

# PASSENGER RIGHTS

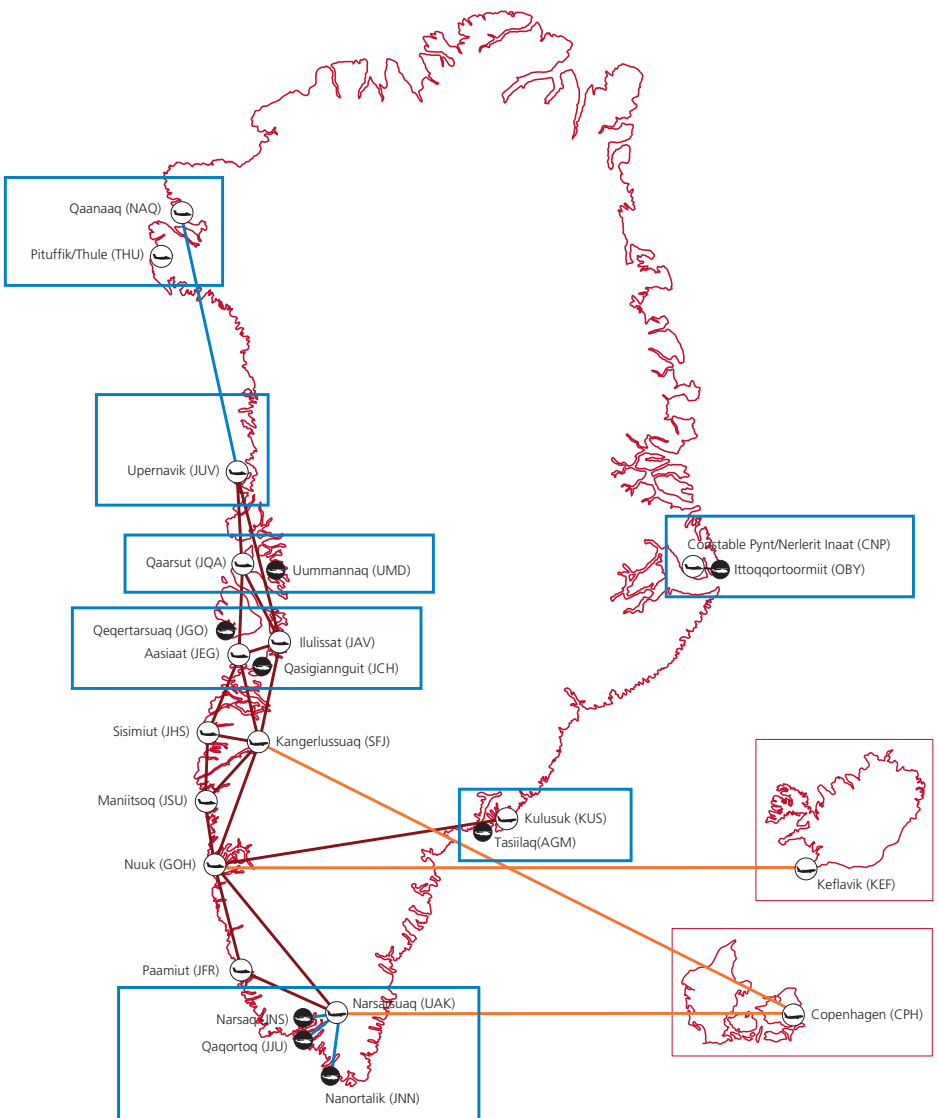


## **AIR GREENLAND WELCOMES YOU**

The purpose of this leaflet is to outline the rights you have as a passenger and explain what service you can expect from Air Greenland. You can read more in our conditions of carriage which you can find together with other useful information at [www.airgreenland.com](http://www.airgreenland.com)

Flights with Air Greenland will usually be governed by the Montreal Convention of 1999, adapted in accordance with national jurisdiction (in the case of Greenland, the Aviation Act of 1960, Section 9 with later changes) and any special Greenlandic laws. Furthermore, specific flights are subject to certain EU regulations, e.g. Regulation (EC) 261/04 concerning denied boarding, cancellations and long delays and EU Regulation 1107/06 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.

