



## **Assistance and compensation for cancellation, delay and denied boarding**

*This notification is required by Regulation (EC) No. 261/2004 of the European Parliament and of the Council of Europe.*

### **CANCELLATION ASSISTANCE**

Passengers can choose between:

- an alternative flight to the final destination under comparable transport conditions as soon as possible as indicated by the airline, or at a later date at the passengers' convenience, subject to the availability of seats; and
- a reimbursement of the ticket for the part or parts of the journey that were not made, and for the part or parts already made if the flight no longer serves any useful purpose in relation to the original travel plan, and also a return flight to the first point of departure as noted on the ticket (if applicable).

Passengers are also entitled to receive, free of charge:

- meals and refreshments that are in reasonable relation to the waiting time;
- hotel accommodation in case it becomes necessary to have an overnight stay or a stay in addition to the original travel plan (including transport);
- one prepaid phone card or the cost of two telephone calls (limited to 5 minutes each), fax messages or e-mails.

### **CANCELLATION COMPENSATION**

If passengers are informed of the cancellation less than two weeks before the planned departure date, they are not entitled to compensation if the departure and arrival times of the new flight are close to the original departure and arrival times:

- a maximum of two hours before the original scheduled departure time and a maximum of four hours after the original scheduled arrival time, in case passengers were informed between two weeks and seven days before departure;
- a maximum of one hour before the original scheduled departure time and a maximum of two hours after the original scheduled arrival time in case passengers were informed less than seven days before departure.

The compensation is not paid at the airport. Passengers should contact Surinam Airways Claims Department. The compensation is offered in the form of a Travel Voucher with a specified cash value or in the form of payment of a sum of money.

The value of the Travel Voucher is EUR 700 \*. The compensation can be reduced by 50% if the arrival time of the alternative flight is within 4 hours of the scheduled arrival time of the original flight.

The airline operating the flight is not obligated to pay this compensation in case of a cancellation due to extraordinary circumstances and which could not have been prevented despite having taken all reasonable measures.

This compensation scheme is based on Regulation (EC) Nr. 261/2004. In case of departure from an airport outside the EU to a destination in an EU country, local regulations and other compensation schemes may apply. For more information passengers can contact SLM Claims Department.

### **DELAY ASSISTANCE**

The assistance described in this section is provided if the scheduled departure time of the flight has been delayed for at least 2 hours.

Passengers are entitled to receive, free of charge:

- meals and refreshments that are in reasonable relation to the waiting time;
- hotel accommodation in case it becomes necessary to have an overnight stay or a stay in addition to the original travel plan (including transport);
- one prepaid phone card or the cost of two telephone calls (limited to 5 minutes each), fax messages or e-mails.

## **DELAY COMPENSATION**

If upon arrival the delay is 3 hours or more after the scheduled arrival time, passengers are entitled to compensation, except in case the delay is caused by extraordinary circumstances that could not have been anticipated by the airline and if the airline has taken all reasonable measures to prevent the delay.

The compensation is not paid at the airport. Passengers should contact Surinam Airways Claims Department. The compensation is offered in the form of a non-exchangeable Travel Voucher valued at EUR 700 \* that cannot be redeemed for cash or in the form of a cash amount of EUR 600 \*.

\* The compensation can be reduced by 50% if the arrival time of the delayed flight is between 3 and 4 hours after the scheduled arrival time of the original flight.

This compensation scheme is based on Regulation (EC) Nr. 261/2004. In case of departure from an airport outside the EU to a destination in an EU country, local regulations and other compensation schemes may apply. For more information passengers can contact SLM Claims Department.

## **DENIED BOARDING CONDITIONS**

If a flight is overbooked, the airline will ask for volunteers who are willing to surrender their confirmed reservation in exchange for an agreed compensation in the form of a Travel Voucher. Appropriate assistance will also be offered, as described below.

If there are not enough volunteers and passengers are refused against their will, then these refused passengers are entitled to compensation and denied boarding assistance, provided they have met the set check-in time requirements. Passengers are not entitled to this if there are reasonable grounds to deny them a seat on board, such as in the case of health, safety and security reasons or with inadequate travel documents.

## **DENIED BOARDING ASSISTANCE**

Passengers can choose between:

- an alternative flight to the final destination under comparable transport conditions as soon as possible as indicated by the airline, or at a later date at the passengers' convenience, subject to the availability of seats; and
- a reimbursement of the ticket for the part or parts of the journey that were not made, and for the part or parts already made if the flight no longer serves any useful purpose in relation to the original travel plan, and also a return flight to the first point of departure as noted on the ticket (if applicable).

Passengers are also entitled to receive, free of charge:

- meals and refreshments that are in reasonable relation to the waiting time;
- hotel accommodation in case it becomes necessary to have an overnight stay or a stay in addition to the original travel plan (including transport);
- one prepaid phone card or the cost of two telephone calls (limited to 5 minutes each), fax messages or e-mails.

## **DENIED BOARDING COMPENSATION**

Passengers who were denied boarding against their will shall be offered compensation at the airport. The compensation is offered in the form of a non-exchangeable Travel Voucher valued at EUR 700 \* that cannot be redeemed for cash or in the form of a cash amount of EUR 600 \*.

\* The compensation can be reduced by 50% if the arrival time of the delayed flight is between 3 and 4 hours after the scheduled arrival time of the original flight.

This compensation scheme is based on Regulation (EC) Nr. 261/2004. In case of departure from an airport outside the EU to a destination in an EU country, local regulations and other compensation schemes may apply. For more information passengers can contact SLM Claims Department.