

Your rights as a passenger with Atlantic Airways

At Atlantic Airways, we do our utmost to ensure, that your departure and onwards journey is on schedule. However, when delays occur, we will provide for you in accordance with EU regulation EC 261/2004 on departures from airports within the EU, including Norway and Iceland.

Please note, that Atlantic Airways is a Faroese carrier and therefore not an EU-carrier, and Vagar Airport is not an EU airport. For that reason, EU compensation rules are not relevant for departures with Atlantic Airways from Vagar Airport.

Conditions:

- Atlantic Airways is the carrier.
- You are holding a valid ticket with a confirmed reservation to one of our departures.
- You are travelling at a ticket price, that is directly or indirectly available to the public or a valid ticket from one of our loyalty programs (Súlubonus or SVEIGGJ).

Delayed flights

The right to assistance comes into effect when there is a:

- 2 hours departure delay on flights under 1.500 km
- 3 hours departure delay on flights over 1.500 km within the EU and on flights between 1.500 and 3.500 km outside of the EU
- 4 hours departure delay on flights that are longer than 3.500 km and outside of the EU.

In the event of a departure delay of five hours or more, you can choose to cancel your trip and have the ticket price refunded.

The assistance consists of:

A. Meals and refreshments (non-alcoholic), proportional to the waiting time.

B. Two phone calls or e-mails

C. Accommodation and transport between the airport and the place of accommodation

If the delay means, that you have an overnight stay, and this service is available at the relevant location.

D. Refund of the ticket price

If the delay is five hours or more and you decide not to travel, we can offer you a refund within 7 days of the full ticket price for the part of the tickets that is not used. Refund can also be provided for the part of the ticket, that is used, but not serves the purpose of the journey anymore. If relevant, we can also refund a return flight to the original departure as first given opportunity.

E. Compensation if the delay is three hours or more

You might be entitled to compensation if your flight is delayed three hours or more. See "Your right to compensation".

Cancelled flights

If your flight is cancelled, the following assistance is provided:

A. The choice between:

1) Cancel your journey and receive a full refund for your flight ticket.

A full refund is offered for the ticket price within 7 days for the part of the ticket that is not used. A refund can also be provided for the part of the ticket, that is used, but not serves the purpose of the journey anymore. If relevant, we can also refund a return flight to original place of departure as first given opportunity.

2) Rebooking to your destination under comparable travel conditions.

Your ticket can be rebooked to your destination at the first given opportunity or at a later date, that suits you, if there are available seats.

B. Meals and refreshments (non-alcoholic), proportional to the waiting time.

C. Two phone calls or e-mails

D. Accommodation and transport between the airport and the place of accommodation

If the delay means, that you have an overnight stay, and this service is available at the relevant location.

E. Compensation

You might be entitled to compensation if your flight is cancelled. See "Your right to compensation".

Denied boarding

If you voluntarily give up your seat, you are entitled to the same rights, that are listed under **Cancelled flights A-C**, in addition to the compensation agreed between you and Atlantic Airways.

If you are denied boarding against your will, we will offer you the following assistance:

A. Compensation

The compensation amount depends on the length of your flight:

- Flights of less than 1.500 km: 250 EUR
- Flights of more than 1.500 within the EU and between 1.500-3.500 km outside the EU: 400 EUR
- Flights of more than 3.500 km outside the EU: 600 EUR

Your compensation may be reduced by 50%, if you are rebooked to a flight that arrives at your destination:

- a) Max. 2 hours later than planned time of arrival on flights of less than 1.500 km.
- b) Max. 3 hours later than planned time of arrival on flights of 1.500 within the EU and between 1.500-3.500 km outside the EU.
- c) Max. 4 hours later than planned time of arrival on flights of more than 3.500 km outside the EU.

B. The choice between:**1) Cancel your journey and receive a full refund for your flight ticket.**

A full refund is offered for the ticket price within 7 days for the part of the tickets that is not used. A refund can also be provided for the part of the ticket, that is used, but not serves the purpose of the journey anymore. If relevant, we can also refund a return flight to original place of departure as first given opportunity.

2) Rebooking to your destination under comparable travel conditions.

We can rebook your ticket to your destination at the first given opportunity or at a later date, that suits you, if there are available seats.

C. Meals and refreshments (non-alcoholic), proportional to the waiting time.**D. Two phone calls or e-mails****E. Accommodation and transport between the airport and the place of accommodation**

If the delay means, that you have an overnight stay, and this service is available at the relevant location.

Your right to compensation

If you are denied boarding against your will, or your flight is cancelled or delayed more than three hours, due to reasons that are within our control, you are entitled to compensation.

- Flights of less than 1.500 km: 250 EUR
- Flights of more than 1.500 within the EU and between 1.500-3.500 km outside the EU: 400 EUR
- Flights of more than 3.500 km outside the EU: 600 EUR

Your compensation may be reduced by 50%, if you are rebooked to a flight that arrives at your destination:

- a) Max. 2 hours later than planned time of arrival on flights of less than 1.500 km.
- b) Max. 3 hours later than planned time of arrival on flights of 1.500 within the EU and between 1.500-3.500 km outside the EU.
- c) Max. 4 hours later than planned time of arrival on flights of more than 3.500 km outside the EU.

If your journey consists of more than one flight:

- If you have more than one flight in the same booking, the distance will be calculated according to your final destination.
- If you have more than one flight, but in separate bookings, the distance is calculated for each flight separately.

You are not entitled to compensation in the following situations:

- 1) If the delay or cancellation is due to extraordinary circumstances, that could not be avoided, even though all necessary precautions have been taken. This includes, but is not limited to:
 - Adverse weather conditions, e.g., thunderstorms, heavy rain, thick fog, snow, and high gusts of wind
 - Safety risks
 - Bird strikes
 - Air sector strikes, that affect the air traffic
 - Political circumstances like terror attacks, political unrest, or security risks
 - An unruly or ill passenger
 - Natural disasters
 - Rules & regulation according to air traffic control
- 2) If you are informed about the cancellation at least two weeks before the planned time of departure.
- 3) If you are informed about the cancellation between seven and fourteen days before the planned time of departure and are offered a rebooking, in which you can travel up to two hours before the planned time of departure and reach your destination less than four hours after the planned time of arrival.
- 4) If you are informed about the cancellation less than seven days before the planned time of departure and are offered a rebooking, in which you can travel up to one hour before the planned time of departure and reach your destination less than two hours after the planned time of arrival.

How to make your claim

If you are entitled to assistance and/or compensation, please contact Atlantic Airways or the local handling agent. If extra expenses are incurred, we ask you to keep your original receipts. Claims for compensation according to EU regulations EC 261/2004 can be forwarded to cr@atlantic.fo.

National authority

Contact information for the national authority, appointed to enforce EU regulation EU261/2004 can be found below:

Danish Civil Aviation and Railway Authority
Carsten Niebuhrs Gade 43
DK-1577 København V
Danmark

Tlf. (+45) 7221 8800
info@trafikstyrelsen.dk
<https://www.trafikstyrelsen.dk>