

Where to send your claims?



Air passengers who are affected by any of these incidents can redirect their claims towards the Company through various means:

- ✓ Website form
(www.plusultra.com)
- ✓ Claim form
- ✓ Our e-mail:
atencioncliente@plusultra.com
- ✓ Postal mail addressed to:

PLUS ULTRA LÍNEAS AÉREAS S.A.
Atención al Cliente
Avenida de Europa 22, 3ª planta, 28108,
Alcobendas, Madrid.

We inform you that you also have the right to submit your claim to the Aviation Safety State Agency (AESA), as an authorized alternative means of conflict resolution, in the event that the resolution of your claim does not satisfy your interests or when you have not received a reply within one month of submitting your claim.

AGENCIA ESTATAL DE SEGURIDAD AÉREA

División de Calidad y Protección al Usuario
Paseo de la Castellana 112, 28046 Madrid
Teléfono: 91 396 82 10
www.seguridadaerea.es/

Details of the Spanish agency responsible for ensuring compliance with the regulations.



Air passengers Rights



1 RIGHT TO INFORMATION



The passenger has the right to be informed at all times both of the conditions of his flight and of any incidents that may affect him, as well as of his rights.

REFUSAL BOARDING (VOLUNTARY)

In the event of any passenger denied boarding on the flight, the air carrier should first call for volunteers to renounce their bookings in exchange for specific benefits, which will be agreed between the passenger and the airline carrier.

In addition, these volunteers will be assisted by the carrier providing the Right to repayment or re-routing and the passenger will be offered the following options:

- Repayment of the ticket within seven days.
- Transport to the final destination as soon as possible and under comparable transport conditions.
- Transport to the final destination at a later date at the passenger's convenience, subject to seat availability of seats.

2 REFUSAL OF BOARDING AND/OR CANCELLATION

Outside of the cases previously mentioned, in case of denied boarding and/or cancellation, the airline will offer and provide the following rights:

Right to assistance: at no cost to the passenger, consisting of:

- Sufficient food and drinks.
- Two telephone calls, fax messages or e-mails.
- When the departure of the alternative transport is scheduled for the following day, hotel accommodation and transport between the airport and the place of accommodation.

Right to a refund or re-routing:

You may choose one of the following options:

- Refund of the ticket within seven days.
- Transport to the final destination as soon as possible and under comparable conditions of carriage.
- Transport to the final destination at a later date at the passenger's own choice, depending on available seats (acceptance of this alternative implies the termination of the passenger's right to assistance).

Right to be immediately paid the following quantities:

- 250 € for flights up to 1,500 kilometers.
- 400 € for intra-Community flights over 1,500 kilometers and for all other flights between 1,500 and 3,500 kilometers.
- 600 € for all other flights.

Compensation shall be paid in cash, by electronic bank transfer, wire transfer, bank check or, upon agreement, travel vouchers or other services.

There is no compensation:

– If the passenger has been **adequately informed**.

• At least **two weeks** in advance.

• Between **two weeks and seven days** in advance, if they are offered re-routing that allows them to depart no more than two hours before the previous one and to reach their final destination with less than four hours after the scheduled time of arrival.

• **Less than seven days** in advance, if they are offered another flight 5 that allows them to depart no more than one hour before the previous flight and to reach their final destination less than two hours after the scheduled time of arrival.

– If the flight cancellation is due to **extraordinary circumstances**.

3 DELAY



The company that expects a delay in any of its flights must offer to the affected passengers, free of charge, the following assistance:

- Enough food and drinks, depending on the time it is necessary to wait.
- Two telephone calls, fax messages or e-mails.
- When the departure time is the day after the initially scheduled , hotel accommodation, including transport from the airport.

Passengers have the right to be provided with assistance if the delay is:

- **Two hours** or more in the case of flights up to 1,500 kilometers.
- **Three hours** or more in the case of intra-Community flights of more than 1,500 kilometers and all flights between 1,500 and 3,500 kilometers.
- **Four hours** or more for all other flights.

If the flight is delayed for more than five hours and the passenger decides not to travel, he/she has the right to claim reimbursement of the ticket price.

* Right to be compensated in case of delay in arrival at destination with 3 hours or more after the initially scheduled arrival time under the provisions of the European Tribunal Judgment of October 23, 2012 "Nelson Judgment" with the amounts previously indicated in the denied boarding and / or cancellation section.

4 CLASS CHANGE

If the airline assigns the passenger a seat in a superior class to the one booked without the passenger requesting it, the airline cannot make any supplementary charge to the passenger.

If a lower class seat is assigned, the airline must refund part of the ticket within seven days in accordance with the following criteria:

- **30%** of the ticket price for flights up to 1,500 kilometers.
- **50%** for intra-Community flights of more than 1,500 kilometers and for other flights between 1,500 and 3,500 kilometers.
- **75%** for all other flights.

5 PASSENGER AND BAGGAGE RESPONSIBILITY

Must file a claim with the airline within 7 days of receiving your baggage if it is damaged and within 21 days if it has been delayed.

In the event that the baggage is lost (or delayed for more than 21 days), in accordance with Article 22 of the Montreal Convention the passenger is entitled to a maximum compensation of 1,288 DEG.

6 DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY



Any disabled person or person with reduced mobility will have priority during reservation and boarding.

The airline cannot refuse to admit a person on board due to his/her circumstances because it is impossible due to the size of the aircraft or its access.

If boarding is denied for these reasons, the passenger has the right to refund or re-routing. The passenger shall have the right to care at no additional cost at all airports at the time of boarding and disembarkation and during the flight.