

SAFETY MEASURES AT AIRPORTS

EUROPEAN UNION

INFORMATION FOR PASSENGERS

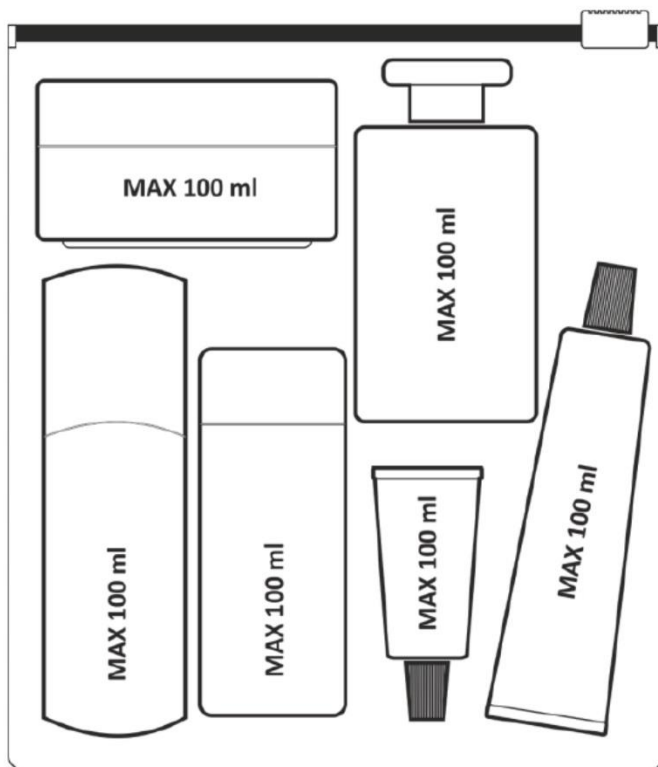
In view of the events of August 2006 and in order to protect all passengers against the new threat of liquid explosives, the European Union has adopted safety measures restricting the amount of liquids allowed to pass through the screening points.

These safety measures apply:

- To all passengers;
- At screening points at all EU airports;
- For all destinations.

Passengers are not allowed to carry liquids in their cabin baggage other than those contained in individual containers of a capacity not exceeding 100 ml or equivalent (100 g / 3 oz) packed in a transparent, open, resealable plastic bag and closed again, of a capacity not exceeding 1 liter (per passenger).

For reference the bag cannot exceed the dimensions of 19 cm X 20 cm.



The articles should fit comfortably inside the bag, so that it can be easily closed and allow the visualization and identification of its contents.

Liquids are understood to mean:

- Water and other beverages, soups and syrups;
- Gel, including hair gel;
- Toothpaste, including liquid toothpastes;

- Other articles of similar consistency;
- Lotions, including perfumes and beard creams;
- Aerosols and other pressure vessels.

Exceptions:

- Necessary liquids for the whole trip *, which are intended for medical purposes, with medical prescription and proof of the authenticity of the liquid object of exemption;
- Liquids necessary for the whole trip *, aimed at satisfying a special dietary need, by medical certificate;
- Baby food;

* Necessary for consumption during flights and stay.

When requested, the passenger must provide or prove the authenticity of the liquid object of exemption, by gustatory or epidermal evidence.

INJECTABLE MEDICATIONS

Although no special declaration is required for the transport of injectable medicines, the passenger is advised to provide accompanying documents, such as a medical statement or any other appropriate document attesting to the need for LAG (liquids, aerosols and gels) during the journey, in order to facilitate and make security control faster.

For further information or additional information, please contact:

INAC

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Rua B, Edifício 4 - Portela Airport 4

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PORTUGAL

Note: *These restrictions shall not apply to liquids purchased and packed in tamper-evident bags in stores located beyond the boarding pass control point or on board an aircraft of a European Union Airline.*

However, tamper-proof bags shall never be opened before safety screening points and shall, where possible, be kept closed and tamper-proof to the final destination.

These measures do not apply to baggage presented at check-in counters in order to be checked in as hold baggage.

OTHER MEASURES

The overcoats and coats of the passengers will be controlled separately from the cabin luggage.

Portable computers and other large electronic devices must be previously removed from cabin baggage prior to screening and screened separately.

Passenger Recommendations

- Avoid carrying liquids in cabin luggage;
- At the screening points and before the X-ray machine, present all the liquids it carries to the safety elements on site;
- Require that any liquid purchased beyond the boarding pass control point or on board an aircraft of a European Airline is preferably separated from other items which it acquires at the same time in a tamper-proof bag together with the proof of purchase;
- Do not open the tamper-evident bag to the final destination of the trip, especially when making transfer flights, otherwise the liquids may be confiscated at another screening point.

BRAZIL

Regulation on limitation of transport of liquid substances on international flights

All passengers on international flights or who need to use the boarding lounge for international flights shall be subject to the following restrictions in respect of the carrying of their hand luggage:

- All liquids must be filled in vials with a capacity of up to 100 ml and must be placed in a transparent plastic sealed package, with a maximum capacity of 1 liter, not exceeding 20 x 20 cm. Only one plastic bag per passenger is allowed.
- Liquids carried in vials over 100ml cannot be transported, even if the bottle is partially filled.
- The vials should be properly packed (with clearance) in the fully sealed transparent plastic package.
- Medicated medical prescription items, infant formula and special diet pills, in the quantity required to be used during the total flight period, including any stopovers, must be presented at the time of inspection.

