

Adria Airways Passenger Service Commitment

Passenger service has always been a priority at Adria Airways. Your safety, comfort and convenience are our most important concerns.

In our search for excellence in customer service, Adria Airways has joined member carriers of the Air Transport Association to address the key service elements that most affect our passengers. Adria Airways' voluntary Passenger Service Commitment, effective February 2002, contains non-legally binding commitments to deliver defined standards of service to air travellers. It is intended to provide you with better information regarding our policies and procedures for handling certain aspects of your travel on our airline. We have outlined our responsibilities and how we will fulfil them below in 14 topic areas - before travel, during travel and after travel.

1. We offer the lowest fare available through each of our direct outlets

At Adria Airways we believe that the process of purchasing a fare should be clear and fair. We commit ourselves to offering you the lowest appropriate fare available for which you are eligible through our own telephone reservations system, website and ticket offices for the date, time, routing and class of service requested.

If you do not provide specific information about your travel requirements, we will provide you with a range of fares for your general needs. We will inform you about the terms and conditions that apply to the fare chosen and any applicable taxes, fees and charges. Please note that different fares may be available through different distribution channels.

2. We honour the agreed-upon fare after payment

After payment for your ticket has been made, you can be sure that no fare increase will apply to the date, flight and class of service you have booked. However, any changes in taxes, fees and charges are subject to additional payment or refund.

3. We notify passengers of known delays, cancellations and diversions

Our goal is for all flights to arrive on time. However, when flight irregularities do occur, we will provide passengers at the airport and on board the aircraft in question the best available information regarding known delays, cancellations or diversions as soon as possible. We will attempt to notify you or your travel agent in advance, whenever reasonable, of any changes to your flight schedule that occur a day prior to departure, provided that your phone number is available.

4. We assist passengers facing delays

We know that unexpected, extended delays can create a stressful situation for any traveller and we want to minimise your inconvenience while waiting. We therefore offer appropriate assistance, for example by helping you contact your family or business associates or by offering refreshments, meals and

provided that local conditions allow such assistance to be delivered. This assistance may not apply in situations involving political unrest, extended strikes affecting essential services or other exceptional circumstances beyond our control.

Assistance may not be provided if this would further delay departure of your flight. The assistance described above may not be, offered on routes operated under public service, obligations in accordance with the policy of the authority defining the obligation, or when weather causes disruption on routes on which the regularity of operations is significantly affected by weather conditions or on routes of less than 300 km serving remote airports operated by aircraft with fewer than 80 seats. If you are a passenger that is delayed on an inclusive tour package the assistance given to your flight will be in accordance with the published policy of the tour organizer.

We will produce a clear and concise statement of our policy, which will be made available to you. This will include a list of routes to which any exceptions apply.

5. We deliver baggage as quickly as possible

We make every reasonable effort to deliver your checked baggage to the arrivals area as quickly as possible. In the event your checked bag does not arrive on your flight, we will take action to retrieve your bag and return it to you within 24 hours of its arrival at final destination, free of charge. We will also offer you immediate assistance sufficient to meet your reasonable short-term needs.

6. We allow telephone reservations to be held for 24 hours

Subject to applicable ticketing deadlines, we will allow passengers to hold a telephone reservation at no charge for a minimum of 24 hours in order to give passengers the opportunity to check for lower fares through other distribution systems, such as travel agents or the Internet.

7. We provide prompt ticket refunds

When you claim and are entitled to a refund on a ticket purchased directly from us, we will issue refunds within 7 business days for credit card purchases and within 20 business days for cash or cheque purchases.

Any taxes, fees and charges collected from you with the fare and shown on the ticket are refundable if the coupon is not used. This regulation also applies to non-refundable tickets. Your refund will be issued within the same time limits as above.

8. We provide assistance to passengers with reduced mobility and passengers with special needs

We endeavour to provide passengers with special needs professional and courteous service at all times. We publicise the services we offer for assisting passengers with special needs and passengers with reduced mobility in an appropriate manner compatible with applicable safety regulations.

