delay exceeds 5 hours

- ■ No acceptable rebooking option available
- ■ Passenger prefers refund over rebooking
- ■ Denied boarding due to overbooking

12.2 Refund Amount

Includes:

- Base fare
- Taxes and fees
- Seat selection charges
- Baggage fees (if applicable)
- Any ancillary services not provided

Excludes (non-refundable):

- Travel insurance premiums
- Third-party booking fees
- Credit card processing fees (if any)

12.3 Refund Processing Timeline

Request Method	Processing Time	Payment Time
Online/App	2-3 business days	7-10 business days
Phone/Email	3-5 business days	10-14 business days
Airport Counter	Same day	7-10 business days

Payment Method: Same method used for original purchase

- Credit card: Direct refund to card
- Cash: Check mailed to passenger address
- Travel voucher: Immediate credit to passenger account

12.4 Partial Refunds

Applicable When:

- Passenger uses partial itinerary then cancels remainder
- Downgrade from original booking class
- Service not provided (meals, baggage, seats)

Calculation:

- Unused portion prorated based on mileage
- Minus any fare difference penalties
- Plus refund of ancillary services not provided

12.5 Refund Request Process

Step 1: Submit Request

- Online: Through airline website or app
- Phone: Call customer service
- Email: Send to refunds@sunairlines.com
- Airport: Visit ticket counter with booking reference

Step 2: Provide Documentation

- Booking confirmation number
- Passenger identification
- Flight details (flight number, date)
- Reason for refund request
- Preferred refund method

Step 3: Confirmation

- Email confirmation of refund request received
- Reference number for tracking
- Estimated processing timeline

Step 4: Payment

- Refund processed to original payment method
- Confirmation email when payment issued
- Transaction appears within stated timeline

12.6 Refund Queries

"How long for refund?"

- 7-14 business days from request approval

"Can I get money back instead of rebooking?"

- Yes, full refund available for cancelled flights or delays 5+ hours

"Refund includes baggage fees?"

- Yes, if baggage was not transported

"Can I get voucher instead of refund?"

- Yes, vouchers typically offer 10-20% bonus value

13. Baggage Handling During Rebooking

13.1 Checked Baggage

Automatic Rerouting:

- ■ Baggage automatically transferred to new flight
- ■ Tracking notifications sent to passenger mobile/email
- ■ Priority tagging for time-sensitive connections
- ■ No additional baggage fees for rebooking

Short Connection Times:

- Expedited transfer for connections < 60 minutes
- Ground crew alerted for priority handling
- Passenger notified if baggage delayed

Multi-Airline Rebooking:

- Interline baggage agreements ensure smooth transfer
- Baggage tags updated with new flight information
- Passenger receives new baggage claim tags

13.2 Delayed Baggage

If Baggage Delayed > 24 Hours:

- ■ **Essentials Reimbursement:** Up to \$100 for immediate necessities
- ■ **Clothing Allowance:** \$50/day for toiletries and clothing
- ■■ **Tracking Updates:** Every 6 hours until delivered
- ■ **Delivery:** Free delivery to hotel or home address

Claim Process:

1. File Property Irregularity Report (PIR) at airport
2. Receive PIR reference number

3. Submit expense receipts within 21 days
4. Reimbursement processed within 14 days

Coverage Under Baggage Insurance:

- Lost baggage: Up to \$3,000 per passenger (international: SDR 1,131 = ~\$1,500)
- Damaged baggage: Repair or replacement cost
- Delayed baggage: Reasonable expenses as above

13.3 Carry-On Baggage

Passenger Responsibility:

- Keep valuables, medications, documents in carry-on
- Carry-on limits remain same for rebooked flight
- No additional restrictions for rebooking

Oversized Carry-On:

- May need to be gate-checked
- Priority delivery at destination
- No fees for gate-checked bags on rebooking

13.4 Special Items

Musical Instruments, Sports Equipment, Assistive Devices:

- Same handling as original booking
- Special storage arrangements maintained
- No additional fees for rebooking

Fragile Items:

- Special handling tags reapplied
- Priority loading/unloading
- Passengers can inspect at destination

13.5 Baggage Queries

"Will my bags make the connection?"