In order to verify the regulation in full, you can consult:

<http://www.anac.gov.br/biblioteca/resolucao/resolucao07.pdf>

AUTHORIZED HAND BAGGAGE INFORMATION

Adults and children

Appropriate carry-on luggage to be carried in the closed compartment above the passenger seat or under the seat, with a maximum dimensions of 115 cm: 55 x 40 x 20 cm.

- Economy class: 1 piece up to 8 kg
- Business Class: 1 piece up to 10 kg

NOTE: There may be some flexibility depending on the aircraft equipment and / or restrictions imposed by governmental regulation.

Babies

- Baby feeding for consumption during the flight
- 1 baby's cot - in the cabin or in the hold.

Passengers with reduced mobility who use wheelchairs, Canadian or prosthetic:

In addition to medical equipment, transport of a maximum of two pieces of mobility equipment per disabled person or person with reduced mobility, including electric wheelchairs, subject to the 48-hour notice and any limitations on space on board (in accordance with Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006).

Passenger wheelchairs may only be carried as registered baggage.

Hand Baggage Restrictions

For safety reasons and for your comfort, we are forced to limit the weight and dimensions of the hand baggage accepted on board. At check-in, please check that your carry-on baggage is within recommended limits and hand it in to be labeled. Pay special attention to products considered to be dangerous that can not be transported as luggage, and which are specified in your ticket.

There may be restrictions on carrying hand luggage and / or some types of sports equipment on some aircraft.

For more information contact our offices.

Checked Baggage

The free baggage allowance carried in the hold may be established on the basis of the weight or number of pieces to be carried.

In accordance with international standards for Occupational Safety and Health conditions, euroAtlantic airways do not carry suitcases over 32 kg. Packages weighing more than 32 kg must be transported as cargo. Check the baggage allowance for your flight below.

Parts Concept

The concept of pieces (piece concept) is based on the number of pieces that a passenger can carry.

Registered luggage

It is the baggage awarded to euroAtlantic airways and for which a luggage tag is issued.

This baggage is carried in the hold and, for safety reasons, on the same plane as the passenger.

The luggage must be marked with the name and address of the passenger and properly closed to ensure safe transportation.

Checked baggage may not contain:

- Fragile and perishable objects;
- Essential medicines;
- Keys;
- Professional or academic documents;
- Samples;
- Passports or other identification documents;

- Valuable objects (such as money, jewelry, precious metals, glasses, contact lenses, prosthetics, and all kinds of orthopedic devices, personal computers or other related equipment, mobile phones and other personal electronic devices, negotiable securities, securities, or other valuable documents).

Air transport of dangerous goods, such as:

- Explosives, including detonators, fuses, grenades and mines;
- Gases, including propane gas and butane gas;
- Flammable liquids, including gasoline and methanol;
- Flammable solids and reactive substances, including magnesium, lighters, fireworks and torches;
- Organic peroxides and peroxides, including paint thinners and car refinishing kits;
- Toxic or infectious substances, including rodenticides and infected blood;
- Radioactive material, including medicinal isotopes or other isotopes on the market;
- Corrosive substances, including mercury, and vehicle batteries;
- Fuel system components of vehicles that have already contained fuel.

The MSC (Most Significant Carrier) rule came into effect on April 1, 2011

If the longest or most significant route is not operated by euroAtlantic airways but rather by another airline, the latter's rules and rates may also apply to euroAtlantic airways flights and flights.

If euroAtlantic airways operate the longest or most significant route of travel, the rules and rates currently in force shall apply.

USA DOT Rule (Department of Transportation Office) effective August 23, 2012

For passengers whose origin or final destination is the US, US and foreign carriers must apply the same allowances and fees for the entire itinerary as are applicable at the beginning of the passenger's journey. In the case of code-share flights forming part of an itinerary whose origin or final destination is the US, United States and foreign carriers must apply the same permits and fees for the carrier who sold the tickets if they differ from those applied by the carrier making the flight.

Extra Baggage Allowance

Consult our offices for more information.

Special Cabin Baggage

Cabin baggage is the items that the passenger carries in the cabin but does not fit in the free hand luggage, requiring the locking of additional places for transportation.

Cabin baggage may refer to bulky or fragile luggage, such as works of art, musical instruments or electronic equipment.

Your acceptance is subject to the following conditions:

- The pressure / weight of cabin luggage on the seat cannot exceed 84kg / 185lbs;
- For larger weights or large volumes, more than one (1) place may be required. This number shall be defined by the carrier.

SPORTS EQUIPMENT TRANSPORTATION

GOLF EQUIPMENT

Golf course conditions * (per way) Europe: EUR 35

All values in this table apply per bag with equipment up to 32 kg. The sports equipment may be included in the free baggage carried in the hold, provided it is within the permitted weight and size limits: 23 kg / 32 kg and 158 cm (height + length + width). To be charged in local currency, according to the daily exchange rate.

* It is understood by golf equipment the bag that carries all the equipment, including a pair of golf shoes.

Note: *The conditions and figures given are valid only for flights operated by euroAtlantic airways. Depending on your airport of departure, a Service Emission Fee may be applied in addition to the rates mentioned above.*

These types of equipment must always be requested at the time of purchase of the ticket, indicating the weight and measures of the ticket.

There may be restrictions on carrying hand luggage and / or some types of sports equipment on some euroAtlantic airways. For more information contact us.

