

## **Facilities to be provided to the passengers in case of denied boarding, cancellation of flights and delay in flights**

Customer service and commitment to our passengers has been the driving force behind our brand. We strive to get it right, first time, every time. Occasionally things do not go as planned. We believe that you have the right to know what level of service you can expect from us all the time - even in those rare moments when we fall short of the very high standards we have set ourselves.

### **Find out how we can support you in the event of flight cancellations:**

#### **Circumstances beyond our Control:**

Offering our customers the best service possible has always been our motto, inconvenience caused to our passengers under extraordinary circumstances is regretted. We do our best to push ourselves to attain the highest levels of customer service and keep you happy. There would be situations that you might have to face due extraordinary circumstances which are beyond the control of the airline which in turn would result in Cancellation/delay of flight(s), and which could not have been avoided even if all reasonable measures had been taken by GoAir. Those extraordinary circumstances may include **Political instability, natural disaster, civil war, insurrection or riot, flood, explosion, government regulation or order affecting the aircraft, strikes and labor disputes causing cessation, Slowdown or interruption of work or any factor beyond the control of the airline.** In such instances we regret that we would not be able to provide compensation to our passengers.

**Additionally, GoAir would also not be liable to pay compensation in respect of cancellation & delays clearly attributable to Air Traffic Control (ATC), Meteorological conditions, security risks or any other factors that are beyond the control of GoAir but which affect our ability to operate flights on schedule.**

#### **Cancellation of Flight:**

Certain unavoidable rare circumstances (as mentioned before) may force us to cancel a flight; in such an unfortunate event GoAir ensures that all passengers booked on a cancelled flight are informed well in advance of the schedule time of departure. To enable us help you in such rare occasions we request that you share your Contact number & Email Id with our booking agents/on the website while making a reservation.

In circumstances where you have not been informed when your flight is cancelled at least 3 hours in advance GoAir may provide compensation for the inconvenience caused as per the compensation matrix mentioned in the later section.

#### **Denied Boarding:**

Denied Boarding means a refusal to carry a passenger or passenger holding confirmed ticket on a flight although he/she has presented himself/herself for boarding within the time specified by the airline, except where there are reasonable grounds to refuse carriage such as reasons of health, safety or security, or inadequate travel documentation.

If the boarding is denied to passengers against their will, GoAir will as soon as practicable, compensate them in accordance with the provisions mentioned in the compensation matrix in the next section.

### **Compensation Matrix:**

The financial compensation indicated below shall be given only if the amount of tickets costs is higher than the compensation amount:

- a) **Rs. 2,000/- or the value of the ticket whichever is less for flights having a block time of up to and including one hour**
- b) **Rs. 3,000/- or the value of the ticket whichever is less for flights having Block time of more than one hour and upto and including two hours.**
- c) **Rs. 4,000/- or the value of the ticket whichever is less for flights having a block time of more than two hours.**

If the cost of the ticket is less than the amount of compensation indicated above, we will compensate an amount equivalent to the Ticket cost in addition to refund of air ticket.

### **Additionally GoAir passengers may choose any one of the options:**

- a) Refund of GoAir ticket at the price it was purchased.
- b) A flight to the first point of departure.
- c) Alternate transportation under comparable/alternate mode of transport (Whenever applicable), to the final destination. In such cases where the alternate transport is arranged by the Airline then and in that event, it shall be solely on account of, on behalf of the passengers and the Airline shall not be held responsible or liable in any way whatsoever.
- d) Alternate transportation under comparable/alternate mode of transport (Whenever applicable), to their final destination at a later date at the Passengers' convenience, subject to availability of seats

In case the passenger has already reported at the airport and are waiting for an alternate flight, they will be offered free of charge Meals and refreshments in relation to waiting time (as mentioned in the Flight Delay section).

### **Other Terms and conditions:**

- a) GoAir would not be able to provide any financial compensation in cancellations caused due to extraordinary circumstances as mentioned before and the affected passengers in the event do not accept the alternate travel arrangements made by the airline.
- b) Once a particular form of compensation has been chosen by the passenger, it would not be reversible.
- c) GoAir would not be able to provide financial compensation to passengers who have missed out on providing contact information in their reservations, in rare occasions of a cancelled flight. In respect of such passengers GoAir will either refund the ticket prices or make reasonable endeavour to make alternate travel arrangements as per the choice of the passengers. Additionally, in respect of such passengers who elect to travel to their destination on an alternate flight, GoAir will provide them with reasonable facilities during the period that they are required to wait at the airport for the alternate flights.

- d) The compensation may be paid in Cash, by bank transfer or with the signed agreement of the passenger in the form of travel vouchers.

### **Delay in Flight**

GoAir will provide facilities for the convenience of the passenger who has checked in on time, and GoAir expects a delay beyond its original announced scheduled time of departure or a revised time of departure of:

- a) **2 hours or more in case of flights having a block time of up to 2 ½ hrs; or**
- b) **3 hours or more in case of flights having a block time of more than 2 ½ hrs and up to 5 hours; or**
- c) **4 hours or more in case of flights not falling under sub-para (a) and (b)**

In the above circumstances, Passengers shall be offered free of charge Meals and refreshments in relation to waiting time.

When the reasonably expected time of departure is more than 24 hrs.(After the scheduled time of departure previously announced), GoAir will provide Hotel Accommodation when necessary (including transfers) for passengers not residing in the city of departure airport.

If the delay is caused due to extra ordinary circumstances as mentioned before which could not have been avoided even if all reasonable measures had been taken, GoAir will not be obliged to offer the above facilities.

### **Experience the power in your hands to voice your feedback/ suggestions:**

GoAir accords highest priority to what our passengers have to say in relation to the above subject. Our Passengers could reach us on the following nodal officer at the mentioned email id.

Mr. Kamal Kikani - [feedback@goair.in](mailto:feedback@goair.in)