- Yes, automatically transferred with priority handling

"What if my bag is delayed?"

- File PIR immediately, receive tracking updates, essentials reimbursed

"Do I pay baggage fees again for rebooked flight?"

- No, no additional baggage fees for airline-initiated rebooking

14. Frequent Flyer Miles

14.1 Miles Crediting Rules

For Rebooked Flights:

- ■ Miles credited based on **actual flight flown**, not original booking
- ■ Status miles (elite qualifying) preserved from original booking
- ■ Fare class of rebooked flight determines earning rate
- ■ Bonus miles may be offered as goodwill gesture

Earning Calculation:

Miles Earned = Flight Distance × Fare Class Multiplier × Status Bonus

Fare Class Multipliers:

- First Class: 200%
- Business Class: 150%
- Premium Economy: 125%
- Economy: 100%
- Discount Economy: 50%

14.2 Elite Status Miles

Original Booking Credits Preserved:

- Status miles from original booking remain in account
- Rebooked flight adds additional status miles based on actual distance
- No loss of status miles due to airline-initiated disruption

Example:

- Original: JFK-LAX (2,451 miles) → 2,451 status miles earned
- Rebooked: JFK-LAX via ORD (2,600 miles) → Additional 2,600 status miles
- Total: 5,051 status miles (original + rebooked)

14.3 Award Tickets

If Original Booking Was Award Ticket:

- Miles reinstated if no suitable alternative
- Rebooked on next available award seat (same cabin)
- If no award seats, confirmed seat in same cabin using miles
- Miles difference refunded if downgraded

14.4 Bonus Miles for Disruptions

Airline May Offer:

- Goodwill bonus: 1,000-5,000 miles
- Compensation miles in lieu of monetary compensation (passenger choice)
- Elite status extension for severe disruptions

14.5 Partner Airline Flights

If Rebooked on Partner Airline:

- Miles credited to Sun Airlines account
- Earning rate based on Sun Airlines' rules for partner
- Status benefits recognized on partner airline

14.6 Frequent Flyer Queries

"Do I still earn miles if my flight is changed?"

- Yes, miles earned on actual flight flown, plus original booking miles preserved

"What if I'm downgraded?"

- Original booking miles + rebooked flight miles + potential bonus miles

"Miles for award ticket rebooking?"

- Miles reinstated if cancelled, or rebooked on next award availability

15. Seat Assignments

15.1 Seat Assignment Principles

For Rebooked Flights:

- ■ Maintain same seat class and similar position
- ■ Group seating kept together when possible
- ■ Preferred seats (window/aisle) retained if available
- ■ Extra legroom seats maintained (if originally selected)
- ■ Families not separated

15.2 Seat Class Guarantees

Original Cabin	Rebooking Guarantee
First Class	First Class or Business (if First unavailable)
Business Class	Business Class (minimum)
Premium Economy	Premium Economy or Business (upgrade)
Economy	Economy (minimum), Premium if available

Automatic Upgrades:

- If same cabin unavailable, automatic free upgrade
- No downgrade without passenger consent + compensation

15.3 Group and Family Seating

Children Under 12:

- **Must** be seated with accompanying adult
- Adjacent seating priority
- Row proximity if adjacent unavailable

Groups (3+ passengers):

- Seating kept together when possible
- Same cabin section preferred
- Within 3 rows if entire group cannot be adjacent

Large Groups (6+ passengers):

- May require split into sub-groups

- Adult with children in each sub-group
- Communication between group members ensured

15.4 Special Seating Needs

Exit Row Seats:

