

Dear passenger (s),

If your flight has been canceled or delayed or you have been denied boarding, you are entitled to certain rights in accordance with Executive Decree No. 16-175 of June 14, 2016, when your flight is part of a contract of carriage and that transport began in Algeria, and that:

- You are traveling on a flight departing from an airport located in Algeria, or
- You are traveling on a flight departing from an airport located in a third country (outside Algeria), provided that you do not receive any other compensation in any form whatsoever for the same claim.

* When travel / transport began from abroad, local regulations apply.

If you have a confirmed reservation and you have met the required check-in deadlines, you are entitled, according to your situation, to the assistance and possibly compensation, in the following cases:

Cancellation

If your flight is canceled, you may choose between:

- Re-routing by another flight to your final destination,
- Reimbursement of the ticket, if only if you give up undertaking your trip. On departure from a flight with a connection, you will benefit from the return flight to your original point of departure if you no longer wish to continue to your final destination.

While waiting for a re-routing, you will be taken care of according to the waiting time (refreshments, meals, two communications, and hotel accommodation and transfers between the airport and place of accommodation if the departure cannot take place before the following day)

You are entitled to compensation and the levels of compensation are specified as follows: DZD 3000 on domestic network and DZD 4500 on international network.

Compensation cannot be claimed:

- if you were informed two weeks before the departure time; or
- if the carrier proves that the cancellation is due to extraordinary circumstances that could not be avoided even if all reasonable measures had been taken.

Long delay

If your flight is delayed, beyond the scheduled departure time:

- Two (2) hours or more in the case of flights less than 1500 kilometers, or
- Three (03) hours or more in the case of flights between 1500 and 3500 kilometers, or
- Four (04) hours or more in the case of flights over 3500 kilometers.

You are entitled, while awaiting for effective departure, to care of according to the waiting time (refreshments, meals, two communications, and hotel accommodation and transfers between the airport and place of accommodation if the departure cannot take place before the following day)

If your flight is delayed at least 5 hours and only if you give up undertaking your trip, you will be entitled to reimbursement of your ticket.

Denied boarding

Before we deny boarding for a flight we will call for volunteers who agree to surrender their reservations, in exchange for some benefits, under conditions to be agreed with the carrier. The Volunteer may choose between:

- Re-routing by another flight to its final destination,
- Reimbursement of the ticket, if only if he gives up undertaking his trip. On departure from a flight with a connection, he will benefit from the return flight to his original point of departure if he no longer wishes to continue to his final destination.

Passenger denied boarding against his will benefits:

- Choice between the re-routing by another flight and the reimbursement of the ticket according to the conditions described above,
- Care of according to the waiting time of the re-routing. (refreshments, meals, two communications, and hotel accommodation and transfers between the airport and place of accommodation if the departure cannot take place before the following day)
- Right to compensation. The amounts of compensation are similar to those of the cancellation.

The passenger loses his rights if he is denied boarding for a reason attributable to him (late presentation to the check-in or boarding of a flight, health reasons, behavior that could cause a risk to flight, invalid travel documents, etc.)