

## COMPENSATION PAYMENTS

The passengers shall be entitled to receive compensation in respect of amounts specified on the following table, in accordance with the Regulation on Air Passenger Rights; in case of cancellation of flights except for the extraordinary conditions, any denied boarding due to overbooking, or occurrence of the following cases;

- In the event that the passengers are not informed about the cancellation at least two weeks prior to the scheduled time of departure,
- Unless the passengers are informed about the cancellation within a period of time starting from two weeks to seven days prior to the scheduled time of departure; and unless any change of the route, which allows the passengers to depart two hours prior to the scheduled time of departure at the latest, and to arrive to the final destinations four hours later than the scheduled time of arrival at the latest, is offered to the passengers;
- Unless the passengers are informed about the cancellation within a period of time less than seven days prior to the scheduled time of departure; and unless any change of the route, which allows the passengers to depart one hour prior to the scheduled time of departure at the latest, and to arrive to the final destinations two hours later than the scheduled time of arrival at the latest, are offered to the passengers.

In respect of the determination of the distance in case of denied boarding or cancellation, the scheduled final destination shall be taken as the basis.

In respect of the scheduled time of arrival of the flight reserved, in the event that any alternative flight, which does not exceed two hours for the flights of 1500 kilometers or less (including 1500 km), and which does not exceed three hours for the flights of 1500 to 3500 kilometers (including 3500 km), and which does not exceed four hours for the flights more than 3500 kilometers, and that any change of the route regarding the final destinations is offered, then the compensation amounts, specified below, shall be decreased at the rate of 50%.

The compensation payments, as specified below, shall also be applicable to the passengers, who travel by use of award tickets.

In case of downgrading of the travel class, then, in addition to fare difference, 30% of ticket fare for the flights of 0-1500 km, and 50% of such fare for the flights of 1500-3500 km, and 75% of such fare for the flights more than 3500 km shall be paid as compensation.

In respect of award tickets (tickets issued in consideration of miles), 3.000 miles for the flights of 0-1500 km, and 5.000 miles for the flights of 1500-3500 km, and 10.000 miles for the flights more than 3500 km shall be paid as compensation.

**No compensation shall be paid to the passengers in respect of flight irregularities in case of any extraordinary circumstances (meteorological conditions, natural disasters, security risks, unforeseen deficiencies in terms of flight safety, cases such as strike, and political unrest).**

| FLIGHT DISTANCE                           | COMPENSATION AMOUNT (EURO)                                    |
|---|---|
| ALL DOMESTIC FLIGHTS                      | The amount determined by the National Civil Aviation (ANACIM) |
| INTERNATIONAL FLIGHTS OF 0-1500 KM        | 250   |
| INTERNATIONAL FLIGHTS OF 1500-3500 KM     | 400   |
| INTERNATIONAL FLIGHTS OF 3500 KM AND OVER | 600   |

The equivalent of the compensation amounts in XOF shall be calculated by taking the selling rate of exchange of the Central Bank of the Republic of Senegal applicable at the day on which the ticket is sold, that is to say, the date on which the payment for the ticket is effectuated, as the basis.



# AIR SENEGAL SA

ESPRIT TERANGA



## PASSENGER RIGHTS

Dear Passengers,

In case of any denied boarding, flight cancellation or delay of a flight for a period of at least two hours, you can benefit from the rights prescribed in relation to the compensation and service system of Air Senegal, as per the "Regulation on Air Passenger Rights".

Any special services, which may be needed by our passengers with reduced mobility, or our unaccompanied minors, shall be provided by our personnel in accordance with the said Regulation.

We would like to remind you that our company shall not be held liable in the event that our passengers fail to provide their contact details as requested by our company either during the reservation, or subsequently, or if they provide such details inaccurately.

In respect of all flights of Air Senegal, passengers with confirmed reservations, and passengers holding tickets, who apply for the check-in processes 60 minutes prior to the departure time, at the latest, for the international flights; and 45 minutes prior to the departure time, at the latest, for the domestic flights, can benefit from our services, as indicated below, in case of any flight irregularities.

Any passengers, who are not admitted to the flights due to such reasons as medical condition, safety, security and inappropriate travel documents, are excluded from the scope of the services to be offered.

**No compensation shall be paid to the passengers in respect of flight irregularities in case of any extraordinary circumstances (meteorological conditions, natural disasters, security risks, unforeseen deficiencies in terms of flight safety, cases such as strike, and political unrest).**

You can submit your feedback by feeling in the feedback form available on our website [flyairsenegal.sn](http://flyairsenegal.sn) and our mobile application, or through our following communication channels. You can also share your comments with us by completing the feedback form available in our in-flight entertainment system during your flight.

