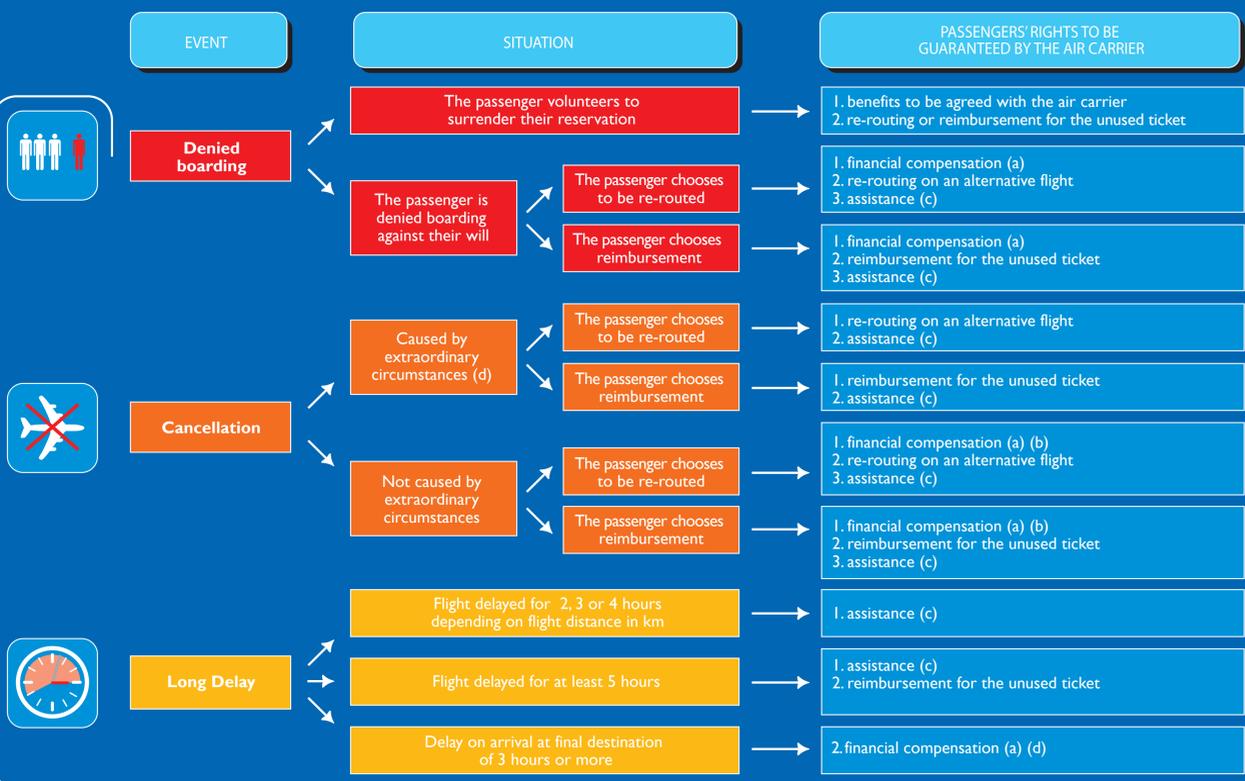


PASSENGER RIGHTS IN THE EVENT OF DENIED BOARDING AND OF CANCELLATION OR LONG DELAY OF FLIGHTS - REGULATION (EC) No.261/2004

Regulation (EC) No 261/2004 shall apply to all flights (scheduled and non-scheduled) departing from:
 • an airport located in the territory of a Member State, or Norway, Iceland or Switzerland;
 • an airport located in a third country, to an airport situated in the territory of a Member State (including Norway, Iceland and Switzerland), if the operating carrier of the flight concerned is a Community carrier (or from Norway, Iceland or Switzerland) unless passengers received benefits as provided for by local regulations.