- Reassigned if passenger meets exit row criteria
- Alternative extra legroom seat if available
- Compensation if extra legroom not available

Bulkhead Seats (for bassinets):

- Priority for passengers with infants
- Alternative front cabin if bulkhead unavailable

Wheelchair Accessible Seats:

- Reserved for passengers requiring accessible seating
- Priority boarding maintained
- Assistance provided

15.5 Paid Seat Selection

If Original Booking Included Paid Seats:

- Similar seat assigned on rebooked flight
- If similar seat unavailable, full refund of seat fee
- Alternative: Select different preferred seat (no additional charge)

15.6 Seat Assignment Queries

"Can I keep my window seat?"

- Yes, if window seat available in same cabin

"Will my family be seated together?"

- Yes, families with children given priority for adjacent seating


"I paid for extra legroom - will I get it on new flight?"

- Yes, or full refund of seat fee if unavailable

16. Special Assistance

16.1 Passengers with Disabilities

Priority Services:

-  ■ Priority rebooking (before general passengers)
- ■ Wheelchair and mobility assistance maintained
- ■ Medical device accommodation
- ■■ Special meal orders preserved
- ■ Companion seating guaranteed

Rebooking Process:

1. Special assistance team notified immediately
2. Accessible seating confirmed on rebooked flight
3. Ground assistance arranged at both airports
4. Personal assistance provided through rebooking process

16.2 Medical Equipment

Respiratory Devices (CPAP, POC):

- Stowage space confirmed on rebooked flight
- Power outlet access if required
- Medical clearance transferred

Mobility Devices (wheelchairs, walkers):

- Priority checked baggage
- Gate delivery if required
- Substitute device if damaged

Medications:

- Refrigeration storage if needed
- Carry-on exemptions for liquids
- Extra time for screening

16.3 Service Animals

Guide Dogs and Service Animals:

- Space confirmed on rebooked flight
- Relief area access during delays
- No additional fees
- Documentation transferred

16.4 Dietary Requirements

Special Meals:

- Original meal request transferred to rebooked flight
- Categories:
 - Medical (diabetic, gluten-free, allergies)
 - Religious (kosher, halal, Hindu vegetarian)
 - Preference (vegetarian, vegan, low-sodium)

Order Lead Time:

- 24 hours advance notice required
- Emergency accommodations for shorter notice
- Care meal vouchers if special meal unavailable

16.5 Unaccompanied Minors (UM)

Age Ranges:

- 5-11 years: Mandatory UM service
- 12-17 years: Optional UM service

Rebooking Process:

- Parent/guardian contacted immediately
- UM escort assigned for entire journey
- Meeting party notified of new arrival time
- No additional UM fees for airline-initiated rebooking

Safety Protocols:

- Direct flights prioritized
- Adult supervision at all times
- Hand-off procedures strictly followed

16.6 Elderly Passengers

Assistance Provided:

- Help with rebooking process
- Priority boarding
- Wheelchair assistance if needed
- Extra time for connections
- Liaison with family members

16.7 Special Assistance Queries

"How does rebooking work for disabled passengers?"

- Priority rebooking, all assistance services maintained, accessible seating confirmed

"Will my service animal be accommodated?"

- Yes, space confirmed on rebooked flight, no additional fees

"Special meal on rebooked flight?"

- Yes, transferred automatically or ordered with 24 hours notice

17. Group and Family Booking Policy

17.1 Group Booking Definition

Group: 6 or more passengers traveling together on same itinerary

Family Booking: 2+ passengers with at least one child under 18

17.2 Child-Adult Supervision Rule

Critical Policy:

Any child passenger must always be rebooked on the same flight as at least one accompanying adult from the same group. No child should be rebooked alone or separated from all adults.

