

FLIGHT DELAYS & COMPENSATION POLICY

1. Introduction

AL Airways is committed to minimizing flight disruptions and ensuring fair treatment of passengers when delays occur. This document defines flight delays, outlines passenger entitlements, explains assistance provided during delays, and clarifies compensation eligibility and non-compensation scenarios.

All assistance and compensation are subject to operational feasibility and applicable regulations.

2. What Is a Flight Delay?

A flight is considered **delayed** when the actual departure time exceeds the scheduled departure time by **more than 2 hours**.

Delays may occur due to operational, technical, weather-related, or regulatory reasons.

3. Passenger Entitlements During Delays

Passenger assistance is provided based on the duration of the delay and the cause.

3.1 Delay Assistance Guidelines

- **2 to 3 hours delay**
 - Complimentary refreshments
 - **3 to 5 hours delay**
 - Meals provided
 - **More than 5 hours delay**
 - Option to rebook on the next available AL Airways flight
 - Option to request a full refund
 - **Overnight delay**
 - Hotel accommodation (subject to availability)
 - Ground transportation between airport and hotel
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4. Meals, Hotel, and Rebooking

4.1 Meals

Meals or refreshments are provided depending on delay duration and airport facilities.

4.2 Hotel Accommodation

Hotel accommodation is provided for overnight delays when the delay is caused by AL Airways operational reasons.

4.3 Rebooking Options

Passengers may choose:

- Free rebooking on the next available AL Airways flight
 - Rebooking on an alternative date, subject to seat availability
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5. Compensation Eligibility

Compensation is considered only when:

- Delay exceeds **3 hours**, and
- Delay is caused by **AL Airways operational or technical reasons**

Compensation may be provided in the form of:

- Travel vouchers
- Fare refunds
- Complimentary rebooking

The type and amount of compensation depend on route, delay duration, and regulatory guidelines.

6. Non-Compensation Scenarios

Compensation is **not provided** for delays caused by:

- Adverse weather conditions
- Air Traffic Control (ATC) restrictions
- Airport congestion

- Security threats or emergencies
- Natural disasters or force majeure events

In such cases, AL Airways will still make reasonable efforts to assist passengers.

7. Passenger Responsibilities

Passengers are responsible for:

- Providing correct contact details
- Monitoring flight status updates
- Reporting at the boarding gate as instructed

Failure to comply may affect eligibility for assistance.

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