The operating air carrier shall inform passengers of their rights in the case of denied boarding, cancellation or long delay of flights

FLIGHT TYPE	DISTANCE	COMPENSATION
INTRA-COMMUNITY FLIGHTS	1500 KM OR LESS	€ 250
INTRA-COMMUNITY FLIGHTS	MORE THAN 1500 KM	€ 400
INTERNATIONAL FLIGHTS	1500 KM OR LESS	€ 250
INTERNATIONAL FLIGHTS	BETWEEN 1500 AND 3500 KM	€ 400
INTERNATIONAL FLIGHTS	IN EXCESS OF 3500 KM	€ 600

- a) Compensation is payable to the passenger relative to the flight (intra-community or International) and distance in km (see table). The air carrier can reduce the total compensation by 50% if re-routing involves a delay in arrival of not more than 2, 3, or 4 hours (based on the respective distances in km) compared to the scheduled arrival time of the original flight.
- b) The passenger does not have the right to compensation if they are informed of the cancellation: at least two weeks before the scheduled time of departure; between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than two hours before the scheduled time of departure and to reach their final destination less than four hours after the scheduled time of arrival; less than seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than one hour before the scheduled time of departure and to reach their final destination less than two hours after the scheduled time of arrival.
- c) The Passenger has the right to receive, free of charge the following assistance: meals and refreshments in reasonable relation to the waiting time; hotel accommodation in cases where a stay of one or more nights becomes necessary; transport between the airport and place of accommodation; two telephone calls, telex or fax messages, or e-mails.
- d) The Passenger does not have the right to compensation where the air carrier can prove that a cancellation/long delay has been caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken (e.g. meteorological conditions incompatible with the operation of the flight concerned, security risks, Air Traffic Control decisions, strikes)

In case of denied boarding, cancellation or long delay of flights, passengers who intend to lodge a complaint must contact the airline that issued the ticket and / or, the Tour Operator which stipulated the air transport contract in the case of all-inclusive travel. ENAC is the National Body (NEB) responsible for the enforcement of the Regulation 261/2004, when the disruptions occur:

- departing from an Italian airport for a flight/journey booked with an airline of any nationality (both EU and extra EU);
- arriving at an Italian airport: when the flight departs from an extra EU country, it is operated by an UE air carrier and the Italian airport is the first arrival in the EU. ENAC lays down sanctions towards air carriers in case of ascertainment of infringements. In the event of disruptions related to flights departing extra EU countries and arriving at airports located in the EU, if the airline is a UE company, the complaint can be lodged directly with the territorially competent National Enforcement Bodies (NEBs) whose contacts are available on ENAC website at the "Passengers" section. The provisions of Regulation (EC) 261/2004 foreseen for EU countries also apply to Norway, Iceland and Switzerland.