Age Definitions:

- Infant: 0-2 years (lap child or with seat)

- Child: 2-12 years
- Minor: 12-18 years
- Adult: 18+ years

17.3 Rebooking Process for Groups

Priority 1: Keep Group Together:

- Search for flights with capacity for entire group
- Same cabin class for all passengers
- Adjacent or nearby seating

Priority 2: Split Booking (If Necessary):

- Divide group across multiple flights
- **Mandatory:** Each sub-group has at least one adult per child
- Minimize wait time between sub-groups
- Clear communication of split arrangements

Priority 3: Partner Airline Coordination:

- Utilize partner airlines if Sun Airlines capacity insufficient
- Coordinate simultaneous departures when possible
- Provide ground coordination between flights

17.4 Split Booking Examples

Example 1: Family of 5 (2 adults, 3 children)

- **Valid:**
 - Flight 1: Adult A + Child 1 + Child 2
 - Flight 2: Adult B + Child 3
- **Invalid:**
 - Flight 1: Adult A + Adult B
 - Flight 2: Child 1 + Child 2 + Child 3

Example 2: Group of 10 (3 adults, 7 children)

- **Valid:**
 - Flight 1: Adult A + 3 children
 - Flight 2: Adult B + 3 children
 - Flight 3: Adult C + 1 child
- **Invalid:**

- Flight 1: 3 adults
- Flight 2: 7 children

17.5 Family Seating Priority

Children Under 12:

- Seated adjacent to parent/guardian
- If adjacent impossible, within same row
- Maximum 1 aisle separation

Lap Infants:

- Bulkhead seats preferred (bassinet attachment)
- Extra seatbelt provided
- Priority boarding for setup time

17.6 Group Communication

Before Rebooking:

- Contact group leader/organizer
- Explain available options
- Obtain approval for split if necessary

After Rebooking:

- Confirmation sent to all group members
- Clear explanation of arrangements
- Meeting point instructions if arriving separately
- Emergency contact information

17.7 Group Pricing

For Airline-Initiated Disruptions:

- ■ No additional cost for group rebooking
- ■ Maintain original group discount (if applicable)
- ■ No split booking fees
- ■ Same fare for all group members

17.8 School and Tour Groups

Special Considerations:

- Chaperone ratios maintained (typically 1:10-15 students)
- Group leader receives manifest with all assignments
- Coordination with tour company/school
- Educational tour discounts preserved

18. Corporate and Business Travel

18.1 Corporate Account Benefits

Priority Services:

- ■ Faster rebooking process (premium queue)
- ■ Dedicated corporate travel desk
- ■ Account manager liaison
- ■ Disruption reporting for expense management

18.2 Rebooking Process for Corporate Travelers

Automatic Notifications:

1. Passenger notified (email, SMS, app)
2. Corporate travel manager notified simultaneously
3. Expense system updated automatically
4. Travel policy compliance checked

Flexible Rebooking:

- Deviation from corporate policy allowed for disruptions
- Upgrade options presented (at airline's discretion)
- Alternative cabin classes if preferred
- Next-day flights if requested

18.3 Expense Management

Documentation Provided:

- Detailed disruption report
- Original vs. rebooked flight comparison
- Fare difference breakdown
- Compensation eligibility statement

Integration with Expense Systems:

- Concur, SAP, Expensify compatible
- Automatic receipt delivery
- Coded for expense categories
- Approved for reimbursement

18.4 Corporate Travel Manager Dashboard

Real-Time Visibility:

- All disrupted corporate travelers
- Rebooking status for each traveler
- Additional costs incurred
- Compensation amounts
- Meeting impact assessment

Actions Available:

- Approve alternative arrangements
- Override policy restrictions
- Request specific accommodations
- Communicate with travelers

18.5 Meeting and Event Coordination

If Multiple Employees Traveling to Same Event:

- Coordinate arrivals when possible
- Group ground transportation
- Shared accommodations for delays
- Meeting organizer notifications

18.6 VIP and C-Level Travelers

Enhanced Services:

- Personal phone call for disruption notification
- Concierge rebooking service
- First/Business class prioritization
- Lounge access during delays
- Chauffeur service coordination

18.7 Corporate Queries

"How do we track disruption costs?"