TRANSPORT OF BOARDS

The equipment of Kitesurf, Windsurf and surfboards should always be transported in an appropriate bag, properly conditioned. Passengers must always complete their Declaration of Carriage. In the absence of this document, poorly equipped equipment may not be accepted for check-in purposes and may therefore not be transported.

EuroAtlantic airways shall not be liable for any damage caused during travel on improperly packaged boards and recommends the purchase of insurance.

Price List (per route) Europe:

Equipment

Boards (up to 200 cm)	EUR 50
Longboards (over 200 cm)	EUR 100
Kitesurf	EUR 50
Windsurf / Hang-Gliding	EUR 100

All values in this table apply per bag with equipment up to 32 kg. The sports equipment may be included in the free baggage carried in the hold, provided it is within the permitted weight and size limits: 23 kg / 32 kg and 158 cm (height + length + width). To be charged in local currency, according to the daily exchange rate.

Note: *The conditions and figures given are valid only for flights operated by euroAtlantic airways. Depending on your airport of departure, a Service Emission Fee may be applied in addition to the rates mentioned above.*

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There may be restrictions on carrying hand luggage and / or some types of sports equipment on some euroAtlantic airways. For more information contact us.

SKI EQUIPMENT

Price list (per way) Europe:

Water skiing and snow skiing EUR 50

All values in this table apply per bag with equipment up to 32 kg. The sports equipment may be included in the free baggage carried in the hold, provided it is within the permitted weight and size limits: 23 kg / 32 kg and 158 cm (height + length + width). To be charged in local currency, according to the daily exchange rate.

Note: *The conditions and figures given are valid only for flights operated by euroAtlantic airways. Depending on your airport of departure, a Service Emission Fee may be applied in addition to the rates mentioned above.*

These types of equipment must always be requested at the time of purchase of the ticket, indicating the weight and measures of the ticket.

There may be restrictions on carrying hand luggage and / or some types of sports equipment on some euroAtlantic airways. For more information contact us.

BICYCLES AND TANDEMS

Conditions of carriage

- Any of these equipment can only be accepted as checked baggage for transport in the hold.
- These devices must be fitted with the handlebar on the side and the pedals must be removed.
- Alternatively, the equipment should be covered with cellophane or similar and packaged in a carton.
- It is recommended that the handlebar be turned up to 90 degrees and held securely in this position.

Price list (per way) Europe:

Bicycles * **EUR 50**

Tandems **EUR 100**

All values in this table apply per bag with equipment up to 32 kg. The sports equipment may be included in the free baggage carried in the hold, provided it is within the permitted weight and size limits: 23 kg / 32 kg and 158 cm (height + length + width). To be charged in local currency, according to the daily exchange rate.

Note: *The conditions and figures given are valid only for flights operated by euroAtlantic airways. Depending on your airport of departure, a Service Emission Fee may be applied in addition to the rates mentioned above.*

There may be restrictions on carrying hand luggage and / or some types of sports equipment on some euroAtlantic airways. For more information contact us.

OTHER SPORTS EQUIPMENT

Price list (per way) Europe:

Asadelta and Paraglider * **EUR 100**

Pole Vault **EUR 100**

Fishing	EUR 50
Other sports equipment	EUR 100

All values in this table apply per bag with equipment up to 32 kg. The sports equipment may be included in the free baggage carried in the hold, provided it is within the permitted weight and size limits: 23 kg / 32 kg and 158 cm (height + length + width). To be charged in local currency, according to the daily exchange rate.

* It is considered to be large equipment, so prior contact with euroAtlantic airways is mandatory.

Important:

Note: *The conditions and figures given are valid only for flights operated by euroAtlantic airways. Depending on your airport of departure, a Service Emission Fee may be applied in addition to the rates mentioned above.*

These types of equipment must always be requested at the time of purchase of the ticket, indicating the weight and measures of the ticket.

There may be restrictions on carrying hand luggage and / or some types of sports equipment on some euroAtlantic airways. For more information contact us.

- *The equipment must be transported in an appropriate bag.*

PROHIBITED BAGGAGE

For safety reasons, it is prohibited to carry certain items of luggage as hand luggage:

- Pistols, firearms, and other devices that fire projectiles: devices that may or appear to be used to cause serious injury by firing a projectile;
- Neutralizing devices: devices specifically designed to stun or immobilize;
- Pointed or sharp objects: objects that, because of their sharp point or sharp edges, can be used to cause serious injury;
- Work tools: tools that can be used to cause serious injury or threaten the safety of the aircraft;
- Blunt instruments: objects that can cause serious injury if used to physically assault someone;
- Explosives, incendiary substances and devices: explosive and incendiary materials and devices which may or appear to be capable of being used to cause serious injury or to threaten the safety of the aircraft;
- Liquids, Aerosols and Gels.

Note: *Carriage of liquids on board is only permitted in containers with a capacity of up to 100 milliliters and not exceeding in total 1 liter per passenger. These should be packed in a transparent plastic bag with a locking system and easy opening, measuring 19cm x 20cm.*

ELECTRONIC CIGARETTES

An electronic cigarette or e-cigarette is an electronic device that tries to simulate the act of smoking. It can resemble a normal cigarette, both in shape and function, and may even simulate smoke, although it is vapor.

It has, in general, 3 common elements:

- Mouthpiece (cartridge)

- Heating device (atomizing chamber)
- Battery (usually a rechargeable lithium-ion battery and an electronic system of colored light).

