



**ASSISTANCE POLICY IN CASE OF DENIED BOARDING, CANCELLATION / SCHEDULE CHANGE
OR DELAY FLIGHTS DEPARTING FROM PARAMARIBO
(INCLUDING FLIGHTS TO AMSTERDAM)**

CONDITIONS IN CASE OF DENIED BOARDING

In case of an overbooked flight, the airline will look for volunteers to surrender their confirmed reservation in exchange for an agreed compensation. To volunteers appropriate assistance shall be offered as described below.

If there are not enough volunteers and passengers are refused boarding against their will, these refused passengers are entitled to compensation and assistance, provided they have registered themselves within the set time limit for check-in. Passengers are not entitled if there are sufficient reasons to refuse them a seat on board, as in case for health, flight safety and security reasons or with incomplete travel documents.

CANCELLATION / SCHEDULE CHANGE

If case the cancelled or schedule changed flight is announced more than 7 days before the planned departure date to the passengers, passengers are not entitled to assistance.

DELAY

In case the airline reasonably expects a flight to be delayed beyond its schedule time of departure for more than four hours, passengers are entitled to assistance.

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Passengers can choose between:

- An alternative flight to the final destination under comparable transportation conditions on an airline's next available possibility, or at the request of the passenger on a later date if there are seats available.
or
- Refund of the ticket for the part of the journey that was not made if traveling according to the original travel plan no longer offers any purpose.

Furthermore, passengers are entitled to the following which is free of charge:

- Hotel accommodation in cases where a stay of one or more nights becomes necessary including transport between the airport and the hotel.
- Meals and non-alcoholic drinks in reasonable relation to the waiting time.
- Two international phone calls (limited to three minutes each) or two email messages.

All the above mentioned assistance only applies to non-residents.

This assistance policy does not apply in the event of an extraordinary circumstance and for passengers who travel free or for an airline discounted rate that is not directly or indirectly available to the public.

For more information feel free to contact Surinam Airways Claims Department via e-mail:

claimsdepartment@flyslm.com