



## DECLARATION OF A PASSENGER RIGHTS

This is the declaration of Tailwind Airlines to inform passengers about their rights, in order to prevent unforeseen and unwanted operational disruptions.

Although the check in procedure has been carried out at the airport in good time, passengers may still be denied boarding or a flight may be cancelled or delayed. In such circumstances passengers can benefit from the rights given in the "Regulations on Airline Passenger Rights/Passenger Rights Regulations".

Below you will find brief information about the passenger rights:

### DENIED BOARDING

- Refund of ticket price (or travel voucher), provision of alternative flight or change of route,
- Right to services (e.g. food, drinks, communication), accommodation and transport,
- Right to compensation.

### FLIGHT CANCELLATION (Not applicable in case of exceptional circumstances\*)

- Refund of ticket price (or travel voucher), provision of alternative flight or change of route,
- Right to services (e.g. food, drinks, communication), accommodation and transport,
- Right to compensation.

### DELAY (over 2 hours)

- Food, drinks and communication,
- Ticket refund for delays over 5 hours,
- Accommodation and transport if the flight is delayed until the following day.

### NECESSARY CHANGE IN FINAL DESTINATION

- Transport to the destination stated on the ticket.

**IMPORTANT NOTE:** Tailwind Airlines cannot be held responsible if passenger contact information is not provided or is given incorrectly upon reservation. If a flight is cancelled due to exceptional circumstances which are listed below, despite Tailwind Airlines having taken all appropriate measures, passengers are not entitled to receive the specified compensation.

\* **Exceptional Circumstances:** Refers to situations that affect the operation of the flight in question. Such circumstances may, in particular, occur in cases of political instability, meteorological conditions incompatible with the operation of the flight concerned, natural disasters, security risks, unexpected flight safety shortcomings and strikes that affect the operation of Tailwind Airlines.

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• Tailwind Airlines reserves its rights arising from the relevant law, regulations and directives.