

EMIRATES

LONG DELAY OF PASSENGERS DEPARTING FROM EU AIRPORTS

This notice is required by EC Regulation 261/2004 of the European Parliament and of the Council of the European Union.

If we reasonably expect your flight to be subject to a long delay you will be entitled to certain assistance and benefits, provided that you also meet certain eligibility criteria.

Eligibility Criteria

You will be entitled to the assistance and other benefits described below if:

- (a) we reasonably expect your flight to be delayed by three hours or more if it is between 1,500 and 3,500 kilometres;
- (b) we reasonably expect your flight to be delayed by four hours or more if it is longer than 3,500 kilometres;
- (c) the flight is scheduled to be operated by us;
- (d) the flight is scheduled to depart from an airport in the EU;
- (e) you hold a confirmed reservation for the flight;
- (f) you have met the applicable check-in deadline;
- (g) you are not travelling free of any charge or at a reduced fare not available directly or indirectly to the public; and
- (h) you are not precluded from boarding by reason of application of our conditions of carriage or for other reasonable grounds such as, but not limited to, reasons of health, safety or security, or inadequate travel documentation.

Travelling pursuant to a frequent flyer programme or as part of a package holiday will not be treated as travelling free of any charge for the purposes of this notice, except for the right to reimbursement where such right arises as a result of EC Directive 90/314 on package travel.

Available Assistance and Benefits

If you are eligible according to the above described criteria, you will be entitled to meals and refreshments in reasonable relation to waiting time together with two telephone calls, telexes, faxes or e-mails.

If the delay lasts five hours or more and you decide not to travel on the delayed flight: (a) we will reimburse the fare paid for your ticket for those parts of carriage not used, and for those parts of the carriage used if, as a result of the delay, the delayed flight no longer serves any purpose in relation to your original travel plans, and, when relevant (b) we will carry you to

the first point of departure in your contract of carriage on the earliest flight with suitable space available.

Reimbursement is due within 7 days. Payment is subject to completion of all reasonably necessary formalities such as, but not limited to, satisfactory identification of the party entitled to the reimbursement and return of unused tickets/coupons.

You will be entitled also to hotel accommodation and surface transport between the airport and such accommodation if a stay of one or more nights, or a stay additional to that intended by you, becomes necessary because the reasonably expected time of departure is one day or more after the time previously announced.

Provision of the assistance described above will be free of charge. You will be entitled to such assistance only to the extent that we reasonably expect its provision would not cause further delay.

Downgrading

If, whether as a result of long delay or for any other reason such as, but not limited to, substitution of an aircraft with a smaller passenger cabin, you are placed in a class lower than that for which your ticket was purchased while you are being re-routed, you will be entitled to reimbursement as follows:

- (a) 50% of the fare applicable to the flight for flights between 1,500 to 3,500 kilometres;
- (b) 75% of the fare applicable to the flight for flights of more than 3,500 kilometres.

General

Each EU Member State has designated a body responsible for enforcement of EC Regulation 261/2004. By a separate notice, we give details of such relevant bodies for your information.