

COMPENSATION POLICIES		
Concessionaire/Permittee: TUI AIRWAYS LIMITED	Validity:	Undefined
1. Procedure to obtain compensation or indemnity:		
<p>This procedure will be carried out by the airline's staff and with prior authorization from the airline, in order to make the corresponding compensation or indemnity, for specific cases, depending on the time of delay or, if applicable, your flight cancellation.</p> <p>Passengers will have a response to their request for payment of compensation within ten calendar days after the claim.</p>		
2. Discounts that will be granted to passengers and terms and conditions of granting:		
<p>In the event that there is a delay in relation to the departure time stipulated in the ticket and the cause is attributable to the concessionaire or permit holder, the passenger will be indemnified and/or compensated by the service provider according to the following criteria:</p> <p>a) When the delay is greater than one hour and less than four, it will be compensated according to the compensation policies of each permit holder or concessionaire. Compensation policies must include, as a minimum, discounts for flights at a later date to the contracted destination and/or food and beverages, in accordance with what is established by the permit holders and concessionaires and in accordance with the principle of competitiveness.</p> <p>If the delay is greater than two hours but less than four, the discounts included in <u>the compensation policies may not be less than 7.5% of the ticket price.</u></p> <p>The permit holder or concessionaire must present and register every six months, before the Secretariat and the Attorney General's Office, the compensation policies, which will be public.</p> <p>b) If the delay is greater than four hours, the passenger will be compensated in accordance with this article, and will also have access to the options and, in the case, to the compensation established by this Law for the cancellation of the flight, whose responsibility is attributable to the concessionaire. or permit holder.</p> <p>In all cases, the service provider must make available to waiting passengers access to <u>telephone calls and sending emails.</u></p> <p>In the event of the cancellation of the flight due to liability attributable to the concessionaire or permit holder, the latter, at the passenger's choice, must:</p> <p>a) Reimburse the price of the ticket or ticket or the proportion that corresponds to the part of the trip not made.</p> <p>b) Offer you, with all the means at your disposal, substitute transportation on the first available flight and provide you, at least and free of charge, access to telephone calls and sending emails; meals in accordance with the waiting time until boarding on another flight;</p>		

Hotel accommodation at the airport or in the city when an overnight stay is required and, in the latter case, ground transportation to and from the airport.

c) Transport the same passenger to the destination for which the flight has been canceled at the later date that is convenient.

In the cases of subparagraphs a) and c) above, the concessionaire or permit holder must also cover compensation to the affected passenger that will not be less than twenty-five percent of the price of the ticket **or** the part of the trip not made.

If due to a fortuitous event or force majeure, the aircraft must land in a place other than the destination, the concessionaire or permit holder must transfer the passenger by the fastest means of transportation available to the destination.

denied boarding

In case of denied boarding due to issuance of tickets that exceed the available capacity of the aircraft, priority boarding will be given to people with disabilities, the elderly, unaccompanied minors and pregnant women.

Then TUI AIRWAYS LIMITED will request volunteers among the remaining passengers to forgo boarding, and if there are none, TUI AIRWAYS LIMITED will designate them.

For such designated passengers, TUI AIRWAYS LIMITED, at the passenger's option, may:

a) Refund the price of the ticket or the proportion corresponding to the part of the trip not made.

b) Offer the passenger, by all means at their disposal, substitute transport on the first available flight and provide, at least, free access to telephone calls and sending emails, food according to the waiting time until boarding in another flight, hotel accommodation at the airport or in the city when the passenger is required to stay overnight and, in such case, ground transportation to and from the airport.

c) Transport the passenger at a later appropriate date to the same destination as the canceled flight.

In the above cases of paragraphs a) and c), TUI AIRWAYS LIMITED will pay the affected passenger an additional compensation of twenty-five percent of the price of the ticket or of the part of the trip not made.

Fortuitous event or force majeure

If due to an act of God or force majeure, the aircraft lands in a place other than the destination, TUI AIRWAYS LIMITED will transfer the passenger by the fastest means of transport available, to the place of destination.

Destruction, damage or loss of baggage

For the destruction or damage of hand luggage, the passenger is entitled to compensation of eighty Measurement and Update Units (MUA) if the passenger has filed a complaint through the TUI AIRWAYS LIMITED complaint portal.

For the loss of or damage to checked baggage, the passenger is entitled to compensation of one hundred and fifty Measurement and Update Units (MUA) if the passenger has filed a complaint through the TUI AIRWAYS LIMITED complaint portal.

3. Food and Drinks:

If the delay is greater than one to four hours, the affected passengers will be given a coupon for food and beverages, to be used in the airport restaurants indicated by the airline staff, according to the percentages stipulated in numeral former.

4. Lodging

Lodging is provided to passengers as long as there is a cancellation of the flight and this includes transportation, airport/hotel/airport, the hotel will be provided in the **5-star modality, resorts, all-inclusive** and they also have the right to a phone call. The airline staff will indicate the place to the client, depending on where there is an agreement and availability.

5. Additional Policies:

The services of telephone calls and sending emails are made available to passengers, as well as the link of the website: <https://www.tui.co.uk/editorial/send-us-an-email-postTravel.html>, in order to be able to solve and follow up on the problem presented. Ticket reissue compensation and discounts will be honored within the first 10 business days.