Although electronic cigarettes are not prohibited by law, their use on board may cause problems and their consumption is not allowed on board aircraft of euroAtlantic airways. However, they may be carried in hand luggage.

PORTABLE ELECTRONIC DEVICES (DEP'S)

The following devices are not allowed to be used during all phases of the flight:

- Electronic cigarettes;
- Walkie-talkies / portable radios;
- Toys with remote control;
- Wireless computer equipment;
- Stereo equipment including pocket radios (AM / FM);
- Portable TV receivers;
- Bluetooth devices;
- Radio frequency transmitting devices and similar equipment.

Important:

On flights to and from the United States of America you may be subject to a new hand baggage check and a detailed inspection of the footwear and all electrical and electronic devices you carry with you.

Please be advised that for this destination, it is strictly forbidden to carry lighters, both in carry-on luggage and hold baggage.

TRANSPORTATION OF WEAPONS

Important notes:

A flat fee of € 25 is charged for weapons and ammunition carried for each journey. This rate is applicable to both baggage calculation methods: Weight Concept and Parts Concept.

The passenger must check in 1 hour before the normal time.

The transport of arms and ammunition is the sole responsibility of the passenger and is only accepted under the following conditions:

- Possession of weapons or ammunition is not allowed in the cabin;
- Check-in must be delivered unloaded, dismantled and conveniently packed;
- The passenger must have in order all the documentation related to the weapon (booklet, license of use and possession of weapon);
- Small arms, if declared at check-in, may be carried in checked bag cases;
- Weapons and ammunition containing explosive projectiles may not be carried as registered baggage;

- Ammunition cannot be transported in quantities exceeding 5kgs / 11lb per passenger per volume;
- Ammunition must be of small caliber and must not contain explosive projectiles. They must be packed in a sufficiently strong outer package: wood, metal or fiber, protected against possible shocks and prevented from moving inside.

ARMS TRANSPORT IN THE UNITED KINGDOM

- Carriage of firearms to / from the UK is allowed, subject to restrictions, upon presentation of a firearms license. You must also have a special permit / license issued by the local police authority (in the United Kingdom). Weapons must be transported with the passenger as personal luggage, subject to check-in.
- All handguns (guns / revolvers) are subject to restrictions under United Kingdom law and may not be carried aboard euroAtlantic airways.

ARMS TRANSPORT IN SWITZERLAND

- The transport of weapons and ammunition considered "war weapons" from / to Swiss territory is not permitted.

BATTERY TRANSPORT

The possibility of transporting a lithium battery / cell by air depends on:

- Its configuration and watt-hour capacity (Wh), in the case of rechargeable batteries,
- Or lithium content (LC) in the case of non-rechargeable batteries.

Refer to the following table to determine if your battery can be accepted:

Watt-hour capacity (Wh) or Lithium content (LC)	Configuration	Hand luggage	Checked Baggage	Proof of the Operator
up to 100 Wh (2g)	Included in Equipment	Yes	Yes	No
	Replacement	Yes (without limit)	No	
between 100 and 160 Wh	Included in Equipment	Yes	Yes	Yes
	Replacement	Yes (Máx. 2)	No	
more than 160 Wh	Must be declared and transported as Cargo in accordance with the IATA Dangerous Goods Regulations.			

(To convert Amperes-hour (Ah) to Watts-hour (Wh), multiply Ah by the voltage.)

Conditions of carriage

- The terminals of the replacement batteries should be protected against short circuits.
- Batteries should be transported in their original packaging or tapes should be applied to the terminals or each battery / battery should be placed in an individual plastic bag.
- Replacement batteries / batteries cannot be placed in hold baggage.
- Batteries inserted in equipment (portable computers, cameras, mobile phones, etc.) must be disabled and cannot be accidentally activated when placed in the hold baggage.

Examples of Lithium Batteries / Batteries:

- Small lithium batteries and batteries include mobile phone batteries, watch batteries, MP3 player batteries, as well as most original laptop batteries. The maximum capacity of this type of batteries is 100 watt-hours (Wh).
- Medium-sized lithium batteries and batteries include larger batteries and batteries, such as some long-life batteries for portable computers, as well as batteries used in professional audio-visual equipment. A "medium" battery generates between 100 and 160 watt-hours of power.
- Large lithium batteries and batteries are intended for industrial use. A large rechargeable battery generates more than 160 watts-hour of power. Large batteries can be found in certain electric and hybrid vehicles, as well as mobility devices and motorcycles.

Exception to wheelchair battery

Although batteries containing liquid that can spill normally are not allowed in cabin or hold baggage, they may be transported if they are part of the passenger's electric wheelchair. The battery must be removed from the wheelchair and transported in a special container.

If a passenger has a wheelchair with a battery containing liquid that can spill, it is necessary to arrive early at the airport informing the check-in staff.

Liquid batteries (may spill)

These batteries are considered dangerous cargo, but can be accepted. The Airline must have prior knowledge to ensure that the handling requirements are in accordance with the regulations. This type of batteries is only accepted as a charge.

Dry batteries (ponds)

These batteries are not considered a dangerous load and must be thoroughly tested before a manufacturer can label the battery as dry or leakproof. They are not accepted as hold baggage.

Note: Other types of batteries, such as nickel-cadmium (Ni-Cad) batteries and alkaline batteries, may be safely transported in carry-on or hold baggage provided they are protected against short circuits.

