

## CloudWay 24 – Passenger Rights

At CloudWay 24, we are committed to providing a safe, comfortable, and reliable travel experience for all our passengers. We believe in transparency, prompt communication, and protecting the interests of our travelers. Below are your fundamental passenger rights when flying with CloudWay 24.

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### 1. Right to Information

- **Clear Fare & Fee Disclosure:** You are entitled to complete information regarding fares, taxes, surcharges, and any additional fees at the time of booking.
  - **Booking Confirmation & Updates:** You will receive prompt electronic confirmation of your booking and any schedule changes, delays, or cancellations.
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### 2. Right to Care & Assistance

- **Delays and Cancellations:**
    - If your flight is delayed by more than 2 hours or cancelled, you are entitled to meals, refreshments, and communication assistance (calls, emails).
    - For overnight delays, you are entitled to hotel accommodation and ground transfers where applicable.
  - **Denied Boarding:**
    - If you are denied boarding involuntarily (e.g., due to overbooking), you will be offered alternate travel options or a full refund, along with compensation as per regulatory norms.
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### 3. Right to Refunds and Compensation

- **Refunds:**
    - In case of flight cancellation or significant schedule change by CloudWay 24, you are entitled to a full refund or rebooking at no additional cost.
  - **Compensation:**
    - You may be eligible for compensation for flight delays, cancellations, or baggage issues as per DGCA guidelines and international conventions.
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#### 4. Right to Comfort and Special Assistance

- **Mobility and Medical Needs:**
    - Passengers with reduced mobility or special requirements can request assistance during booking or up to 48 hours before departure.
  - **Unaccompanied Minors & Elderly:**
    - Safe travel and assistance are available for children and elderly passengers traveling alone.
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#### 5. Right to Baggage Protection

- **Lost or Damaged Baggage:**
    - If your checked baggage is lost, delayed, or damaged, you are entitled to compensation as per airline and international regulations.
  - **Prompt Tracing and Updates:**
    - Our team will keep you informed and work towards swift baggage location and return.
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#### 6. Right to Privacy and Data Protection

- **Secure Handling of Data:**
    - All personal and payment data is handled securely as per data protection laws and CloudWay 24 privacy policy.
  - **Right to Opt-out:**
    - You can opt-out of promotional communications at any time.
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#### 7. Right to Customer Support and Redressal

- **24/7 Support:**
    - Access to customer support via phone, email, and chat for queries or grievances.
  - **Feedback & Complaint Resolution:**
    - Passengers can submit complaints online or through our app; we aim to resolve all issues in a fair and timely manner.
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#### Need Assistance?

Visit [CloudWay24.com/support](https://CloudWay24.com/support) or contact us through the CloudWay24 app for more information on your rights or to lodge a complaint.

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CloudWay 24 is dedicated to upholding your rights and ensuring a seamless, fair, and enjoyable travel experience.