



**NOTICE OF YOUR RIGHTS IN THE EVENT OF
DENIED BOARDING, FLIGHT DELAY OR
FLIGHT CANCELLATION**

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National enforcement bodies:

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Pronksi 12, 10117 Tallinn
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NOTICE OF YOUR RIGHTS IN THE EVENT OF DENIED BOARDING, FLIGHT DELAY OR FLIGHT CANCELLATION

This notice contains important information about your rights as established by European Regulation (EC) No. 261/2004 ('the Regulation') and applies to

- * you have a confirmed reservation on a flight operated by GetJet Airlines purchased at a fare available directly or indirectly to the general public; and
- * you have presented yourself for check-in before the check-in deadline as specified by us in our General Conditions of Carriage (Passengers and Baggage) or related regulations; and
- * your flight is departing from an airport in the EU or from an airport in a country outside the EU to an airport in the EU (unless you received benefits or compensation and the assistance was given in such other country); and
- * you have not been denied boarding by reason of a matter set out in our General Conditions of Carriage (Passengers and Baggage) or related regulations; and
- * you have been denied boarding involuntarily or your flight is delayed by more than two hours beyond its scheduled departure time, or cancelled.

DENIED BOARDING

GetJet Airlines, as a policy, does not overbook its flights. However, in the unlikely event that a seat is not available for a passenger with a confirmed reservation, we will seek volunteers to surrender their seats in exchange for benefits that we and the volunteer may agree upon before involuntarily denying boarding to other passengers.

If there is an insufficient number of volunteers and we deny you boarding involuntarily, you are entitled to the rights as set out below.

FLIGHT DELAY

If we reasonably expect your flight to be delayed beyond its scheduled time of departure by:

- A) two hours or more in the case of flights of 1500 km or less; or
- B) three hours or more in the case of all intra-Community flights of more than 1500 km and of all other flights between 1500 and 3500 km; or
- C) four hours or more in the case of all flights not falling under A) or B),

You are entitled to the rights as set out below.

FLIGHT CANCELLATION

If your flight is cancelled, you are entitled to the rights as set out below, except when:

- * you are informed of the cancellation at least two weeks before the scheduled time of departure; or
- * you are informed of the cancellation between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing you to depart no more than two hours before the scheduled time of departure and reach your final destination less than four hours after the scheduled time of arrival; or
- * you are informed of the cancellation less than seven days before the scheduled time of departure and are offered re-routing, allowing you to depart no more than one hour before the scheduled time of departure and to reach your final destination less than two hours after the scheduled time of arrival; or
- * we can prove that the cancellation is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken by GetJet Airlines, including but not limited to political instability, safety and security reasons, weather disruption, labour disputes, or failure or delay of air traffic control facilities.

RIGHT TO COMPENSATION

If you are involuntarily denied boarding, your flight is cancelled or your flight is delayed by three or more hours (provided an exception as specified previously does not apply), you are entitled to receive the following compensation:

- A) € 250 for all flights of 1500 km or less; or
- B) € 400 for all intra-Community flights of more than 1500 km, and for all other flights between 1500 km and 3500 km; or
- C) € 600 for all flights not falling under A) or B).

When the delay at arrival is less than four hours for a journey of more than 3500 km, the compensation amount can be reduced by 50 %.

Passengers may contact GetJet Airlines directly regarding compensation.

RIGHT TO REIMBURSEMENT OR RE-ROUTING

If you are denied boarding (whether voluntarily or involuntarily) or your flight is cancelled, you are additionally entitled to choose between:

- A) reimbursement in accordance with Article 7(3) of the Regulation; or
- B) re-routing, under comparable transport conditions, to your final destination at the earliest opportunity; or
- C) re-routing, under comparable transport conditions, to your final destination at a later date at your convenience, subject to availability of seats.

RIGHT TO CARE

If you are involuntarily denied boarding or if your flight is cancelled or delayed by more than two or three hours (depending on the travel distance), we will offer you, free of charge:

- A) meals and refreshment vouchers in reasonable relation to the waiting time, as long as this will not further delay the departure of the aircraft;
- B) two telephone calls or emails;
- C) hotel accommodation in cases where a stay of one or more nights becomes necessary, or where a stay additional to that intended by you becomes necessary;
- D) transport between the airport and place of accommodation (hotel or other).