Luggage recommendations

The luggage must always be duly identified, with your name and at least with your phone (if possible, the mobile phone).

For greater security, we suggest that you put information with your data inside each bag sent to the hold.

- Fragile, perishable items, values or documents should not be carried as checked baggage.
- It must not exceed the capacity of the luggage, respecting its limit.
- When you check your baggage, you must check that the proof corresponds to the destination you want.
- When collecting your luggage upon arrival, you must make sure that the sticker number corresponds to the proof number.
- Complaints about irregularities with baggage must be immediately notified to euroAtlantic airways employees upon the collection or verification of loss, before leaving the baggage allowance.
- For your own safety, euroAtlantic airways advises: Do not transport volumes from third parties without knowing their contents.

AIR TRANSPORT PASSENGER RIGHTS

Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules for compensation and assistance to passengers in the denied boarding and cancellation or long delay of flights.

The rights of air passengers in the European Union have been strengthened.

The new rules apply:

- Passengers departing from an airport located in the territory of a Member State.
- Passengers departing from an airport located in a third country to an airport situated in the territory of a Member State, provided that the flight is operated by a Community air carrier.
- If you have a confirmed reservation for the flight.

A confirmed booking means that the ticket which has been sold by the authorized carrier or travel agency contains the flight number, date and time of the flight with the OK, confirmed or any other appropriate indication in the space provided for the ticket. This means that the carrier has acknowledged and confirmed the reservation.

BUT WHEN IS THERE NO TICKET?

Nowadays, many companies do not issue conventional tickets. Instead, they send an itinerary impression or an electronic mail that constitutes the transport ticket. If the reservation is made via telephone, they can assign a reservation number and this will be valid as a transport ticket. The passenger will have to present the impression of their itinerary, electronic receipt or reservation number when they check in since they contain important information about the times and dates of the trip.

Important Note: If the passenger's ticket is free or has a reduced fare that is not available, directly or indirectly to the public, the carrier is not obliged to indemnify the passenger for the denied boarding.

Every year, thousands of passengers are victims of overbooking, long delays and flight cancellations.

When making a reservation, passengers have to accept the conditions imposed by the airline, they can not negotiate their contracts and rarely know them in fact. When travel does not go as expected, either by denied boarding or by cancellation of a flight, they are dependent on the carrier to continue their journey and return home.

The new rules impose an automatic minimum compensation for any damages suffered.

Air passengers now have more means to defend their rights.

KNOW YOUR RIGHTS IN CASE OF:

- Denied boarding
- Flight cancellation
- Prolonged delays
- Placement in lower class
- Organized trips

The amounts provided for compensation or refunds of ticket prices can be made in cash, by bank transfer or check. These payments can only be made through travel vouchers or other services with express consent of the passenger through written agreement.

All amounts must be paid within 7 days.

Also, know what rights you will have in case of:

- Loss, delay or damage to luggage
- Personal injury and death in accidents

REFUSAL TO BOARD - WHAT IS IT? WHAT RIGHTS?

Refusal of boarding means that the air carrier refuses to board the passenger on a scheduled flight, despite having a valid ticket, confirming his / her reservation and having presented himself / herself to the check-in at the indicated time and written by the carrier, tour operator or authorized travel agent. If this time is not indicated the passenger should be presented for registration up to 45 minutes before the published departure time.

Normally, denied boarding happens when the carrier sells more tickets than existing ones. This is due to the fact that about 10% of passengers do not confirm their reservations in time, do not register for the trip or simply decide not to make the trip.

When the passenger buys a ticket for air transportation, he enters into a contract with the carrier. From this contract arise rights, but also duties. Of the passenger's duties, the following stand out:

- a) The passenger must confirm his reservation;
- b) The passenger must present at the check-in at the date and time stipulated and demonstrate that he has a confirmed reservation.

If the passenger fails to do so, the carrier may refuse boarding without being obliged to compensate him in any way.

However, the carrier may agree with the passenger to embark on another flight, whether or not charging a charge, if available. This will depend on the business practices adopted by each company.

WHAT RIGHTS?

When it has reasonable grounds to foresee that it will refuse boarding on a flight, the operating air carrier shall first of all appeal to volunteers who agree to relinquish their seats. Only if there are no volunteers can the shipment be refused.

There are thus two distinguishing factors:

a) The passenger voluntarily surrenders his place

If the passenger agrees to assign his seat, benefits may be agreed between the passenger and the carrier. In addition to these benefits, the passenger will also be entitled to assistance from the carrier. You will have the right, alternatively, to reimburse the ticket within seven days and return flight to the first point of departure or re-routing to the final destination (at the earliest opportunity or at a later date of the convenience of the passenger, in this case subject to availability of places).

b) The passenger does not want to give up his place

If the number of volunteers is insufficient to allow boarding, the air carrier may refuse to board passengers against their will and indemnify them.

In this case, passengers shall be entitled to a minimum compensation in the following amounts:

- 250 € for all flights up to 1500 km;
- € 400 For all intra-Community flights of more than 1500 km and for all other flights between 1500 and 3500 km;
- 600 € for all flights not covered by the preceding cases.

This compensation may be reduced by 50% if the passenger is offered re-routing to his final destination on an alternative flight whose time of arrival does not exceed that of the original flight on:

- Two hours on flights up to 1500 km
- three hours on intra-Community flights of more than 1500 km and on all other flights between 1500 and 3500 km;
- Four hours on flights not covered in the preceding cases.

