



# U-S AIRWAYS

## CUSTOMER RIGHTS IN THE EVENT OF DENIED BOARDING, CANCELLATION OR LONG DELAYS OF FLIGHTS DEPARTING EUROPE

### Applicability

The following rules shall apply to customers who meet the following requirements:

- Traveling on flights departing from an airport in the EU; and
- With a confirmed reservation who obtain a valid boarding pass no less than 45 minutes prior to flight departure and are present at the designated boarding gate or on the aircraft at least 30 minutes prior to flight departure; and
- Traveling at a fare available directly or indirectly to the public, or on tickets issued under a frequent flyer program.

### Definitions

Denied boarding is a refusal by an airline to carry a passenger on a flight, even though the customer has presented him or herself for boarding under the conditions mentioned above, except when there are reasonable grounds to deny boarding, such as reasons of health, safety, security or inadequate travel documentation. Before denying boarding for a flight, US Airways will call for volunteers to surrender their reservations, in return for compensation of the airline's choosing and assistance as appropriate.

A cancellation is defined as the non-operation of a flight which was previously planned to be operated and for which at least one place was reserved.

### Compensation

For denied boarding, if an insufficient number of volunteers can be obtained and you are denied boarding involuntarily, or for a cancellation, US Airways will provide compensation in the amount of EUR 600. When

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you are offered rerouting to your final destination on an alternative flight and the arrival time of the rerouted flight is no more than four hours later than the scheduled arrival time of the original flight, US Airways will provide compensation in the amount of EUR 300.\*

### Exceptions:

For cancellations, compensation will not be provided when you are informed of the cancellation:

- At least two weeks before the scheduled time of departure; or
- Between two weeks and seven days before the scheduled time of departure and are offered rerouting that departs no more than two hours before the scheduled time of departure and arrives at the final destination less than four hours after the scheduled time of arrival; or
- Less than seven days before the scheduled time of departure and are offered rerouting that departs no more than one hour before the scheduled time of departure and arrives at the final destination less than two hours after the scheduled time of arrival.

Additionally, compensation will not be provided when the cancellation is caused by extraordinary circumstances, which could not have been avoided even if all reasonable measures had been taken.

### Assistance

For denied boardings, cancellations, and for delays of five hours or more where you decide not to travel on the delayed flight, US Airways will offer you a choice of one of the following:

- Reimbursement of your ticket for the parts of the journey not made. The reimbursement will be provided within seven days of the scheduled travel date. In addition, if flight(s) were flown and if the flight no longer serves any purpose in relation to your original travel plan, you will be reimbursed for the flown flights. \* When appropriate, you will also be provided a return flight to the first point of departure, at the earliest opportunity; or

\* Reimbursement may be in the form of electronic bank transfer, bank orders or bank cheques. You may also choose a voucher for future travel.

- Rerouting to your final destination on the next available flight; or

- Rerouting to your final destination at a later date at your convenience, subject to availability of seats.

For denied boardings, cancellations, and delays of four hours or more, US Airways will offer you the following free of charge:

- Meals and refreshments as appropriate
- Two telephone calls, telex or fax messages or e-mails
- Hotel accommodation when an overnight stay is necessary (some exceptions apply)
- Transport between the airport and place of accommodation (some exceptions apply)

Unless you have volunteered to surrender your reservation, the assistance described above will apply without prejudice to any rights you may have under applicable law (including EU Directive 90/314 on package travel) to further compensation, although any such assistance granted may be deducted from any such further compensation.

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

You may contact the following with regard to enforcement of the Regulation.

**US Airways**  
Air Transport User Council  
Room K705 - CAA House  
45-59 Kingsway  
UK-London WC2B 6TE  
Tel.: +44 020 7240 6061  
Fax: +44 020 7240 7071

**US Airways**  
Terminal 2 - Verw. Nord  
Terminalstr. 1, Nord  
85356 München-Flughafen  
Tel. 089 - 97592 103  
Fax 089/97592 106

1-800-523-5333  
(option 2)

Refund line: 480-693-6735 -