- Automated reports sent to travel manager with all expense details

"Can employee upgrade for disrupted flight?"

- Yes, flexible rebooking allows upgrades, especially for long delays

"How is corporate travel policy maintained?"

- Policy rules applied when possible, deviations flagged and explained

19. Dispute Resolution

19.1 Escalation Process

Level 1: Customer Service

- First point of contact
- Handle routine complaints and requests
- Authorize standard compensation
- Response time: 24-48 hours

Level 2: Supervisor

- Complex cases or unsatisfied customers
- Authorize enhanced compensation
- Override standard policies with justification
- Response time: 3-5 business days

Level 3: Customer Relations

- Formal complaints
- Legal or regulatory concerns

- High-value customers
- Response time: 7-10 business days

Level 4: External Mediator

- Unresolved disputes
- National enforcement body (DOT, CAA, etc.)
- Alternative dispute resolution (ADR)
- Legal proceedings

19.2 Filing a Complaint

Required Information:

- ■ Booking confirmation number
- ✈ ■ Flight details (number, date, route)
- ■ Disruption proof (photos, boarding pass, gate announcements)
- ■ Expense receipts (care costs, alternative arrangements)
- ■ Communication logs (emails, messages, calls)

Submission Methods:

1. **Online Form:** www.sunairlines.com/complaints
2. **Email:** complaints@sunairlines.com
3. **Mail:** Sun Airlines Customer Relations, [address]
4. **Phone:** 1-800-SUN-CARE (complaint hotline)

19.3 Response Timelines

Complaint Type	Acknowledgment	Resolution
Standard	48 hours	10 business days
Priority (disability, medical)	24 hours	5 business days
Legal/Regulatory	24 hours	20 business days
Complex/Multi-party	48 hours	30 business days

19.4 Compensation Assessment

Factors Considered:

- Severity of disruption

- Length of delay
- Passenger circumstances (medical, business, family)
- Airline's fault vs. extraordinary circumstances
- Passenger costs incurred
- Emotional distress
- Loyalty status

Typical Compensation:

- Flight vouchers: \$100-\$500
- Miles bonus: 5,000-25,000 miles
- Refund of additional expenses
- EU261 statutory compensation
- Status extension or upgrade

19.5 National Enforcement Bodies

United States: Department of Transportation (DOT)

- Website: www.transportation.gov/airconsumer
- File online complaint
- DOT investigates and may fine airline

European Union: National Aviation Authority + EU Commission

- Varies by country (CAA in UK, DGAC in France, etc.)
- EU261 enforcement
- Can pursue through Small Claims Court

Other Regions:

- Canada: Canadian Transportation Agency (CTA)
- Australia: Airline Customer Advocate
- Brazil: ANAC

19.6 Alternative Dispute Resolution (ADR)

Mediation Services:

- Independent third party
- Non-binding recommendations
- Faster than court proceedings

- Often free or low-cost

Arbitration:

- Binding decision
- More formal than mediation
- Legally enforceable
- Costs shared or paid by airline

19.7 Legal Action

Small Claims Court:

- For claims < \$5,000-\$10,000 (varies by jurisdiction)
- No lawyer required
- Simple procedures
- Quick resolution (2-3 months)

Civil Court:

- For larger claims
- Legal representation recommended
- Longer process (6-24 months)
- Full legal proceedings

19.8 Dispute Resolution Queries

"How do I escalate my complaint?"

- Start with customer service, escalate to supervisor, then customer relations, finally external mediator

"What documentation do I need?"

- Booking confirmation, flight details, expense receipts, communication logs

"How long for resolution?"

- Standard: 10 business days, Complex: up to 30 days

20. Force Majeure Events

20.1 Definition

Force Majeure: Unforeseeable circumstances that prevent someone from fulfilling a contract, specifically events beyond the airline's reasonable control.

