

GENERAL COMPENSATION AND ASSISTANCE POLICY IN CASE OF DENIED BOARDING, CANCELLATION / SCHEDULE CHANGE OR DELAY OF SURINAM AIRWAYS FLIGHTS (EXCEPT FOR FLIGHTS FROM THE NETHERLANDS) OBSERVING AND ADHERING THE APPLICABLE LOCAL LAWS

Dear Customer,

Surinam Airways offers in the case of:

- denied boarding or
- cancellation or schedule change of your flight or
- delay of more than 4 hours, compensation and assistance, depending on the specific situation.

You may consult this leaflet for the conditions that apply for compensation and assistance in case of flights departing from regional airports.

Please accept our sincere apologies for the inconvenience which you may possibly experience.

However, we put first and foremost reliability and safety, while taking all necessary measures to prevent delays, cancellations or schedule changes and denied boarding.

SLM Claims Department

IN CASE OF DENIED BOARDING

When there are too many passengers for the seats available, we will first ask for volunteers to give up their seats in return for compensation and assistance as described here in.

If insufficient volunteers then we will deny boarding to passengers against their will. These passengers are then entitled to compensation and assistance, unless they have presented themselves for check-in within the required time, except where there are grounds to deny them boarding, such as reasons of health, safety or security, or inadequate travel documentation.

Compensation in case of denied boarding

A financial compensation of USD.100,= will be offered to passengers at the airport.

Assistance in case of denied boarding

Passengers shall be offered the choice between:

- Rerouting under comparable transport conditions on the first available SLM flight.
- Reimbursement of the SLM-ticket for the part of the journey not made, if the flight is no longer serving any purpose.

Moreover passengers shall be offered free of charge:

- Hotel accommodation, meals and non-alcoholic drinks for non-residents in cases where a stay becomes necessary including transport from and to the airport
- 1 international telephone call – maximum 3 minutes,
- 1 fax message or 1 e-mail message.

IN CASE OF CANCELLATION / SCHEDULE CHANGE

In case the passenger is not informed of the cancellation or schedule change at least one week before the scheduled departure time, passengers have the right to assistance.

Assistance in case of cancellation / schedule change

Passengers shall be offered the choice between:

- Rerouting under comparable transport conditions on the first available SLM flight
- Reimbursement of the SLM ticket for the part of the journey not made, if the flight is no longer serving any purpose.

Moreover passengers shall be offered free of charge:

- Hotel accommodation, meals and non-alcoholic drinks for non-residents, in cases where a stay becomes necessary including transport from and to the airport
- 1 international telephone call – maximum 3 minutes,
- 1 fax message or 1 e-mail message.

IN CASE OF DELAY:

Compensation in case of a delay

A financial compensation of USD.50,= (regional flight) or Euro.50,= (mid-atlantic flight) per day/per person will be offered to the passenger.

Assistance in case of delay

When Surinam Airways reasonably expects a flight to be delayed beyond its scheduled time of departure of 4 hours or more, the passengers will be offered:

- Hotel accommodation, meals and non-alcoholic drinks for non-residents, in case where a stay becomes necessary including transport from and to the airport)
- 1 international telephone call – maximum 3 minutes,
- 1 fax message, or 1 e-mail message.

When the delay is at least 4 hours or more, passengers shall be offered:

- Reimbursement of the SLM ticket for the part of the journey not made, if the flight is no longer serving any purpose.

DEMANDS FOR COMPENSATION AND OTHER MATTERS

As previously indicated, the passenger shall be offered the choice of reimbursement of the ticket for the part of the journey not made, if the flight is no longer serving any purpose in relation to the passenger's original travel plan,

- in case of denied boarding
- in case of cancellation or a delay of 4 hours or more.

This regulation does not apply to passengers who travel on a reduced ticket, which is not available to the general public.

If you wish to contact our company to file a complaint or a demand for financial compensation or a compliment , you are kindly invited to do so in writing even if this means just sharing your travel experience with us.

Feel free to contact us on the following e-mail address: claimsdepartment@flyslm.com