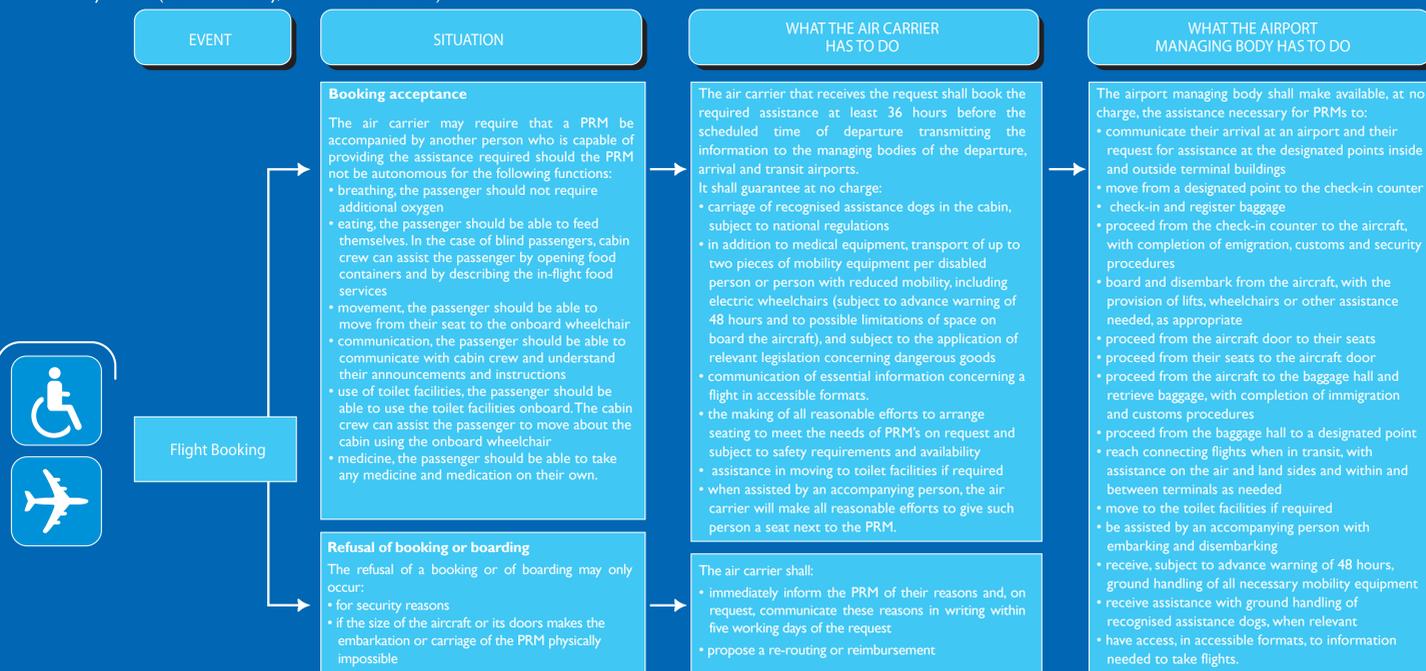
Passengers may lodge a complaint with ENAC – by using only the dedicated online form available on the website at the "Passengers" section - in order to ascertain a violation of Regulation (EC) 261/2004 - when:

- the airline does not provide an answer after at least six weeks from the date of receipt of the passenger's complaint
- passengers deem that the reply received by the airline is not satisfactory with respect to the provisions of Regulation (EC) 261/2004

The complaint can be submitted to ENAC free of charge, directly and personally, without the need to be represented. Further information are available on the website www.enac.gov.it.

RIGHTS FOR DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY (PRM) - REGULATION (EC) No. 1107/2006

This regulation shall apply to all flights (scheduled and non-scheduled)
 • departing or in transit from an airport located in the territory of a Member State, Norway, Iceland or Switzerland
 • departing from an airport located in a third country, to an airport situated in the territory of a Member State (including Norway, Iceland or Switzerland), if the operating carrier of the flight concerned is a Community carrier (or from Norway, Iceland or Switzerland)



Request for assistance
Notification must be made to the air carrier, its agent or to the tour operator at least 48 hours before the departure time. It is advised that requests are made at the time of booking in such a way that the person is able to take the flight for which he or she holds a reservation.

INTERNATIONAL CODES IDENTIFYING DIFFERENT NEEDS

- BLND** Visually impaired passengers
- WCHR** Passengers that need help moving from the aircraft to the terminal, self-sufficient to board and move about the aircraft
- WCHS** Passengers that need help between the aircraft and the terminal and for boarding, self-sufficient inside the aircraft
- WCHC** Passengers lacking all mobility and not self-sufficient. Must be accompanied by their seat and need total personal attention
- DEAF** Deaf passengers
- DPNA** Disabled passenger with intellectual or developmental disability

