



## **Your Passenger Rights**

Information to passengers concerning rights under Regulation on Air Passengers Rights (SHY-PASSENGER) of Civil Aviation General Directorate.

### **Dear passenger**

If your flight is cancelled or is subject to a long delay, or if you are denied boarding, you may be entitled to certain rights under Regulation on Air Passengers Rights (SHY-PASSENGER) of Civil Aviation General Directorate.

The airline which carries out the affected flight is responsible for granting you these rights.

### **Scope**

The SHY-PASSENGER applies if:

- you are travelling from a Turkish airport and you have not received benefits or compensation and assistance in Turkey; and
- you hold a confirmed reservation for the flight concerned; and
- except in case of cancellation, you present yourself in time for check-in or, if no time is indicated in writing, at least 45 minutes before the published departure time.

### **Denied boarding**

If you are denied boarding (for instance due to overbooking), you are entitled to a choice between:

- a refund of your ticket within 7 days for the parts not used, and for those parts already used if your flight no longer serves its purpose, and when relevant, a return flight to your first point of departure; or
- re-routing to your final destination under comparable transport conditions, either at the earliest opportunity or at a later date (at your convenience, subject to seat availability).

Where you have been denied boarding involuntarily, you will also be entitled:

- where relevant, to meals, refreshments, hotel accommodation and hotel transfers (see "Delay" below for further information); and
- compensation (see "Compensation" below).

Where we have called for volunteers and you have been denied boarding on a voluntary basis, any additional benefits will be separately agreed with you.

The above rights are not granted if you have been denied boarding on reasonable grounds, such as reasons of health, general or operational security, or inadequate travel documentation. Please see our Conditions of Carriage for further details.

### **Cancellation**

If your flight is cancelled, you are entitled to a choice between:

- a refund of your ticket within 7 days for the parts not used, and for those parts already used if your flight no longer serves its purpose, and when relevant, a return flight to your first point of departure; or
- re-routing to your final destination under comparable transport conditions, either at the earliest opportunity or at a later date (at your convenience, subject to seat availability);

Where relevant, you will also be entitled to meals, refreshments, hotel accommodation and hotel transfers (see "Delay" below for further information);

You may also be entitled to compensation (see "Compensation" below).



### **Delay**

If your flight is delayed by:

- 2 hours or more in the case of flights shorter than 1500 kilometers (including 1500 km) and for domestic flights; or
- 3 hours or more in the case of flights between 1,500km and 3,500km (including 3500 km); or
- 4 hours or more in the case of flights longer than 3,500km;

we will provide you with meals and refreshments in reasonable relation to the waiting time, plus 2 telephone calls or telex, fax or email messages.

Where your flight is delayed by 5 or more hours, in addition to receiving the above care and assistance, you are entitled to a refund of your ticket within 7 days for the parts not used, and for those parts already used if your flight no longer serves its purpose, and when relevant, a return flight to your first point of departure.

Where your flight is delayed overnight, in addition to the above care and assistance, we will offer hotel accommodation and transfers to/from your hotel as necessary.

You may also be entitled to compensation (see "Compensation" below).

### **Compensation**

Where you are denied boarding, your flight is cancelled or your flight's arrival at its final destination is delayed in 3 hours or more, you may also be entitled to compensation of:

- €250 for flights of 1,500km (including 1500 km) or less;
- €400 for flights between more than 1,500km and 3,500km (including 3500 km);
- €600 for flights longer than 3,500km.

Where flight cancellation or delay is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken, no compensation will be payable. Examples of extraordinary circumstances can include bad weather conditions, political instability, strikes, security risks and unexpected flight safety shortcomings.

You will not be entitled to receive compensation where you are informed of a cancellation:

- at least 14 days before the scheduled time of departure; or
- between 14 and 7 days before the scheduled time of departure and you are offered re-routing which allows you to depart no more than 2 hours before the originally scheduled time of departure and reach your final destination less than 4 hours after the originally scheduled time of arrival; or
- less than 7 days before scheduled time of departure and you are offered re-routing which allows you to depart no more than 1 hour before the originally scheduled time of departure and reach your final destination less than 2 hours after the originally scheduled time of arrival.

Where you are offered re-routing following denied boarding or a cancellation, any compensation payable will be reduced by 50% if your scheduled arrival time does not exceed the originally scheduled arrival time of your original flight by:

- 2 hours for flights of 1,500km (including 1500 km) or less;
- 3 hours for flights between 1,500km and 3,500km (including 3500 km);
- 4 hours for flights longer than 3,500km.



Compensation for flight delay will be reduced by 50% where your delayed flight is longer than 3,500km and its arrival time is between 3 and 4 hours after the scheduled arrival time.

Compensation shall be paid in cash, via electronic remittance, bank payment orders or bank cheques. However, in case of existing written consent of the passenger, it can also be paid with travel vouchers and/or other services.

Should you have any questions, submit an inquiry form via ANA website.

- Online Inquiries: <https://www.ana.co.jp/en/jp/guide/contact/www/>