In addition to this minimum indemnity, the passenger shall be entitled to:

- The reimbursement of the ticket price within seven days and free return flight to the first point of departure or re-routing to the final destination (at the earliest opportunity or at a later date of the convenience of the passenger, in this case, subject to the availability of seats).
- Assistance: the carrier must offer the passenger:
- Meals and beverages in reasonable proportion to the waiting time;
- Accommodation in a hotel;
- Transportation between the airport and the place of accommodation;
- The possibility to make, free of charge, two telephone calls, telexes, messages via fax or messages by electronic mail.

It should be noted that the operating air carrier should pay particular attention to the needs of persons with reduced mobility and their accompanying persons, as well as unaccompanied children.

"Final destination" is the destination that appears on the ticket that is presented at check-in.

If the passenger is going to catch more than one plane (connecting flights) the final destination will be the last destination mentioned on your transport ticket.

If the passenger has connecting flights that can be carried out without difficulty despite the fact that the denied boarding has caused some delay, the passenger will not be entitled to be reimbursed for those flights.

FLIGHT CANCELLATION

If the flight is canceled for reasons attributable to the carrier, such as due to technical or operational problems, it must offer the passenger:

(a) The option between reimbursement of the ticket price within seven days (and free flight to the point of departure when appropriate) or an alternative transport to the final destination (at the earliest opportunity or at a later date of the convenience of the passenger, in this case, subject to the availability of places);

And still,

b) Assistance (meals and drinks in reasonable proportion to the waiting time, hotel accommodation, transportation between the airport and the place of accommodation, the possibility to make, free of charge, two telephone calls, telexes, messages via fax or messages by e-mail).

The carrier may also have to compensate him in the same way as in the case of denied boarding, unless he is advised of the cancellation in advance.

Thus, the passenger will not be entitled to compensation if:

a) Is informed of the cancellation of the flight two weeks in advance of the time of departure;

b) If you have been informed of the cancellation between two weeks and seven days of the scheduled time of departure, you have been given the alternative to leave until two hours before and arrive at the final destination until four hours after the established time;

c) If you have been informed of the cancellation less than seven days before the scheduled departure time, you have been given the alternative to leave until one hour before and arrive at the final destination until two hours after the scheduled time of arrival;

(d) If the carrier proves that the cancellation was due to extraordinary circumstances which could not reasonably be avoided.

It is up to the carrier to prove that he informed the passenger of the cancellation and on what date and conditions.

PROLONGED DELAYS

If the carrier foresees that in relation to the scheduled time of departure a flight will be delayed:

- 2 hours or more in the case of any flights up to 150 km;
- 3 hours or more for intra-Community flights of more than 1500 km and for all other flights between 1500 and 3500 km;

- 4 hours or more, in the case of flights not covered by the preceding cases, the passenger is entitled to immediate assistance.

This assistance will be the provision of:

- Meals and beverages in reasonable proportion to the waiting time;
- The possibility to make, free of charge, two telephone calls, telexes, messages via fax or messages by electronic mail.

If the departure time of the new flight is the day after the scheduled date, the passenger will also be entitled to hotel accommodation and transportation to and from the airport and the place of accommodation.

If the delay is 5 hours or more, the passenger is entitled to a refund of the total price of the ticket within seven days (and free flight to the point of departure when justified).

PLACEMENT IN LOWER CLASS

If the passenger agrees to be placed in a lower class than the one for which the ticket was purchased, the carrier will have to reimburse it within seven days in accordance with the following:

- 30% of the ticket price for all flights up to 1500 km;
- 50% of the price of the ticket for all intra-Community flights of more than 1500 km, except for flights between Member States and the French overseas departments, and for all other flights between 1500 and 3500 km;
- 75% of the ticket price for all flights not covered by the preceding cases, including flights between Member States and the French overseas departments.

TRIPS ORGANIZED

Without prejudice to the rights deriving from the special legislation applicable to package travel, the tour operator shall be required to transfer to the passenger any sums paid for denied boarding, cancellation of flight, delay or placement in a lower class.

LOSS, DELAY OR DAMAGE TO LUGGAGE

With the 1999 Montreal Convention and Council Regulation (EC) No 2027/97 on air carrier liability in the event of accidents, as amended by Regulation (EC) No 889/2002 of the European Parliament and of the Council of 13 May 2002 setting uniform limits of liability for loss, damage or destruction of luggage and for damage caused by delays in travel by Community carriers of the loss, delay or damage as well as the liability of the carrier in case of damage or death in an accident, is further clarified.

The rules below apply to any flight operated by an EU airline anywhere in the world as well as to any State that has ratified the Montreal Convention.

In fact, only a unified regime guarantees a simple and clear information for the passenger, allowing him or her to recognize the need to make supplementary insurance or not.

In the case of checked baggage, the carrier is always liable if the loss or damage occurs on board the aircraft or during the period in which the registered baggage is in the custody of the carrier. Nevertheless, the carrier will not be liable if the damage resulted exclusively from defect, from the nature or from the vice of the

luggage itself. In the case of unchecked baggage, including personal belongings, the carrier is liable if the damage is caused by the fault of the carrier, its employees or agents.

The passenger can claim compensation for the damages caused by the loss, delay in arrival or damage of luggage up to the amount of 1000 SDRs¹.