This is Air Greenland's route map. This leaflet explains your rights and which rules apply when you travel with us. Different regulations and laws apply, depending on whether you travel on the commercial route net, in the areas covered by service contracts or on transatlantic routes from Denmark and Iceland respectively, so we have marked the map with different colours:



- Commercial route net
- Transatlantic and overseas routes
- Service contract routes
- Transatlantic routes and overseas routes where special regulations apply from Iceland and Denmark.

# 1. DELAYS

Both you and your baggage can experience delays. For you as a passenger there is a distinction between delay in departure and arrival, just as there can be differences according to whether you travel internally in Greenland, from Greenland or from Denmark/Iceland.

- **1.1 LIMITED LIABILITY AND RESPONSIBILITY REGARDING PASSENGER DELAYS**

- The conditions governing liability and limitation of the amount of compensation are the same, whether you travel in, from or to Greenland:

## 1.1.1 PASSENGER DELAYS

In the case of passenger delays, the airline is obliged to pay compensation for damages unless it has taken all necessary measures to avoid damages or it was not possible to take such measures. The amount of compensation for passenger delays is limited to 4.694 SDR/Special Drawing Rights (1 SDR = approx. 8.50 DKK).

- **1.2 COMPENSATION AND ASSISTANCE IN CONNECTION WITH LONG DELAYS CONCERNING FLIGHTS FROM DENMARK OR ICELAND**

In accordance with Council Regulation 261/04 which applies on journeys from Iceland and Denmark to Greenland, Air Greenland is obliged to ensure so-called assistance and possibly compensation in certain circumstances:

## 1.2.1 CARE

As a passenger travelling from Denmark to Greenland you have the right to the following assistance when your departure is delayed more than 3 hours. As a passenger between Iceland and Greenland you are entitled to the following assistance when your departure is delayed more than 2 hours:

- a) Meals/refreshments in reasonable relation to the length of the delay
- b) 2 (two) free phone calls, faxes or e-mails.
- c) Hotel accommodation and transport between the airport and hotel, should this be necessary and the delay lasts more than one day.
- d) If you are delayed more than 5 hours, you are entitled to a refund of the purchase price of the ticket (the journey is then cancelled and cannot be carried out. You waive your right to the care described in pt a-c).

## 1.2.2 COMPENSATION

You *may* be entitled to compensation, depending on the reason for the delay and providing the delay is not caused by circumstances outside Air Greenland's control, where Air Greenland has taken all reasonable measures to avoid delay. It is also a condition that the delay causes the flight to arrive at its destination more than 3 hours after scheduled arrival.

The size of the compensation is dependent upon the distance of the flight in question:

|                                                |          |
|------------------------------------------------|----------|
| Copenhagen to Kangerlussuaq/Søndre Strømfjord: | 3.389 km |
| Copenhagen to Narsarsuaq:                      | 3.315 km |
| Keflavik to Nuuk:                              | 1.400 km |

For travellers from Iceland to Greenland the compensation amounts to: € 250  
For travellers from Denmark to Greenland the compensation amounts to: € 400

- **1.3 CARE IN CONNECTION WITH DELAYS ON DOMESTIC FLIGHTS WITHIN GREENLAND OR FROM GREENLAND**

Delays occur for different reasons. Rules vary, depending on the reason:

- 1.3.1 CARE IN CONNECTION WITH DELAYS CAUSED BY NATURAL DISASTERS AND FORCE MAJEURE EVENTS

Air Greenland does not cover overnight accommodation, taxis or meals.

- 1.3.2 CARE IN CONNECTION WITH DELAYS CAUSED BY WEATHER

Air Greenland assigns and covers costs for overnight accommodation, breakfast and transport between the airport and the hotel/overnight accommodation when this is necessary. The company does not cover costs for lunch or dinner.