20.2 Qualifying Events

Natural Disasters:

- ■■ Hurricanes, tornadoes, cyclones
- ■ Floods, tsunamis
- ■ Wildfires
- ■ Severe thunderstorms
- ❄ ■ Blizzards, ice storms
- ■ Volcanic eruptions
- ■ Earthquakes

Political and Security:

- ■■ War, armed conflict
- ■ Terrorism or security threats
- ■■ Political unrest, riots
- ■ Government-imposed travel bans
- ■ Border closures

Airspace and Airport:

- ■ Airport closure (security, damage)
- ■ Airspace closure (military, security)
- ✈ ■ Air traffic control strikes
- ■ Runway closures (damage, ice, FOD)

Health Emergencies:

- ■ Pandemics, epidemics
- ■ Public health emergencies
- ■ Mass casualty events requiring medical diversion

Other Extraordinary Events:

- ■■ Satellite or navigation system failures
- ■ Major power outages
- ■ Cyber attacks on aviation systems
- ■ Bird strikes (if cause flight safety issue)

20.3 Passenger Rights During Force Majeure

What Passengers ARE Entitled To:

- ■ Rebooking on next available flight (free)
- ■ Care and assistance (meals, hotel, communications)
- ■ Full refund option
- ■ Alternative routing to final destination
- ■ Information and updates

What Passengers ARE NOT Entitled To:

- ■ Monetary compensation (EU261 or equivalent)
- ■ Compensation for consequential losses
- ■ Guaranteed rebooking within specific timeframe

20.4 Airline Obligations

Immediate Actions:

1. Ensure passenger safety
2. Provide clear information about situation
3. Offer rebooking or refund options
4. Activate care obligations
5. Monitor event developments

Ongoing Obligations:

- Regular updates every 30-60 minutes
- Accommodation if overnight delays
- Meals and refreshments
- Access to communications
- Assistance for vulnerable passengers

Recovery Phase:

- Resume normal operations as soon as safely possible
- Prioritize stranded passengers for rebooking
- Waive rebooking fees and restrictions
- Provide flexible travel dates
- Coordinate with other airlines for capacity

20.5 Refund vs. Rebooking

Passenger Choice:

- **Option 1:** Wait for next available flight (potentially days later)
- **Option 2:** Rebook on alternative routing (via different cities)
- **Option 3:** Full refund (no obligation to travel)

Processing:

- Rebooking: Immediate, no fees
- Refund: Within 7-14 days, full amount including taxes

20.6 Travel Waivers

Definition: Temporary policy allowing flexible changes without fees

Typical Waiver Terms:

- Change fees waived
- Fare difference waived (within same cabin)
- Extended rebooking period (up to 1 year)
- Alternative airports allowed
- Name changes permitted (with ID verification)

Activation:

- Issued before or immediately after force majeure event
- Applies to all flights affected by event
- Posted on airline website and sent to affected passengers

20.7 Insurance Claims

Travel Insurance Coverage:

- Trip cancellation/interruption
- Additional accommodation costs
- Alternative transportation
- Non-refundable expenses

Airline Assistance:

- Provide incident report for insurance claim

- Document delays and expenses
- Letter confirming force majeure event
- Flight status records

20.8 Business Continuity

Airline Actions During Extended Events:

- Activate crisis management team
- Coordinate with government authorities
- Deploy additional customer service staff
- Set up emergency rebooking hotlines
- Extend call center hours (24/7)
- Provide real-time updates on website/app

20.9 Lessons from Recent Events

COVID-19 Pandemic:

- Unprecedented global travel restrictions
- Extended force majeure period (months)
- Flexible vouchers instead of refunds
- Rolling travel waivers
- Enhanced cleaning protocols

Volcanic Ash Clouds (Eyjafjallajökull 2010):

- Multi-day airspace closures
- Tens of thousands stranded
- Alternative ground transportation arranged
- Inter-airline cooperation
- Extended care obligations

Hurricane Disruptions:

- Pre-emptive flight cancellations
- Travel waivers issued 2-3 days in advance
- Passengers encouraged to rebook proactively
- Additional flights added post-storm
- Damage assessment and airport reopening coordination

20.10 Force Majeure Queries

"Do I get compensation for weather cancellation?"

