



## Assistance and Compensation Cancellations, Delays and Denied Boarding

### THE RIGHTS REFERRED TO IN THIS NOTICE APPLY IN THE FOLLOWING CIRCUMSTANCES:

- Delta Air Lines is the operating carrier of your flight;
- You are traveling on a flight departing from an airport in the United Kingdom;
- You have a confirmed reservation on a flight operated by Delta;
- You present yourself for check-in at the time indicated on your Delta ticket receipt or, if no time is indicated, no later than 2 hours before the time of departure; and
- You are traveling on a fare available directly or indirectly to the public, or on a ticket issued under a frequent flyer program.

### -----CANCELLATIONS OF FLIGHTS-----

#### CANCELLATION ASSISTANCE

If your flight is cancelled, you may choose between:

- rerouting to your final destination under comparable transport conditions as soon as possible or at a later date at your convenience, subject to the availability of seats; or
- reimbursement within seven days of your ticket price for the part or parts of the journey that were not made, and for the part or parts already made if the flight no longer serves any useful purpose, taking into consideration the original flight plan, and, when relevant, also a return flight to the first point of departure at the earliest opportunity.

In addition, you will receive free of charge:

- meals and refreshments in reasonable relation to the waiting time;
- hotel accommodation in cases where a stay of one or more nights or a stay in addition to that which you originally intended becomes necessary (transport included); and
- 2 telephone calls, fax messages or e-mails.

#### CANCELLATION OR DELAY COMPENSATION

In case of cancellation of your flight, you may be entitled to compensation subject to the following conditions:

You are not entitled to compensation if the cancellation is brought to your attention:

1. 2 weeks or more before the scheduled time of departure;
2. between 2 weeks and 7 days before the scheduled time of departure and you were offered re-routing with a departure no more than 2 hours before the scheduled time of departure and an arrival at your final destination less than 4 hours after the scheduled time of arrival; or
3. less than 7 days before the scheduled time of departure and you were offered re-routing with a departure no more than 1 hour before the scheduled time of departure and an arrival at your final destination less than 2 hours after the scheduled time of arrival.

You may also be entitled to compensation if you arrive at your ultimate destination 3 or more hours later than originally scheduled.

The airline operating the flight is not required to pay compensation if the cancellation or delay is caused by extraordinary circumstances which could not have been avoided even if the airline had taken all reasonable measures. Such circumstances may occur in, but are not limited to, cases of political instability, meteorological conditions, security risks, unexpected flight safety shortcomings, strikes and air traffic management decisions.

This cancellation/delay compensation cannot be paid at the airport and therefore you need to contact Customer Care (See "Reimbursement Requests, Cancellations, Compensation Claims and Other Inquiries" below). You can choose between compensation offered in Transportation Credit Vouchers (TCV) or compensation in cash (Sterling Amount).

The Compensation amounts are as follows:\*

	Length of Flight	CASH
A	Flights of 1500 km or less	£220
B	Flights between 1500 and 3500 km	£350
C	Flights not falling under A or B	£520

1 kilometer = 0.62 mile

\* This compensation may be reduced by 50% if the arrival time of the alternative flight does not exceed the scheduled arrival time of the flight originally booked by 2 hours (flights falling under A), 3 hours (flights falling under B) or 4 hours (flights falling under C)

### -----DELAYS-----

#### DELAY ASSISTANCE (see DELAY COMPENSATION above)

The assistance as described in this section is provided in the event that a flight is delayed beyond its scheduled time of departure.

If the airline reasonably expects a flight to be delayed:

- A) for 2 hours or more in the case of flights of 1500 km or less; or
- B) for 3 hours or more in the case of flights between 1500 and 3500 km; or
- C) for 4 hours or more in the case of all flights not falling under (A) or (B) you will be offered free of charge:

- meals and refreshments in reasonable relation to the waiting time; and
- hotel accommodation in cases where a stay of one or more nights or a stay in addition to that which you originally intended becomes necessary (transport included); and
- 2 telephone calls, fax messages or e-mails.

If you do not wish to continue with your initial travel plans when

there is a delay of at least 5 hours, you have the right to reimbursement within seven days of your ticket price for the part or parts of the journey that were not made, and for the part or parts

already made if the flight no longer serves any useful purpose, taking into consideration the original flight plan, and, when relevant, also a return flight to the first point of departure at the earliest opportunity.