- 1.3.3 CARE IN CONNECTION WITH DELAYS CAUSED BY TECHNICAL ISSUES WITH THE AIRCRAFT

Air Greenland assigns and covers costs for overnight accommodation, breakfast, lunch, dinner and transport between the airport and the hotel/overnight accommodation when this is necessary.

- **1.4 CARE IN CONNECTION WITH DELAYS ON FLIGHTS WITHIN THE AREAS COVERED BY SERVICE CONTRACTS**

Areas and routes covered by service contracts are districts where there is no commercial basis for flying, so the Greenlandic Selfrule subsidises air traffic. The regulations about assistance also apply when you travel between a place covered by a service contract and a commercial area.

- 1.4.1 CARE IN CONNECTION WITH DELAYS CAUSED BY NATURAL DISASTERS AND OTHER FORCE MAJEURE EVENTS, WEATHER AND TECHNICAL ISSUES WITH THE AIRCRAFT

Air Greenland assigns and covers costs for overnight accommodation, breakfast, lunch, dinner and transport between the airport and the hotel/overnight accommodation when this is necessary.

## 2. CANCELLATION

Flights can be cancelled for different reasons. The rules vary, depending on the reason and where you are travelling to/from:

### ● 2.1 CARE AND COMPENSATION IN THE CASE OF CANCELLATION OF FLIGHTS FROM ICELAND OR DENMARK

Flights from Iceland and Denmark to Greenland are governed by Regulation (EC) 261/04, which obliges Air Greenland to ensure care and perhaps compensation under certain circumstances:

#### 2.1.1 CARE

- a) If an Air Greenland flight from Denmark or Iceland is cancelled, you have the right to obtain a refund of the purchase price of the ticket or to have your trip re-routed, if possible. If you choose rerouting you further have the right to the following if necessary (pt. b-d):
- b) Meals/refreshments in relation to the length of the wait.
- c) 2 (two) free phone calls, faxes or e-mails
- d) Hotel accommodation and transport between airport and hotel when necessary and the delay lasts more than one day. Air Greenland assigns transport and hotel.

#### 2.1.2 COMPENSATION

You may also have the right to compensation, if your flight has been cancelled. However, this does not apply if:

- a) You have been informed of the cancellation at least 14 (fourteen) days before departure
- b) You have been informed of the cancellation between 7 (seven) and 14 (fourteen) days before departure and have been offered an alternative flight with departure at most 2 (two) hours before the original departure with arrival at your destination 4 (four) hours at most after the original time of arrival.
- c) You have been informed of the cancellation within 7 (seven) days of departure and have been offered an alternative flight with departure at most 1 (one) hour before the original departure and with arrival at the destination at most 2 (two) hours after the original time of arrival.
- d) The cancellation is due to circumstances outside Air Greenland's control and all reasonable measures have been taken. Such circumstances could include, but are not limited to; technical conditions, weather, labour disputes, security issues etc.

The amount of compensation is dependent upon the distance of the flight in question:

|                                                |          |
|------------------------------------------------|----------|
| Copenhagen to Kangerlussuaq/Søndre Strømfjord: | 3.389 km |
| Copenhagen to Narsarsuaq:                      | 3.315 km |
| Keflavik to Nuuk:                              | 1.400 km |

For travellers from Iceland to Greenland the compensation amounts to: € 250

For travellers from Denmark to Greenland the compensation amounts to: € 400

- **2.2 CARE IN CONNECTION WITH CANCELLATION OF DOMESTIC FLIGHTS WITHIN GREENLAND OR FROM GREENLAND**

- 2.2.1 CANCELLATION DUE TO NATURAL DISASTERS AND OTHER FORCE MAJEURE EVENTS

Air Greenland does not cover overnight accommodation, taxi or meals.

- 2.2.2 CARE IN CONNECTION WITH CANCELLATION DUE TO WEATHER

Air Greenland assigns and covers costs for overnight accommodation, breakfast and transport between airport and hotel/overnight accommodation when this is necessary. The airline does not cover costs for lunch or dinner.