- No monetary compensation, but rebooking and care provided

"How long can force majeure delays last?"

- Varies by event; updates provided regularly

"Can I get refund instead of waiting?"

- Yes, full refund available at any time

"Will insurance cover my costs?"

- Depends on policy; airline provides documentation to support claim

Appendix A: Quick Reference Guide

Compensation Quick Reference

Scenario	Rebooking	Care	Compensation
Cancelled (airline fault)	■ Free	■ Yes	■ Yes (EU261)
Cancelled (weather)	■ Free	■ Yes	■ No
Delayed 2-3 hours	Optional	■ Yes	■ No
Delayed 3+ hours	■ Free	■ Yes	■ Yes (EU261)
Delayed 5+ hours	■ Free or Refund	■ Yes	■ Yes (EU261)
Denied boarding	■ Free	■ Yes	■ Yes (EU261)

Contact Information

Customer Service: 1-800-SUN-HELP

Rebooking Hotline: 1-800-SUN-BOOK

Complaints: 1-800-SUN-CARE

Corporate Travel: 1-800-SUN-CORP

Special Assistance: 1-800-SUN-ACCESS

Email:

- General: support@sunairlines.com

- Refunds: refunds@sunairlines.com
- Complaints: complaints@sunairlines.com

Website: www.sunairlines.com

App: Sun Airlines (iOS/Android)

Appendix B: Glossary

EU261: European Union regulation establishing passenger rights for flight delays and cancellations

Force Majeure: Extraordinary circumstances beyond airline's control

Interline Agreement: Partnership allowing ticket/baggage transfer between airlines

OAG: Official Airline Guide - global flight schedule database

PNR: Passenger Name Record - unique booking reference code

PIR: Property Irregularity Report - baggage delay/loss claim form

DOT: Department of Transportation (United States)

IATA: International Air Transport Association

Extraordinary Circumstances: Events beyond airline's reasonable control (weather, political, security)

Care Obligations: Airline's duty to provide meals, accommodation, communications during disruptions

Split Booking: Dividing group across multiple flights due to capacity constraints

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Approved By:

- Chief Operating Officer
- Head of Customer Experience
- Legal & Compliance Department
- Flight Operations Management

Distribution:

- All customer service agents
- Airport operations staff
- RecoverAI system knowledge base
- Corporate travel partners
- Regulatory authorities (as required)

Revision History:

- **v1.0** (June 2024): Initial policy document
- **v2.0** (October 2025): Added hierarchical flight selection, enhanced group booking rules, comprehensive policy integration

RecoverAI System Integration Notes

This policy document serves as the authoritative source for the RecoverAI AI-powered flight disruption management system. Key integration points:

1. **RAG Knowledge Base:** Full document indexed for semantic search
2. **Policy Filtering:** Sections 6 and 3 guide automated flight filtering
3. **Hierarchical Search:** Section 3 defines priority-based search algorithm
4. **Group Booking:** Section 17 enforces child-adult supervision rules
5. **Compensation:** Section 7 guides automatic compensation calculation
6. **Care Obligations:** Section 8 triggers automatic care provisions

System Configuration:

- Maximum delay limits: 6 hours (standard), 24 hours (weather)
- Priority bonuses: P1=+50, P2=+40, P3=+0, P4=-10
- Direct flight preference: Enabled by default
- Group split rules: Adult-child supervision mandatory

END OF DOCUMENT

For questions or clarifications, contact Policy Department at policy@sunairlines.com