If the passenger carries higher values, in order for the amount to be paid by the carrier, the passenger must, at the moment of delivery of the baggage to the carrier and upon payment of a supplementary amount, make a special declaration of interest at the destination.

In case of delayed baggage, the carrier may offer an emergency purchase right away, but its amounts may differ from carrier to carrier. If you have to make any expenses, the passenger must save the receipts to join them to your complaint.

DEADLINES FOR COMPLAINT

If the baggage has suffered damage, delay, loss or destruction, the passenger must submit a written complaint to the air carrier as soon as possible. The passenger must claim the loss or damage to the baggage always to the carrier before leaving the airport. Failure to make an immediate claim may presume that you have received it in good condition.

There are, however, maximum deadlines for the complaint, which must be made in writing to the carrier:

- a) In case of damaged registered luggage, within 7 days from the date of delivery;
- b) In the case of delayed arrival of the baggage, within 21 days from the date of delivery;
- c) In case of loss there is no fixed deadline. It should be noted that after 21 days the delay of the luggage should be treated as loss of luggage.

Any legal action relating to damages shall be lodged within two years from the date of arrival of the airplane or from the date on which the airplane should have arrived.

You can submit the claim to the airline with which you entered into the contract or to the airline operating the flight, if different.

PERSONAL INJURY AND DEATH IN AN ACCIDENT

Council Regulation (EC) No 2027/97 on air carrier liability in the event of accidents, as amended by Regulation (EC) No 889/2002 of the European Parliament and of the Council of 13 May 2002, as well as some rules on compensation for physical injury or death of passengers.

It should be noted that the obligation of the carrier to pay an advance, within 15 days of the identification of the person entitled to compensation, covering immediate economic needs. In the event of death, such advance payment shall not be less than 16,000 SDRs.

INFORMATION RIGHTS

In case of denied boarding, cancellation and delay of more than two hours, the carrier must distribute to each affected passenger a form with the rules of compensation and assistance.

The printed passenger must also be given the contact details of the national body responsible for implementing the Regulation. In Portugal, INAC - National Civil Aviation Institute.

IF THERE IS DENIED BOARDING, CANCELLATION OF FLIGHT OR PROLONGED DELAY, HOW TO PROCEED?

The passenger shall require the carrier's representative to resolve the problem.

If he does not fulfill his obligations, the passenger must complain to INAC - National Civil Aviation Institute.

These rights shall apply without prejudice to passengers' rights to additional compensation. To this may be added another that will be determined judicially.

CONDITIONS OF CONTRACT AND OTHER IMPORTANT NOTICES

PASSENGERS WHOSE TRAVEL INCLUDES A POINT OF FINAL DESTINATION OR SCALE IN A COUNTRY OTHER THAN THE DEPARTURE ARE INFORMED OF THAT INTERNATIONAL TREATIES WHICH ARE KNOWN AS THE MONTREAL CONVENTION, OR ITS PREAMBLE, THE WARSAW CONVENTION, INCLUDING ITS AMENDMENTS (CONVENTION SYSTEM OF MONTREAL) MAY APPLY TO THE TOTALITY OF THE TRIP, OR TO A PART OF THE SAME MADE WITHIN A COUNTRY. TO THESE PASSENGERS, THE APPLICABLE TREATY, INCLUDING SPECIAL TRANSPORT CONTRACTS INCORPORATED AT ANY APPLICABLE TARIFF, REGULATES AND MAY LIMIT THE LIABILITY OF CARRIERS.

WARNING ABOUT LIMIT OF LIABILITY

The Montreal Convention may apply to your travel, and this Convention governs and may limit the liability of air carriers in the event of death or personal injury, loss of or damage to luggage, and delays.

If the Montreal Convention applies, the limits of liability are as follows:

1. There are no financial limits in case of death or personal injury.
2. In the event of destruction, loss, damage or delay of baggage, 1,131 Special Drawing Rights (approximately 1,200 EUR, 1,800 U.S. dollars) per passenger in most cases.
3. For damages caused by delay in travel, 4,694 Special Drawing Rights (approximately 5,000 Euros, 7,500 US dollars) per passenger in most cases.

Regulation EC No 889/2002 requires air carriers of the European Community to apply the limits established by the Montreal Convention in respect of the carriage of passengers and their luggage by air. Many air carriers which do not belong to the European Community also apply the Montreal Convention for the carriage of passengers and their baggage.

In cases where the Montreal Convention applies, the following limits of liability may apply:

1. 16,600 Special Drawing Rights (approximately 20,000 Euros, US\$ 29,000) for death or personal injury in cases where the Hague Protocol to the Convention applies, or 8,300 Special Drawing Rights (approximately 10,000 Euros, US\$ 14,000) if it applies only to the Montreal Convention. Many air carriers have voluntarily waived these limits in their entirety, and the rules of the United States of America provide that, on journeys to, from or with an agreed stopping place in the U.S., the limit may not be less than US\$ 75,000.
2. 17 'Special Drawing Rights' (approximately 20 Euros, 29 US dollars) per kilo for loss of or damage or delay of registered luggage, and 332 'Special Drawing Rights' (approximately 400 Euros, 575 US dollars) for unregistered baggage.
3. The carrier may be liable for damages caused by delay.

You may obtain further information from the carrier regarding the limits of liability applicable to your journey. If the passenger's journey involves transportation by different carriers, you should contact each carrier for information on applicable liability limits.