- 2.2.3 CARE IN CONNECTION WITH CANCELLATION DUE TO TECHNICAL ISSUES WITH THE AIRCRAFT

Air Greenland assigns and covers costs for overnight accommodation, breakfast, lunch, dinner and transport between airport and hotel/overnight accommodation when this is necessary.

- **2.3 CARE IN CONNECTION WITH CANCELLATION OF FLIGHTS IN AREAS COVERED BY SERVICE CONTRACTS**

Areas and routes covered by service contracts are districts where there is not a commercial basis for flying, so the Greenlandic Selfrule Government subsidises air traffic. The regulations about assistance also apply when you travel between a place covered by a service contract and a commercial area.

- 2.3.1 CARE IN CONNECTION WITH DELAYS CAUSED BY NATURAL DISASTERS AND OTHER FORCE MAJEURE EVENTS, WEATHER AND TECHNICAL ISSUES WITH THE AIRCRAFT

Air Greenland assigns and covers costs for overnight accommodation, breakfast, lunch, dinner and transport between the airport and the hotel/overnight accommodation when this is necessary.

## 3. BAGGAGE

- Unfortunately baggage is sometimes delayed, damaged or lost during flight.
- You can read about the rules that apply to your baggage here. You should
- always contact Air Greenland at the arrival airport if your baggage does not arrive together with you or is damaged upon arrival.

Before you make a claim against Air Greenland, you must contact your travel insurance provider. As an airline, Air Greenland can limit its liability which a travel insurance provider cannot. Your travel insurance provider will also be able to help you with the contact towards Air Greenland.

### 3.1 WEIGHT RESTRICTIONS

When you fly on economy class you have an allowance of 20 kilos of baggage and 1 piece of hand baggage weighing max 8 kilos.

When you fly on business class you have an allowance of 30 kilos of baggage and 1 piece of hand baggage weighing max 8 kilos.

For children under two years of age without a seat of their own, there is a free baggage allowance of 10 kilos of checked baggage and one umbrella stroller.

Maximum measurements of hand baggage are 50x40x23 cm. In addition you may bring a women's purse, overcoat, camera, umbrella/walking stick and children's food for consumption during the journey (in consideration of the regulations for liquids on board aircraft).

The charge for kilos in excess of the allowance must be paid at check-in. Excess baggage is accepted if there is space.

#### 3.1.1 WHEELCHAIRS

If you are dependent upon a wheelchair, it will be carried free of charge.

The wheelchair must be checked-in with the rest of your baggage. The wheelchair must be wrapped so that it does not get damaged or damage other baggage. Air Greenland must be notified of the wheelchair at least 48 hours before departure.

### 3.2 BAGGAGE DELAYS

When baggage is delayed, Air Greenland is liable to pay compensation for damages caused by the delay, unless all necessary measures to avoid damage have been taken, or it was not possible to take such measures.

Compensation for delayed baggage is limited to 1.131 SDR/Special Drawing Rights (1 SDR = approx. 8.50 DKK).

#### 3.2.1 PURCHASES IN CONNECTION WITH DELAYED BAGGAGE

If your baggage is delayed, Air Greenland may provide an overnight kit. We recommend that as soon as you have reported the delay to Air Greenland at the arrival airport you contact your travel insurance provider. Your travel insurance provider will be able to advise you regarding purchases made in connection with the delay.

In certain circumstances, if you are not insured and baggage delays are lengthy, you could obtain prior consent from Air Greenland in the arrival airport to make replacement purchases up to an agreed financial limit. Documented expenditure will subsequently be refunded. Air Greenland reserves the right to make reductions in the refund, based on which items

are purchased, since the items can often be used beyond the length of the delay. The rules for replacement purchases are available from Air Greenland at your airport of arrival. Travellers to their home destination/home town do not have the right to make replacement purchases. If your baggage has been completely lost, Air Greenland reserves the right to deduct any payments made in connection with replacement purchases in the final compensation.

