

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

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

- * 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 Terms & Conditions of Travel 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 were given assistance in such other country); and
- * you have not been denied boarding by reason of a matter set out in our General Terms & Conditions of Travel 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 are insufficient volunteers and we deny you boarding involuntarily, you are entitled to the rights set out below.

FLIGHT DELAY

If we reasonably expect your flight to be delayed for two hours or more beyond its scheduled time of departure in the case of:

- A) for two hours or more in the case of flight of 1500km or less; or
 - B) for three hours or more in the case of all intra-Community flights of more than 1500km and of all other flights between 1500 and 3500 kilometers; or
 - C) For four hours or more in the case of all flights not falling under a) or b)
- you are entitled to the rights set out below.

FLIGHT CANCELLATION

If your flight is cancelled, you are entitled to the rights 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 more than 3 hours (provided an exception as specified above does not apply), you are entitled to receive the following amount from us:

- A) € 250 in respect of all flights of 1,500km or less; or
- B) € 400 in respect of all intra-EU flights of more than 1,500km, and for all other flights between 1,500km and 3,500km.
- C) €600 for all flights not falling under a) or b)

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.

If your flight is delayed by at least five hours and you elect not to travel, you are entitled to receive reimbursement as set out in point (a) above.

RIGHT TO CARE

If you are involuntarily denied boarding or if your flight is cancelled or delayed by more than 2 hours, we will offer you, free of charge:

- A) meals and refreshment vouchers in reasonable relation to the waiting time, as long as it will not further delay the departure of the aircraft;
- B) two telephone calls, telex or fax messages or e-mails;
- 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).



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Contact GetJet Airlines:
E-mail: customer@getjet.aero
Address: Darius ir Girėnas str. 81, Vilnius,
LT-02189, Lithuania

National enforcement bodies:

Contact details for Latvia:

Patērētāju tiesību aizsardzības centrs
Brīvības iela 55
Rīga
LV-1010
ptac@ptac.gov.lv, www.ptac.gov.lv

Contact details for Estonia:

Tarbijakaitseamet
Pronksi 12
10117 Tallinn
Info@tarbijakaitseamet.ee, www.tarbijakaitseamet.ee

Contact details for Lithuania:

Civil Aviation Administration
Rodūnios keleias 2
LT-02188 Vilnius
caa@caa.lt www.caa.lt