

## FLIGHT CANCELLATION (AIRLINE-INITIATED)

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### 1. Introduction

AL Airways strives to operate all scheduled flights as planned. However, in rare circumstances, flights may be cancelled due to operational, safety, or external factors. This document outlines passenger rights, available options, assistance provided, refund processing timelines, and force majeure conditions applicable when a flight is cancelled by AL Airways.

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### 2. Definition of Airline-Initiated Cancellation

A flight is considered **airline-initiated cancellation** when:

- AL Airways cancels the flight prior to departure, or
  - The flight does not operate as scheduled and no alternative departure is provided within a reasonable time frame
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### 3. Passenger Options

When a flight is cancelled by AL Airways, passengers are entitled to choose one of the following options:

#### 3.1 Full Refund

- Refund of the unused ticket value
  - Processed to the original mode of payment
  - Applicable to both refundable and non-refundable fares
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#### 3.2 Rebooking

- Free rebooking on the next available AL Airways flight
  - Rebooking to a later date, subject to seat availability
  - No fare difference charged
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#### 3.3 Travel Credit

- Issued as a travel voucher or credit shell

- Valid for future AL Airways bookings
  - Validity period communicated at the time of issuance
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#### **4. Assistance Provided**

Assistance depends on the length of delay caused by the cancellation and the location of the passenger.

##### **4.1 Ground Assistance**

- Refreshments or meals
  - Hotel accommodation for overnight disruptions
  - Ground transportation between airport and hotel (where applicable)
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##### **4.2 Communication Support**

- Flight status notifications
  - Rebooking or refund assistance at airport counters or customer support
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#### **5. Refund Processing Time**

##### **5.1 Refund Timelines**

- Credit/Debit card payments: **7–10 business days**
- Other payment methods: As per provider timelines

Refund timelines may vary due to banking or regulatory procedures.

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#### **6. Force Majeure Conditions**

##### **6.1 Definition**

Force majeure events are circumstances beyond the control of AL Airways, including but not limited to:

- Severe weather conditions
- Air Traffic Control restrictions
- Natural disasters
- Political unrest or security threats

- Airport or airspace closures
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## **6.2 Impact on Compensation**

- Refund or rebooking will be offered
  - Additional compensation may not be applicable
  - Hotel or meal assistance may be limited based on local regulations
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## **7. Important Notes**

- Passenger choice must be exercised within the specified timeframe
  - Policies are subject to change without prior notice
  - AL Airways reserves the right to interpret and apply these rules
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## **End of Document**

### **AL Airways – Flight Cancellation (Airline-Initiated) Policy**

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#### **RAG-READY CONFIRMATION**

- Clear separation of refund vs rebooking vs credit
- Force majeure clearly defined
- Avoids ambiguous compensation claims
- Strong alignment with airline industry standards