### **3.3 RUINED, LOST OR DAMAGED BAGGAGE**

Air Greenland is obliged to pay compensation for ruined, lost or damaged baggage. Compensation is limited to 1.131 SDR/Special Drawing Rights (1 SDR = approx. 8.50 DKK).

In the case of checked baggage, the company is obliged to pay compensation even if it is not at fault, unless the baggage was defect. In the case of baggage that was not checked in (e.g. hand baggage), the company is obliged to pay compensation if it was at fault.

Air Greenland does not accept liability for delicate or perishable items. Nor do we accept liability for items that are insufficiently wrapped. In the case of loss or damage to checked baggage we are not liable if the damage was caused by flaws or defects in the baggage or its condition. We are not responsible for loss of, or damage to or delay in delivery of items which are easily damaged e.g., but not limited to, money, jewellery, silverware, electronic equipment, stocks and bonds or trade samples.

### **3.4 DECLARATION OF HIGHER LIMITS FOR BAGGAGE**

An airline can limit its liability for checked baggage. In case you have declared a higher value for your checked baggage no later than at check-in, and paid for the declaration, then the limits of liability stated on your receipt will be effective in case your baggage is lost, delayed or damaged. If you have declared a higher value than the actual value of the baggage the airline can limit its liability to the actual value of the baggage.

### **3.5 COMPLAINTS ABOUT BAGGAGE**

In the case of damaged, delayed, lost or ruined baggage you must inform Air Greenland as soon as possible in writing. In the case of damage to checked baggage you must send us a written complaint within 7 (seven) days and, in the case of delays, within 21 (twenty one) days, in both cases calculated from the day when the baggage is made available to the passenger.

Complaints are to be sent to Air Greenland at the airport of arrival.

### **3.6 CHECKED THROUGH BAGGAGE**

If you travel to/from Danish/Foreign domestic flights and your baggage is checked through to your final destination, neither Air Greenland nor the airline (carrier) you use on Danish/Foreign domestic traffic can take responsibility for the baggage in the case of any delay, missed flight or irregularity related to checked through baggage with different itineraries/tickets.

## 4. DISABLED TRAVELLERS

- Air Greenland offers assistance to travellers with special requirements,
- including physically disabled passengers. When you travel to/from Denmark/
- Iceland, EU Regulation 1107/06 stipulates the rights of passengers who are disabled or have reduced mobility when they fly. This regulation does not apply in domestic flights within Greenland, but Air Greenland has elected to follow some of the principles in the regulation, although they have been adapted to the special conditions in Greenland where flights are carried out with very small aircraft under tough Arctic conditions.

### 4.1 PASSENGERS IN WHEELCHAIRS

If you are dependent upon a wheelchair it will be carried free of charge. It must be checked in with your baggage. The wheelchair must be wrapped so that it does not get damaged or damage other baggage. Air Greenland recommends that the wheelchair is insured, since in accordance with aviation legislation we are entitled to limit our liability to 1,131 SDR/Special Drawing Rights for the checked baggage (see section 3.3). While the wheelchair is wrapped, you may borrow a wheelchair in the transit airport. Notify Air Greenland or your travel agent before your journey if you are a wheelchair user. Air Greenland should be informed at least 48 hours before departure so that we can be ready to help you when you land and if you have a connecting flight.

The following codes are used in references for wheelchair users:

| Code         | Description                                                                                                                                                                                                 |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| WCHC (cabin) | The passenger needs a wheelchair to/from the aircraft. Must be carried to/from the aircraft and to/from the seat. Cannot move around the cabin without assistance. Should be accompanied by support person. |
| WCHS (steps) | The passenger requires a wheelchair to/from the aircraft. Must be carried to/from the aircraft, but is able to move around unassisted in the cabin.                                                         |
| WCHR (ramp)  | The passenger needs a wheelchair to/from the aircraft.                                                                                                                                                      |

With regard to WCHC-travellers, Air Greenland strongly recommends such passengers to be accompanied by a support person for reasons of safety and comfort. Air Greenland's crew is not able to assist in connection with visits to the lavatory. The airline can, for safety and other substantiated reasons and with regard to the size of the aircraft and helicopters on domestic flights, deny disabled passengers passage on a flight.