**Address:** Bat n°2, Route du King Fahd Palace, Almadies, Dakar (Senegal)

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For further information, please refer to [www.flyairsenegal.sn](http://www.flyairsenegal.sn)

## DELAY OF FLIGHTS

In case of delay of flights, the services specified on the following table shall be provided on the basis of the waiting period.

| Services   | Between 15 minutes - 1 hour<br>15 to 60 minutes  | Between 1 - 2 hours<br>61 to 120 minutes | Between 2 - 3 hours<br>121 to 180 minutes | Between 3 - 5 hours<br>181 to 300 minutes | 5 hours and over 301 minutes and over |
|--|--|--|---|---|---------------------------------------|
| Announcement Service   | √  | √  | √   | √   | √                                     |
| Free of Charge Reservation/Route Change *  |  | √  | √   | √   | √                                     |
| Refund of Ticket Fare **   |  | Domestic Lines                           |   |   | International Lines                   |
| Free of charge phone calls (for two times) with no time limitation; and free of charge Fax and E-mail. |  |  | √   | √   | √                                     |
| Hot/Cold Beverage  |  |  | √   | √   | √                                     |
| Light Meal   |  |  |   | √   | √                                     |
| Main Course (based on the time zone)   |  |  |   | √   | √                                     |
| Accommodation and Transport service (airport-place of accommodation)                                   | In case of any delays lasting for eight hours and over, accommodation service will be provided. The transportation service between the place of accommodation and the airport shall be provided free of charge. In the event that the entry of the passenger into the country is not allowed due to the border regulations, the passenger shall be kept waiting at the transit lounge, or service shall be provided in accordance with the hotel opportunities of the airport. |  |   |   |                                       |

\* Free of charge reservation/route change will be granted, as appropriate to the kilometers scale, to the nearest point (0-1500 km/ 1500-3500 km/3500 km and over). In the event that any reservation changes affect the travel plan of the passenger, then the changes for the other flights, of the passenger, specified on the same ticket, shall also be carried out free of charge.

\*\* Detailed information regarding any actions for refund can be obtained from ticket sales offices.

## MISCONNECTION/DIVERT

In respect of the travels, which are indicated on the same ticket as to continue to multiple destinations, in the event that the connection is disrupted due to various reasons, and that the destination is changed due to compulsory reasons and the flight is ended at any different airport, then such passengers shall be ensured to travel by the first available flight. Any services specified on the table, given below, shall be provided basing on the waiting period between the actual time of arrival of the flight, where the irregularity has been suffered, and the time of departure of the alternative flight.

| Services   | Between 15 minutes - 1 hour<br>15 to 60 minutes   | Between 1 - 2 hours<br>61 to 120 minutes | Between 2 - 3 hours<br>121 to 180 minutes | Between 3 - 5 hours<br>181 to 300 minutes | 5 hours and over 301 minutes and over |
|--|---|--|---|---|---------------------------------------|
| Announcement Service   | √   | √  | √   | √   | √                                     |
| Free of Charge Reservation/Route Change *  | √   | √  | √   | √   | √                                     |
| Refund of Ticket Fare**  | √   | √  | √   | √   | √                                     |
| Free of charge phone calls (for two times) with no time limitation; and free of charge Fax and E-mail. |   |  | √   | √   | √                                     |
| Hot/Cold Beverage  |   |  | √   | √   | √                                     |
| Light Meal   |   |  |   | √   | √                                     |
| Main Course (based on the time zone)   |   |  |   | √   | √                                     |
| Accommodation and Transportation Service (airport-place of accommodation)                              | In case of any delays lasting for eight hours and over, accommodation service will be provided. The transportation service between the place of accommodation and the airport shall be provided free of charge. In the event that the entry of the passenger into the country is not allowed due to the border regulations, the passengers shall be kept waiting at the transit lounge, or service shall be provided in accordance with the hotel opportunities of the airport. |  |   |   |                                       |
| Transportation Fee (for alternative transportation)  | In the event that the passenger decides not to board the aircraft, the transportation of the passenger from the diversion point to the destination shall be ensured by various means of transportation, by paying the transportation fee thereto, upon the request of the passenger. No refund shall be performed for the passengers to whom the transportation fee by various means is paid.   |  |   |   |                                       |

\* Free of charge reservation/route change will be granted, as appropriate to the kilometers scale, to the nearest point (0-1500 km/ 1500-3500 km/3500 km and over). In the event that any reservation changes affect the travel plan of the passenger, then the changes for the other flights, of the passenger, specified on the same ticket, shall also be carried out free of charge.

\*\* Detailed information regarding any actions for refund can be obtained from ticket sales offices.

