

If you suffer from a flight disruption or an unforeseen event when traveling with us, you could be entitled to compensation according to the EU regulation 261/2004.

You can find the EU regulation in its entirety at our website: www.flygbra.se/info/allt-om-resan/biljettregler-och-villkor/

The EU regulation consists of an establishment of common rules regarding compensation and assistance to air passengers, in the vent of cancellations, long delays or denied boarding. The rules apply when:

- You are flying from an airport within the EU
- You are flying from an airport outside the EU, to an airport within the EU with a carrier registered in the EU, Iceland, Norway or Switzerland.

The rules do not apply when you travel free of charge or to a reduced fare not available to the public. However, they apply when going on a package trip or if you booked the ticket through the airlines loyalty program.

If you have booked several connecting flights as a combined journey, the rules apply to the final destination you have checked in to. If you booked more flight connections on separate tickets, the regulation only applies to the final destination for each individual ticket.

1. CANCELLED FLIGHT

If your flight is cancelled, you may be entitled to assistance and/or compensation in accordance with paragraph 3a-c.

2. DELAYED FLIGHT

If your flight is delayed, you may be entitled to assistance and/or compensation in accordance with paragraph 3a-c. If the flight is delayed, you may be entitled to care in accordance with paragraph 3a and 3b. For long delays the following applies:

- 2 hours or more for all flights with a maximum of 1500 km.
- 3 hours or more for all flights within the EU, more than 1500 km and for all other flights between 1500 and 3500 km long.
- 4 hours or more for all flights within the EU and for all

other flights covered by the EU regulation.

3. YOU CAN BE ENTITLED TO:

In case of denied boarding, cancelled flight or a long delay of more than 2 hours, you may be entitled to the following:

a. Service and assistance

- Vouchers for food and drink in reasonable proportion to waiting time.
- 2 phone calls or email messages.
- Accommodation and transport between airport and the hotel (in case it should be necessary to stay overnight when offered a rerouting to the next day).

b. Refund or rebooking

- Refund - If you choose not to travel at all in case of a delay of more than 2 hours or a cancelled flight, you can choose to get a refund of your unused air tickets, provided that you contact B.R.A customer center. The refund will be made within 7 working days. We can also reimburse you for parts of your trip with us, which no longer have a purpose in relation to your original itinerary, for instance when having a connecting flight or a return flight with us.
- Rebooking - You are offered a rebooking/rerouting alternative with equivalent transportation to your final destination with earliest possible option at no extra cost. You also have the right to change flight date to another date depending on availability.

c. Compensation

If you are involuntarily denied boarding or if your flight has been cancelled or delayed for more than 3 hours, you could be entitled to the following financial compensation:

- 250 euros for all flights with a maximum of 1500 km.
- 400 euros for all flights up to 3500 km.
- 600 euros for all other flights covered by the EU regulation.

The standard compensation can be reduced to half if you are rebooked and the new arrival time to your final destination does not exceed:

- 2 hours for flights up to 1500 km.
- 3 hours for flights up to a maximum of 3500 km.
- 4 hours for all other flights covered by the EU regulation.

You are not entitled to financial compensation according to the EU regulation if:

- You have been informed that the flight is cancelled at least two weeks before the departure time according to original timetable, or
- You have been informed that the flight is cancelled between two weeks to seven days prior to departure according to the original timetable and also been offered a rebooking. The rebooking should be made so that you can depart no later than two hours prior to scheduled departure time, and arrival at your final destination should be no later than four hours compared to arrival time according to timetable, or
- You have been informed that the flight is cancelled less than seven days prior to departure according to timetable and also been offered a rebooking. The rebooking should be made so that you can depart no later than one hour or less prior to scheduled departure time, and arrival at your final destination should be no later than two hours compared to arrival time according to timetable, or
- The traffic disruption is caused by extraordinary circumstances outside of our own control and could not have been avoided even if all reasonable measures had been taken. Such circumstances may occur in the case of events such as political instability, meteorological conditions, safety risks, unforeseen deficiencies in flight safety and strikes that affect the business of carrier performing the flight.
- You travel free of charge or at a reduced fare which is not available to the public, such as non-public prices.

4. DENIED BOARDING

You can be denied boarding if the plane is overbooked even if you have a confirmed reservation. Before we deny any of our passengers boarding we always ask for volunteers who are prepared to abstain its place in exchange to some compensation. In case too few volunteers sign up, we may be forced to deny you boarding.

- a. If you **voluntarily** give up your seat reservation on an overbooked flight, you have the right to a refund or rebooking; see paragraph 3a and 3b, in addition to the compensation you and B.R.A mutually agrees on.
- b. If you **involuntarily** give up your seat reservation on an overbooked flight, you have the right to compensation stated in paragraph 3c as well as assistance in accordance with paragraph 3a and 3b.

5. APPLY FOR COMPENSATION

If you suffered from a traffic disruption or denied boarding during your journey with B.R.A and wish to make a request for reimbursement or compensation, we recommend you to submit a case via our digital form: www.flygbra.se/reklamation.

For further questions regarding your claim we ask you to contact our Customer relations department, please see contact information below. Refer to your case number you receive when registering a case as you contact us.

BRA Sverige AB

Att. Reklamation
Box 37
201 20 Malmö

E-mail: reklamation@flygbra.se

Telephone: **010-722 15 12**

Opening hours: Weekdays at 09.00-12.00 o'clock.

If you request compensation for any expenses you need to save the original receipt and submit it to the specified address along with your case number. Electronic receipts can be sent to us digitally.

Please note that claim requests for delays that are less than 2 hours will not be accepted. This also applies to compensation requests for delays where the arrival time of the final destination does not exceed 3 hours.

6. CONTACT INFORMATION TO NATIONAL AUTHORITIES

Below you can find the contact information for the responsible authorities in the countries we are operating:

Konsumentverket/KO

Box 48
SE-651 02
SwedenS
www.konsumentverket.se
konsumentverket@konsumentverket.se

Trafikstyrelsen

Danish Transport Authority
Edvard Thomsens Vej 14
DK-2300 København S
Denmark
www.trafikstyrelsen.dk
info@tbst.dk