See more at: [http://www.airgreenland.dk/information/rejse\\_forberedelse/saerlige\\_behov](http://www.airgreenland.dk/information/rejse_forberedelse/saerlige_behov)

## 5. DENIED BOARDING

It is occasionally necessary to deny a passenger boarding on a flight, where it is not the fault of the actual passenger, i.e. sickness, inebriation, threatening behaviour or similar circumstances. Such cases are called "Denied Boarding" and can be caused by e.g. overbooking of a flight, that the aircraft due to technical issues has been replaced by a smaller aircraft, that wind and weather conditions make it necessary to carry more fuel, thus reducing the number of passengers that can be carried, etc.

Air Greenland will always attempt to find volunteers who will stand down from a flight before we start a denied boarding process.

- **5.1 DENIED BOARDING ON FLIGHTS FROM ICELAND OR DENMARK**  
Regulation (EC) 261/04 applies to travel from Iceland or Denmark. It contains provisions for assistance and possible compensation:

### 5.1.1 COMPENSATION

If you have been denied boarding because of overbooking and you do not voluntarily accept to stand down from the flight, you may receive compensation. Compensation is either paid in cash, by electronic bank transfer, banker's check or, if you give written permission, in the form of travel coupons and/or other services.

The amount of compensation is dependent upon the distance of the flight in question:

|                                                |          |
|------------------------------------------------|----------|
| Copenhagen to Kangerlussuaq/Søndre Strømfjord: | 3.389 km |
| Copenhagen to Narsarsuaq:                      | 3.315 km |
| Keflavik to Nuuk:                              | 1.400 km |

For travellers from Iceland to Greenland the compensation amounts to: € 250  
For travellers from Denmark to Greenland the compensation amounts to: € 400

### 5.1.2 CARE

In addition to compensation you are also offered:

- a) A refund of the purchase price for the unused parts of the ticket and for the used part of the ticket if the purpose of the journey is forfeit because of the denied boarding. In the latter case, you will also be offered a return flight to the town where you started your journey.

or

- b) Re-routing of your flight under comparable transport conditions either at the first given opportunity or at a later date of your choice, provided there is space.

If you choose option b) and have a need for accommodation/meals you are also offered the following (pt. c-e):

- c) Meals/refreshments in reasonable relation to waiting time
- d) Hotel accommodation and transport between airport and hotel where necessary. Air Greenland assigns transport and hotel
- e) 2 (two) free phone calls, faxes or e-mails

● **5.2 DENIED BOARDING ON FLIGHTS IN GREENLAND OR FROM GREENLAND**

Air Greenland offers the following care, when you are denied boarding because of overbooking on domestic flights in Greenland or flights from Greenland.

5.2.1 CARE

You are offered:

a) A refund of the purchase price for the unused parts of the ticket and for the used part of the ticket if the purpose of the journey becomes forfeit because of the denied boarding.

or

b) Re-routing of your flight on Air Greenland's route net either at the first given opportunity or at a later date of your choice, provided there is space.

And in case you choose option a) and have a need for accommodation/ meals you are also offered:

c) Meals/refreshments in reasonable relation to waiting time.

d) 1 (one) free phone call, fax or e-mail.

e) Hotel accommodation and transport between airport and hotel where necessary. Air Greenland assigns transport and hotel.

## 6. OTHER CONDITIONS

- According to air traffic laws, Air Greenland must inform passengers about
- their rights and that is the purpose of this leaflet. In addition to the above
- sections regarding baggage, delays, disabled travellers and cancellations, there is more information below which is relevant when you travel with Air Greenland.

### 6.1 COMPENSATION IN THE EVENT OF DEATH OR INJURY

There is no financial limit for liability in the event of the death or injury of a passenger. The airline cannot contest claims for compensation up to 113.000 SDR/Special Drawing Rights (1 SDR = approx. 8.50 DKK). The airline can only contest a higher claim for compensation by proving that it has not been negligent or that it does not in any other way carry responsibility for the event.

