

Delayed Departure Compensation Policy

1. Purpose

This policy outlines the compensation for passengers experiencing delayed departures.

2. Scope

This policy applies to all passengers with confirmed bookings on our scheduled services.

3. Definitions

- **Delayed Departure:** When the scheduled departure is postponed by 2 hours or more.
- **Compensation:** Allowances or benefits given to affected passengers.

4. Compensation Entitlements

- **Delays of 2-4 Hours:**
 - Meal vouchers provided.
- **Delays Over 4 Hours:**
 - Meal vouchers provided.
 - Option to rebook at no additional charge.
- **Overnight Delays:**
 - Accommodation and transport to/from hotel covered.

5. Exclusions

- Delays caused by circumstances beyond company control (e.g., weather, security threats).
- Passengers who voluntarily accept a later departure.

6. Claim Procedure

- Submit a claim within 7 days of delayed departure.
- Provide booking reference and supporting documents.
- Claims processed within 14 business days.

7. Contact

For inquiries related to this policy, please contact our Customer Service Center.