For passengers with reduced mobility, we commit ourselves to support the attached document entitled "Meeting the Needs of People with Reduced Mobility".

9. We meet passengers' essential needs on board the aircraft during long delays

On very rare occasions, there are situations in which an aircraft is delayed on the ground but does not have access to the terminal. Where it is deemed safe, practical or legal, we make every reasonable effort to provide you with food, water, lavatories and access to medical treatment.

Additionally, we will make every effort not to keep you on board during long delays.

10. We take measures to speed up check-in

Adria Airways sets reasonable check-in deadlines and in coordination with the airports takes appropriate steps to avoid congestion in departure areas. We take measures to speed up check-in so that passengers can meet their check-in deadlines. These measures may include e-ticketing and automated check-in systems, self-service check-in, mobile check-in stations, off airport check-in, fast track check-in and queue combing.

11. We reduce the number of passengers that are involuntarily denied boarding

In order to accommodate the greatest number of passengers that want to fly, and to keep ticket prices down all airlines sometimes overbook flights with the knowledge and expectation that some of the reserved seats will remain unused at the time of departure. Some passengers ticketed for a flight may not be provided seats due to weight restrictions or substitution of a smaller aircraft.

In the event of a flight having more passengers than seats available at the time of departure, we will first seek volunteers that are willing to give up their seats, subject to any security or operational constraints at the airport in question. Adria passengers that are denied boarding due to overbooking will be booked on the first available alternate flight with available seats. Meals and hotel accommodations will be offered when appropriate.

12. We provide information to passengers regarding commercial and operational conditions

Regarding our products and services, we provide you with the following information relevant to your journey:

A. At the time of booking (if available):

- Planned scheduled times for flight departures and arrivals;
- Airports or terminals of departure and arrival;
- The number of stops en-route;
- Any aircraft, terminal or airport changes;
- Any conditions attached to the fare that must be paid;
- The name of the operating carrier and flight number;
- Whether the flight is a smoking flight.

If you find any previously undisclosed substitution of operating carrier to be unacceptable, you will be given the right to a refund or you will be carried on the airline's next flight on which space is available in the same class.

B. With the confirmation invoice or with the ticket:

- Confirmation of flight times;
- Free baggage allowance and liability limits;
- Cabin baggage allowance.

If, after purchase of the ticket, a significant change to the scheduled flight time is made that is not acceptable to you, and we are unable to book you on an alternate flight that is acceptable to you, you will be entitled to a refund.

C. On request (for our own services and where available for services operated by other carriers):

- The aircraft type scheduled to be operated on the route and seat pitch;
- Services normally offered on board;
- Facilities for passengers with special needs and any charge made for using them (except for passengers with reduced mobility as provided for under topic 8);
- Whether specific seats can be allocated or pre-booked;
- Charges for excess baggage; .Conditions of Carriage;
- Details of the frequent flyer programme;
- Assistance programs for lost, damaged or delayed baggage;
- Details of the Airline Passenger Service Commitment and our own service plan.

13. We provide information on the operating carrier

For flights operated under a code share, a franchise or long-term planned lease agreements, we will inform you of the name of the airline actually operating the flight. Details will be given upon reservation whenever such reservation is made through a distribution channel under the direct control of Adria Airways - i.e., our own offices, our telephone reservation centre and our own websites - and at the airport upon check-in.

Regarding a reservation made through a channel that is not under the direct control of Adria Airways - i.e., travel agencies and websites other than our own websites - we will remind travel agents and websites' operators to systematically inform our passengers regarding the operating carrier at the time of reservation.

We make it clear, through appropriate wording, that your contract is with the marketing airline, i.e., the airline whose designator code appears on your flight coupon or routing slip next to the flight number.

We inform you when travelling on code share services that the level of service may be different and that the Airline Passenger Service Commitment may not apply.