### 6.2 ADVANCE PAYMENT

If a passenger is killed or injured, the airline shall make an advanced payment to meet immediate economic needs before 15 (fifteen) days after the person entitled to compensation has been identified. In the case of death, this advance payment will not be less than 16.000 SDR/Special Drawing Rights (1 SDR = approx. 8.50 DKK).

### 6.3 LIABILITY FOR CONTRACTED AIRLINES AND THE AIRLINE THAT OPERATES THE FLIGHT

Where the airline that operates the flight is not the same as the airline with which you have a contract of carriage, you can choose which of the airlines you send your complaint to, or make your a claim against. If an airline's name and code is stated on the flight coupon, it is this airline with which you have a contract of carriage.

### 6.4 TIME LIMITATION ON CLAIMS AND ACTIONS

Actions for damages against the company must be brought before a court of law within 2 (two) years of the date on which the aircraft arrived or should have arrived.

### 6.5 SCHEDULES AND CHANGES IN PUBLISHED TIMETABLES

We make reservation for changes in the timetables and flights on Air Greenland's routes. Changes to confirmed flights may occur due to operational reasons. Air Greenland will do its utmost to provide as much notice as possible in such situations.

Air Greenland reserves the right to re-book passengers on other departures and routes than those confirmed in the itinerary. In such cases, you may choose to cancel your journey and obtain a full refund for the journey, regardless of which type of ticket you are travelling on.

## **6.6 DOWNGRADING**

In cases where Air Greenland has to downgrade you from Business Class to Economy Class we offer you the following:

### **6.6.1 FROM DENMARK TO GREENLAND**

Regulation (EC) 261/04 is in force and you will receive 50 % of the airfare (not including taxes) as final compensation.

### **6.6.2 FROM GREENLAND TO DENMARK**

We will compensate you the additional fee paid for the upgrade at the time of booking.

## 7. NOTICE OF CLAIMS

- **7.1 CLAIMS AND COMPLAINTS AGAINST AIR GREENLAND**

- If you believe you have not been treated in accordance with the above mentioned regulations, you can send a complaint to Air Greenland.

You can either contact your airport of arrival or send a complaint to our Customer Services in Nuuk.

Addresses for local airports can be found here: <http://www.airgreenland.dk/kontakt/>

Contact information to Customers Services:

Air Greenland Customer Services  
Box 1012  
DK-3900 Nuuk  
Greenland  
[info@airgreenland.gl](mailto:info@airgreenland.gl)

- **7.2 NOTICE OF CLAIMS FOR NON-COMPLIANCE WITH EU REGULATIONS**

If your complaint is about lack of assistance or compensation in accordance with Regulation (EC) 261/04 (Concerning the common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay) of flights for travel from Iceland or Denmark, or about lack of assistance in accordance with EU Regulation 1107/06 (Concerning the rights of disabled persons and persons with limited mobility) for travel between Greenland and Denmark you should send your complaint to Air Greenland in Copenhagen:

Air Greenland AS  
Terminal 2  
DK-2770 Kastrup  
Denmark

If this does result in a satisfactory solution, your complaint can be addressed to:

CAA Denmark  
Trafikstyrelsen  
Legal Department  
Ellebjergvej 50  
DK-2450 Copenhagen SV  
Denmark

Complaint forms can be downloaded from CAA Denmark's home page where you can also find supplementary information regarding your rights: [www.trafikstyrelsen.dk](http://www.trafikstyrelsen.dk)

Please note that CAA Denmark cannot process complaints about baggage delays, damage to baggage and/or passenger injuries, or torts arising from the contract of carriage between the passenger and Air Greenland, including consequential damage or conditions surrounding hotel accommodation or other tourist services.

**LANGUAGE**

This booklet is available in three languages. In cases of conflict the Danish version will prevail over other language versions.



**Air Greenland AS**

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Greenland

[www.airgreenland.com](http://www.airgreenland.com)