### -----DENIED BOARDING-----

When the airline reasonably expects to deny boarding on your flight, the airline will call for volunteers who are prepared to surrender their confirmed reservation in exchange for an agreed compensation in Transportation Credit Vouchers. The airline will also offer the appropriate assistance as described below. If not enough volunteers can be found and you are denied boarding against your will, you are entitled to denied boarding assistance and compensation providing you have met the latest check-in time requirements. You are not entitled to this assistance and compensation if there are reasonable grounds to deny boarding, such as reasons of health, safety, security or inadequate travel documentation.

#### DENIED BOARDING ASSISTANCE

You may choose between:

- rerouting to your final destination under comparable transport conditions as soon as possible, or at a later date at your convenience, subject to the availability of seats; or
- reimbursement within seven days of your ticket price for the part or parts of the journey that were not made, and for the part or parts already made if the flight no longer serves any useful purpose, taking into consideration the original flight plan, and, when relevant, also a return flight to the first point of departure as noted on the ticket at the earliest opportunity.

In addition, you will receive free of charge:

- meals and refreshments in reasonable relation to the waiting time;
- hotel accommodation in cases where an stay of one or more nights or a stay in addition to that which you originally intended becomes necessary (transport included); and
- 2 telephone calls, fax messages or e-mails.

#### DENIED BOARDING COMPENSATION

Subject to the conditions noted above, if you have been denied boarding against your will, compensation will be offered at the airport. You can choose between Transportation Credit Vouchers (TVC) or cash (Sterling Amount) as shown below.\*

	Length of Flight	CASH
A	Flights of 1500 km or less	£220
B	Flights between 1500 and 3500 km	£350
C	Flights not falling under A or B	£520

1 kilometer = 0.62 mile

\* This compensation may be reduced by 50% if the arrival time of the alternative flight does not exceed the scheduled arrival time of the original flight by 2 hours (flights falling under A), 3 hours (flights falling under B) or 4 hours (flights falling under C)

### -----DOWNGRADING-----

If you are involuntarily placed in a lower class than that for which your ticket was purchased, you are entitled to reimbursement within seven days of:

- A. 30% of the price of the ticket for all flights of 1500 km or less;
- B. 50% of the price of the ticket for all flights within the UK of more than 1500 km, and all other flights between 1500 and 3500 km; or
- C. 75% of the price of the ticket for all flights not falling under A or B.

### ---REIMBURSEMENT REQUESTS, CANCELLATION COMPENSATION CLAIMS AND OTHER INQUIRIES---

As described above, if you do not wish to pursue your initial travel plans, you are entitled to reimbursement within seven days of your ticket price for the part or parts of the journey you have not made and for the part or parts already made if the flight no longer serves any useful purpose, taking into consideration your original flight plan, and:

- if your flight is cancelled; or
- if your flight is delayed for at least 5 hours; or
- if you have been denied boarding against your will.

If you wish to get in touch with the airline regarding a reimbursement request, a compensation claim or any other inquiries, please contact Delta's Customer Care Department via e-mail. Contact details can be found at [www.delta.com](http://www.delta.com) (go to: Need Help? > Comment/Complaint > Submit Feedback > File a Complaint > Delayed, Canceled, Rebooked flights).

Claims are handled according to Delta's International Conditions of Carriage. A printed copy of the International Conditions of Carriage is available from the Delta Customer Care Department or from Delta travel agents. A digital version is available on the website (go to: Legal > Contract of Carriage).

### -----NATIONAL ENFORCEMENT BODY-----

If after receiving a final response from us you still feel that your complaint is unresolved, you may choose to refer your complaint to Aviation ADR at [www.aviationadr.org.uk](http://www.aviationadr.org.uk), who are approved by the UK Civil Aviation Authority to provide an independent review of complaints and dispute resolution services. You will need to refer your complaint to them within 12 months after our final response.

AviationADR can be contacted at: AviationADR, 12-14 Walker Avenue, Stratford Office Village, Wolverton Mill, Milton Keynes MK12 5TW. Website: [www.aviationadr.org.uk](http://www.aviationadr.org.uk); E-mail: [aviation@aviationadr.org.uk](mailto:aviation@aviationadr.org.uk); Telephone: 0203 540 8063

However, we ask you to first contact Delta's Customer Care Department.