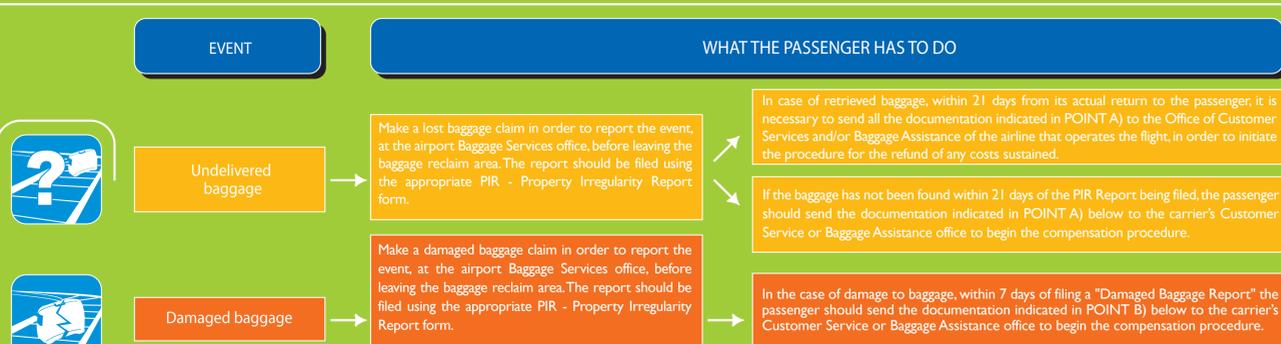
Complaints must be addressed to:

- the airport managing body regarding lack of or poor assistance on the ground
- the air carrier regarding bookings or for lack of assistance in the air

Complaints to ENAC

Alternatively, complaints can be sent by mail to the following address: Passenger's Right & Quality Services Unit – ENAC – Viale del Castro Pretorio 118, 00185 Rome – Italy or via mail: pax.disabili@enac.gov.it or to the relative Bodies of Member States, Norway, Iceland and Switzerland for flights originating in or arriving at those States from extra UE countries. Further information are available on the website www.enac.gov.it. ENAC is the Body responsible for the application of Regulation (EC) 1107/2006 relative to the rights of disabled passengers and passengers with reduced mobility and has the power to sanction those air carriers, the airport managing bodies or tour operators failing to comply with the regulation. The results of any investigations carried out by ENAC will be communicated to the passenger.

RIGHTS FOR PASSENGERS FOR LOSS OF OR DAMAGE TO CHECKED BAGGAGE - REGULATION (EC) No.889/2002



In the case of lost, damaged or delayed baggage, the Passenger has a right to compensation of up to 1131 SDRs ("Special Drawing Rights – approximately for air carriers from Member States and from countries adhering to the Montreal Convention, and up to 17 SDRs per kg from air carriers adhering to the Warsaw Convention, unless the passenger has taken out additional baggage assurance. There is no national Body with specific responsibility or with the power to take action in the case of lost, damaged or delayed baggage. Complaints made via the online form on the ENAC web site www.enac.gov.it do however allow the Authority to highlight critical issues and Passengers' needs in order to constantly monitor and improve the service offered by air transport operators.

POINT A) – Documentation required to be sent to the carrier's Customer Service or Baggage Assistance office:

- The flight booking number if the ticket was purchased via internet or the original receipt in the case of a paper ticket;
- The original PIR report made in the airport;
- The original baggage receipt and proof of having paid for any excess baggage;
- In the case of lost baggage a list of the contents;
- In the case of baggage that is located and returned, a list of any missing items
- Original receipts indicating goods purchased (relative to the period of the delay) replacing personal effects contained in the baggage;
- Confirmation of complete bank account coordinates: name of account holder, IBAN and SWIFT code - for foreign bank accounts. If the account details do not match those of the person making the claim, the claimant should also indicate the address, telephone number, fax and email (if available) of the account holder

POINT B) – Documentation required to be sent to the carrier's Customer Service or Baggage Assistance office:

- The flight booking number if the ticket was purchased via internet or the original receipt in the case of a paper ticket;
- The original PIR report made in the airport;
- The original baggage receipt;
- The list of contents of the baggage that have been damaged.