## CANCELLATION OF FLIGHTS

In case of cancellation of flights, any services shall be provided in accordance with the following table.

| Services   | Between 15 minutes - 1 hour<br>15 to 60 minutes   | Between 1 - 2 hours<br>61 to 120 minutes | Between 2 - 3 hours<br>121 to 180 minutes | Between 3 - 5 hours<br>181 to 300 minutes | 5 hours and over 301 minutes and over |
|--|---|--|---|---|---------------------------------------|
| Announcement Service   | √   | √  | √   | √   | √                                     |
| Free of Charge Reservation/Route Change *  | √   | √  | √   | √   | √                                     |
| Refund of Ticket Fare **   | √   | √  | √   | √   | √                                     |
| Free of charge phone calls (for two times) with no time limitation; and free of charge Fax and E-mail. |   |  | √   | √   | √                                     |
| Hot/Cold Beverage  |   |  | √   | √   | √                                     |
| Light Meal   |   |  |   | √   | √                                     |
| Main Course (based on the time zone)   |   |  |   | √   | √                                     |
| Accommodation and Transportation Service (airport-place of accommodation)                              | In the event that the duration between the time of cancellation of the flight, and the time of departure of the new alternative flight offered to the passengers lasts for eight hours or over, then the accommodation service shall be provided to the passengers. The transportation service between the place of accommodation and the airport shall be provided free of charge. In the event that the entry of the passenger into the country is not allowed due to the border regulations, the passengers shall be kept waiting at the transit lounge, or service shall be provided in accordance with the hotel opportunities of the airport. |  |   |   |                                       |
| Transportation Fee (for alternative transportation)  | Alternative transportation opportunities will be provided between the station of departure/arrival, specified on the original tickets of the passengers, and the station of departure/arrival of the alternative flight.  |  |   |   |                                       |
| Compensation   | See the section "Compensation Payments".  |  |   |   |                                       |

\* Free of charge reservation/route change will be granted, as appropriate to the kilometers scale, to the nearest point (0-1500 km/ 1500-3500 km/3500 km and over).

\*\* Detailed information regarding any actions for refund can be obtained from ticket sales offices.

## OVERBOOKING

Any services specified on the following table shall be provided to the passengers, who are not ensured to travel due to overbooking despite having confirmed and applicable tickets, or who are ensured to travel at a lower class, considering their waiting periods while ensuring their travels, and the amount specified under the section "Compensation Payments" shall be paid.

| Services  | Between 15 minutes - 1 hour<br>15 to 60 minutes  | Between 1 - 2 hours<br>61 to 120 minutes | Between 2 - 3 hours<br>121 to 180 minutes | Between 3 - 5 hours<br>181 to 300 minutes | 5 hours and over 301 minutes and over |
|---|--|--|---|---|---------------------------------------|
| Announcement Service  | √  | √  | √   | √   | √                                     |
| Free of Charge Reservation/Route Change*  | √  | √  | √   | √   | √                                     |
| Refund of Fare**  | √  | √  | √   | √   | √                                     |
| Free of charge phone calls (for two times) with no time limitation and free of charge Fax, E-Mail |  |  | √   | √   | √                                     |
| Hot/Cold Beverage   |  |  | √   | √   | √                                     |
| Light Meal  |  |  |   | √   | √                                     |
| Main Course (according to the time zone)  |  |  |   | √   | √                                     |
| Accommodation and Transportation Service  | Alternative transportation opportunities will be provided between the station of departure/arrival, specified on the original tickets of the passengers, and the station of departure/arrival of the alternative flight. In the event that the duration between the time of departure of the new alternative flight offered to the passenger lasts for eight hours or over, then the passenger shall be provided with the accommodation service. The transportation service between the place of accommodation and the airport shall be provided free of charge. In the event that the entry of the passenger into the country is not allowed due to the border regulations, the passengers shall be kept waiting at the transit lounge, or service shall be provided in accordance with the hotel opportunities of the airport. |  |   |   |                                       |
| Compensation (in case of any denied boarding and any downgrade to the lower service class)        | See the section "Compensation Payments".   |  |   |   |                                       |

\* Free of charge reservation/route change will be granted, as appropriate to the kilometers scale, to the nearest point (0-1500 km/ 1500-3500 km/3500 km and over).

\*\* Detailed information regarding any actions for refund can be obtained from ticket sales offices. In the event that the ticket is upgraded to an upper service class than the purchased one due to overbooking or aircraft type change, then no additional payment shall be demanded from the passenger. In the event that the passenger is downgraded to a service class lower than the one for which the passenger has purchased a ticket, then the cabin difference fare shall be paid to such passenger, and the miles difference at the category of the route in respect of the award tickets shall be refunded.