The passenger may benefit from an upper limit of liability for loss of, damage or delay of baggage regardless of the Convention applicable to his travel, by means of a special declaration made at check-in of the value of his luggage and paying any additional charges applicable. Alternatively, if the value of the baggage exceeds the applicable liability limits, all luggage must be insured before travel.

Deadline for legal action: Any legal action in court concerning claim for damages must be made within two years from the date of arrival of the aircraft, or from the date the aircraft should have reached its destination. Baggage claim: It must be communicated in writing to the carrier within 7 days from the date of delivery in the event of damage and, in the event of a delay, within 21 days of the baggage being placed on the provision of the passenger.

Notice on the Incorporated Contract Terms by Reference:

1. Your contract of carriage with the air carrier providing the international, domestic or domestic portion of an international journey is subject to this notice; to any notice or receipt from the carrier; and the carrier's individual terms and conditions (Conditions), related rules and regulations, and any applicable charges.
2. If the transport is carried out by more than one carrier, different Conditions, Regulations and tariffs may apply for each carrier.
3. The Conditions, Regulations and tariffs applicable by each carrier are incorporated by reference in this notice and form part of their contract of carriage.
4. The Conditions may include, but are not limited to:
 - Conditions and limits on the liability of the carrier in case of personal injury or death of passengers.
 - Conditions and limits on the liability of the carrier in case of loss of, damage to or delay of goods and baggage, including fragile or deteriorable goods.
 - Rules applied for the declaration of a higher value for the baggage and for the payment of any applicable additional charges.
 - Application of the conditions and limits of liability established by the carrier in respect of the acts of its agents, employees and representatives, including any person providing equipment or services to the carrier.
 - Restrictions applicable to claims, including deadlines within which passengers must claim or bring legal action against the carrier.
 - Rules applicable to reconfirmation or reservations; check-in times; use, duration and validity of air transport services; and the right of the carrier to refuse carriage.
 - Carrier rights and limits on liability for delay or failure to provide a service, including schedule changes, replacement of alternative carriers or aircraft and change of course, and, when required by applicable law, the obligation on the part of the carrier to inform the identity of the operating airline or the replacement aircraft.
 - The rights of the carrier to refuse carriage to passengers who do not comply with applicable law or who do not provide all the necessary travel documents.

5. You can obtain additional information about your contract of carriage and request a copy of it at the points of sale of the carrier. Many carriers post this information on their websites. Where required by applicable law, the passenger has the right to inspect the full contents of his contract of carriage at the carrier's airport and points of sale and, on request, receive a free copy of each carrier by mail or other distribution.
6. If a carrier sells air transport services or accepts baggage that specifies transport with another carrier, it acts solely as agent of the carrier.

YOU CAN ONLY TRAVEL IF YOU HAVE ALL THE DOCUMENTATION YOU NEED TO TRAVEL, SUCH AS PASSPORT AND VISA.

SOME GOVERNMENTAL ENTITIES MAY REQUEST THEIR CARRIER TO PROVIDE INFORMATION ABOUT OR THAT AUTHORIZES ACCESS TO PASSENGER DATA.

REFUSAL OF BOARDING: Flights may be overbooked, and there may be no available seat on the flight even if you have a confirmed reservation. In most cases, if you are involuntarily denied boarding, you are entitled to compensation. Whenever required by applicable law, the carrier must request volunteers before involuntarily denying boarding passengers. Check with your carrier about the rules applicable to DBC Denied Boarding Compensation payments and the shipping priorities applied.

BAGGAGE: Can be declared excess of value for certain types of articles. Carriers may apply special rules for the transport of fragile, valuable or deteriorable articles. Check with your carrier.

REGISTERED BAGGAGE: Carriers may authorize a free baggage allowance, which is defined by the carrier and may vary according to class and / or route. Carriers may charge additional charges for checked baggage that exceeds the allowable allowance.

Hand luggage (not registered): Carriers may authorize a free baggage allowance, which is defined by the airline and may vary according to the class, route and / or type of aircraft. It is recommended that hand luggage be reduced to the minimum necessary. Check with your carrier. If the journey involves more than one carrier, each airline may apply different rules in relation to baggage (registered and by hand).

SPECIAL BAGGAGE LIMIT FOR TRAVEL IN THE UNITED STATES OF AMERICA

For transportation between US points only, US federal regulations require that the baggage carrier's liability limit be at least US \$ 3,300.00 per passenger, or the amount currently established by 14 CFR 254.5.

CHECK-IN SCHEDULE: The time shown on the itinerary / receipt is the airplane departure time. The departure time of the plane is not the check-in time or the time the passenger has to show up at the boarding gate. The carrier may refuse to board a passenger who is late. The check-in times communicated by your carrier correspond to the maximum limit at which passengers can be accepted to travel; the shipping schedules, as communicated by the carrier, represent the maximum limit on which passengers must present themselves at the boarding gate.

DANGEROUS ARTICLES IN THE BAGGAGE: For safety reasons, dangerous articles should not be included or transported in registered baggage or in (unregistered) carry-on baggage, unless there is a special authorization. Hazardous articles include, but are not limited to, compressed, corrosive, explosive, flammable liquids and solids, radioactive materials, oxidizing materials, toxic and infectious substances, and briefcases and briefcases with installed alarm devices. For other security reasons other restrictions may apply. Check with your carrier.

HAZARDOUS ARTICLES: Do not include in your luggage or transport on board an airplane the items shown below without checking with the carrier.