14. We are responsive to passenger complaints

Every time you fly with us we will do our best to provide you with the service you expect. If we have failed to meet your expectations, we want to be informed, and we welcome your comments and suggestions. Our Passenger Relations Centre is expressly designed to respond to your complaints. The address and phone number of this passenger service is provided in timetables, on our website and other public information sources and will also be available at all travel agents.

Under normal circumstances we respond to written complaints within 28 days from the date of receipt. When this does not permit sufficient time for the complaint to be properly investigated, an interim response will be provided giving the reason for the delay.

(Attachment)

Meeting the needs of people with reduced mobility (PRMS)

Introduction

The purpose of this document is to improve the accessibility of air travel to people with reduced mobility by ensuring their needs are understood and provided for, and their safety and dignity are respected. It is aimed at airlines providing services and facilities at airports and on aircraft, and forms the basis on which a voluntary Code (or Codes) of Practice may be prepared. When preparing Codes, the appropriate provisions of the European Civil Aviation Conference (ECAC) Document 30 (Section 5), and the International Civil Aviation Organisation (ICAO Annex 9) will be considered. These documents provide technical information and are produced, following consultation with the airline industry, by governmental agencies concerned with establishing standards and recommended practices.

Definition

A person with reduced mobility (PRM) is understood to mean any person whose mobility is reduced due to any physical disability (sensory or locomotory), an intellectual impairment, age, or any other cause of disability when using transport and whose situation needs special attention and the adaptation to the person's needs of the services made available to all passengers.

Basic assumptions

1. PRMs have the same rights as other citizens to freedom of movement and freedom of choice. This applies to air travel as to all other areas in life
2. Airlines, airports and related service providers have a responsibility to meet the needs of PRMs. PRMs also have a responsibility to identify their needs to the proper channels at the proper time.
3. Information must be made available to enable PRMs to plan and make their journey.
4. The cost of providing for the needs of PRMs must not be passed directly to the PRMs.
5. Disability should not be equated with illness and therefore PRMs must not be required to make medical declarations about their disability as a condition of travel.
6. Organisations representing PRMs will be consulted on issues relevant to PRMs.
7. Staff will be given appropriate training in understanding and meeting the needs of PRMs.
8. Control and security checks should be undertaken in a manner which respects the dignity of PRMs.
9. PRMs must be enabled to remain independent to the greatest possible extent.

Airline Practices

- No carrier will refuse a PRM except where he/she cannot safely be carried or cannot physically be accommodated. When the carriage of a PRM is refused, carriers will explain clearly and explicitly the reasons for refusal.
- When a PRM declares that he/she is self-reliant (self-sufficient and capable of taking care of all of his/her physical needs independently in flight), the airline should, accept that declaration. The airline should then be under no obligation to provide on-board assistance which contravenes health, safety or hygiene requirements where such declaration has been made.
- Airlines will pursue technical and operational options for improving access and facilities on aircraft of all sizes, particularly when major refurbishment is undertaken.
- Where a direct route is not possible for a PRM, (e.g. because of small aircraft), airlines will endeavour to suggest an acceptable alternative.
- Regardless of the size of airport and aircraft, arrangements for embarkation and disembarkation should respect the dignity of PRMs.
- Airlines will, where space permits, provide on-board equipment facilities to aid the self-reliance of PRMs within limits of health, safety and hygiene.

- PRMs will have equal choice of seat allocation, subject to safety requirements. Airlines will explain clearly and explicitly the reasons for not allocating a specific seat when the request is not met for safety reasons.
- Certified Service Dogs will be carried in the cabin, subject to national importation and airline regulations. Where they are carried, there will be no charge.
- PRMs will not be charged for the carriage of basic mobility equipment or other essential disability assistive devices.
- Airlines must take all reasonable steps to avoid loss or damage to mobility equipment or other disability assistive devices. Where loss or damage occurs, airlines will make appropriate arrangements to meet the individual's immediate mobility needs.

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