

Trade Air

Charter and Cargo Operator

Vladimira Nazora 6
10410 Velika Gorica, Croatia
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Fax: +385 1 6265-124

INFORMATION TO PASSENGERS

concerning the EU Regulation 261/2004/EC and rules of the Law on Obligations and proprietary Rights in Aviation (Official Gazette 132/98 and 63/08.)

Dear passengers,

If your flight is cancelled or is subject to a long delay, or if you are denied boarding on a flight for which you hold a valid reservation, you are entitled to certain rights in accordance with the EU Regulation as follows:

SCOPE

The regulations apply:

to passengers on flights departing from an airport in the EU, or the state signatory of the *ECAA (EU common aviation area) Agreement and flights departing from an airport in a third country to an airport in the EU, or in the state signatory of the ECAA Agreement; unless passengers received benefits or compensation and were given assistance in that third country,

- only if you have a confirmed reservation on the flight concerned,
- only if you (except in the case of cancellation) present yourself in time for check-in or, if no time is indicated at least 45 minutes before the published departure time,
- only if you travel on a ticket bought at a fare available to the public (e.g.ID, AD), were Trade Air is operating carrier of the flight.
- This regulation shall not apply in cases were a package tour is cancelled for reasons other than
- cancellation of the flight.
- In accordance with the EU Regulations you are not entitled to the rights listed hereafter, if the incident is attributable to **extraordinary circumstances** which could not have been avoided, even if all reasonable measures had been taken.

Example include bad weather conditions, political instability, strikes, security, risk, technical aircraft problems, unexpected flight safety shortcomings.

DELAY

A delay occurs when a flight is delayed beyond its scheduled departure time

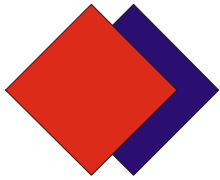
- by 4 hours for flights of more than 3.500 km,
- by 3 hours for flights between 1.500 km and 3.500 km as well as intra-Community flights of more than 1.500 km,
- and by 2 hours for flights of up to 1.500 km.

When your flight is expected to have a long delay, passengers are entitled to receive care while waiting. This includes:

- meals and refreshments in a reasonable relation to the waiting time,
- if necessary hotel accommodation and the possibility of making two telephone calls, fax or e-mail messages,

Care for passengers while waiting may be declined if the provision of the care would itself cause further delay. In case of more than 5 hours you are entitled to **a refund of your** ticket within seven days for the parts not used or 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.

*ECAA Agreement means Agreement on European Common Aviation Area- a multilateral agreement between the European Community and its Member States, The Republic of Albania, Bosnia and Hercegovina, The Republic of Bulgaria, The Republic of Croatia, The Former Yugoslav Republic of Macedonia, The Republic of Iceland; The Republic of Montenegro, The kingdom of Norway, Romania, The Republic of Serbia and the Republic of Kosovo on the establishment of European Common Aviation Area.



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DENIED BOARDING

If in case of over booking you are denied boarding voluntarily or involuntarily on a flight for which you hold a reservation(ticket from Tour operator),

- you are entitled to care and compensation without delay and to a **refund of your ticket** as laid out in the previous section on „delay“,
- in addition **instead** you are entitled to re-routing, under comparable conditions, to your final destination at the earliest opportunity,
- subject to availability of seats, you may **instead** choose re-routing to your final destination at a later date of your convenience, in which case you will have to bear yourself the costs of food, accommodation and transfer,
- if you have denied boarding against your will due to overbooking, you are entitled to a refund as laid out in the previous section on „delay“ and to a compensation without delay.

The compensation shall be paid cash or by electronic transfer or with your agreement in form of voucher (Miscellaneous Charges Order). The amount of the compensation depends on the distance of the schedule flight or the alternative flight proposed to you.

Compensations amount to:

- 250 EUR for flights up to 1.500 km
- 400 EUR for flights between 1.500 km and 3.500 km and intra – Community flights of more than 1.500 km
- 600 EUR for flights of more than 3.500 km

If you are offered an alternative flight, the scheduled arrival time of which does not exceed :

- 2 hours in respect of flights up to 1.500 km,
- 3 hours in respect of flights between 1.500 km and 3.500 km as well as intra – Community flights of more than 1.500 km,
- 4 hours in respect of all other flights,

The above, mentioned compensation amounts can be reduced by 50%, i.e. 125 EUR, 200 EUR and 300 EUR.

These rights are not granted if you have been denied boarding on reasonable ground, such as reasons of health, safety or security, or inadequate travel documentation.

CANCELLATION

If your flight, for which you hold a valid reservation, is cancelled, you are entitled to re-routing, care, refund and compensation as laid out here above. You are not entitled to receive compensation if the cancellation is attributed to extraordinary circumstances which could not have been avoided, even if all reasonable measures had been taken. Examples include bad weather conditions, political instability, strikes, security, risks, unexpected flight safety shortcomings, technical aircraft problems.

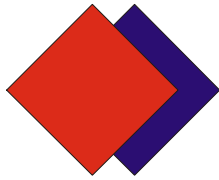
Equally, there is no right to compensation when the passenger has been informed of the cancellation:

at least 14 days before the schedule time of departure,

between 14 and 7 days before the schedule time of departure and the alternative flight departs no more than 2 hours before the originally schedule time of departure and reaches the final destination less than 4 hours after the schedule time of arrival

less than 7 days before the schedule time of departure and the alternative flight departs no more than 2 hours before the originally schedule time of departure and reaches the final destination less than 4 hours after the schedule time of arrival

less than 7 days before schedule time of departure and the alternative flight departs no more than 1 hour before the originally schedule time of departure and reaches final destination less than 2 hours after the scheduled time of arrival.



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HOW TO CLAIM COMPENSATION

To make claim for a compensation please contact:

TRADE AIR
V.Nazora 5,
10 410 VELIKA GORIC
fly@trade-air.com
ground.operations@trade-air.com

If you are dissatisfied with your treatment and wish to contact Regulator it is in CROATIA

Ministry of Sea, Transport and Infrastructure
Directorate for air Traffic

Prisavlje 14, 10 002 ZAGREB

Tel.: + 385 1 6169 060
Fax.:+ 385 1 6196 393
e-mail: uprava@caacro.hr

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

We will give you in written form the contact details of the national designated body for the enforcement of the Regulation in any particular case.