

# YOUR RIGHTS



## AIR GREENLAND WELCOMES YOU ON BOARD

This leaflet explains what rights you have as a passenger and 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:

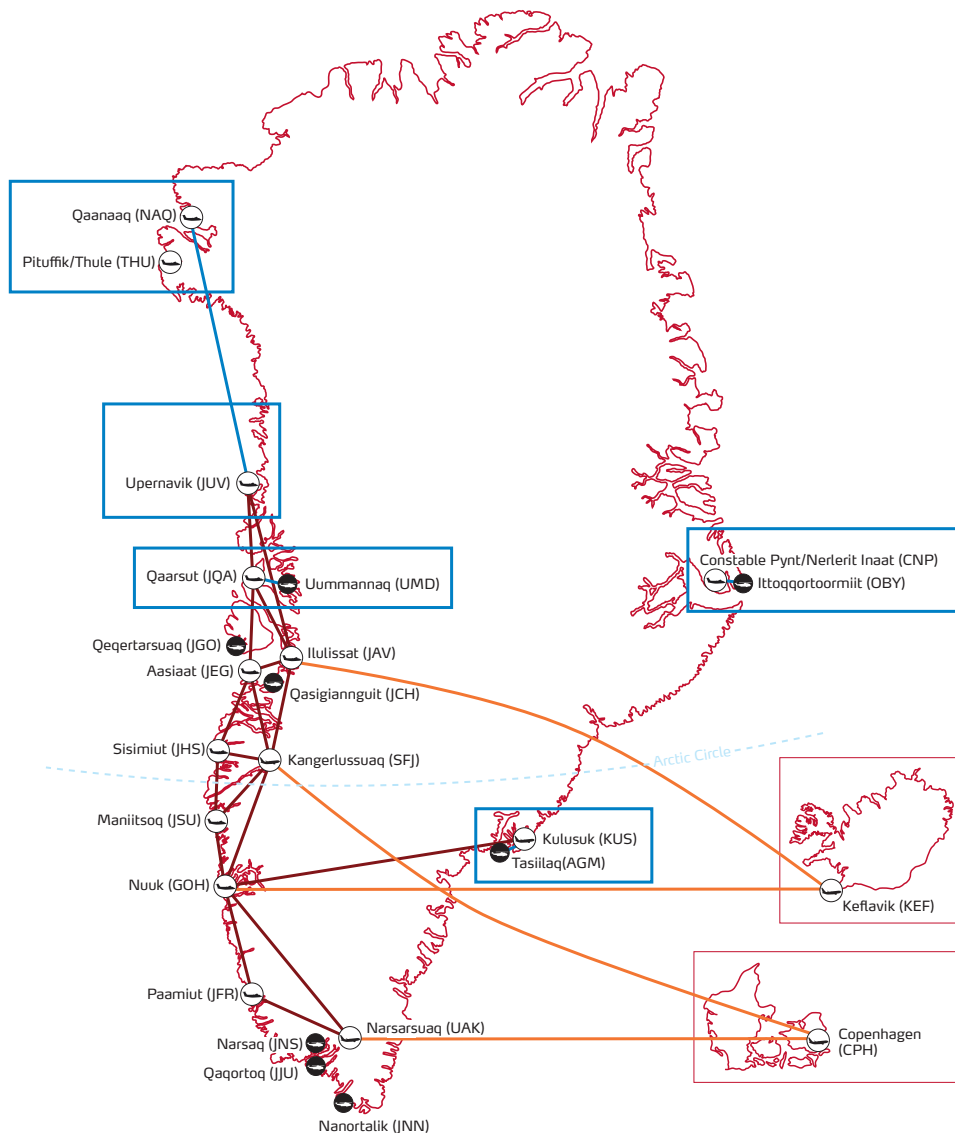
[www.airgreenland.com/rules](http://www.airgreenland.com/rules)

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**Air Greenland A/S**  
P.O. Box 1012, 3900 Nuuk  
Greenland  
[airgreenland.com](http://airgreenland.com)

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Flights with Air Greenland will usually be subject to the provisions of Air Greenland's standard terms and conditions, national law, Greenlandic legislation and agreements with the Government of Greenland. Furthermore, specific flights are also subject to EU regulations, among others, the European Parliament and Council's Regulation of 2004-02-11 concerning common rules on compensation and assistance to air passengers in the event of denied boarding, cancellations or long delays, and on the repeal of Regulation (EEC) No. 295/91 (Regulation 261/2004).



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

- Commercial route net
- Transatlantic routes and international routes
- Service contract routes
- Transatlantic routes and international routes where special regulations apply from Iceland and Denmark (not marked on the map)

## 1. DELAYS

You may be entitled to receive assistance or other compensation if you are delayed, depending on the circumstances of the delay and your itinerary. Different rules apply depending on whether you travel internally in Greenland, from Greenland to another country or from an EU country.

### ■ 1.1 LIMITED LIABILITY AND RESPONSIBILITY REGARDING PASSENGER DELAYS

- The rules on 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 obligated to pay compensation 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. 9 DKK) for each passenger.

### ■ 1.2 COMPENSATION AND ASSISTANCE IN CONNECTION WITH LONG DELAYS ON FLIGHTS FROM EU COUNTRIES

When travelling from EU countries, Council Regulation No. 261/2004 applies, which obligates Air Greenland to provide assistance and compensation to delayed passengers in a number of certain circumstances:

#### 1.2.1 ASSISTANCE

If your travel from an EU country is delayed

- 1) by two hours or more in connection with a flight of up to 1,500 km or
- 2) by three hours or more in connection with a flight within the EU of over 1,500 km or
- 3) by three hours or more in connection with a flight of between 1,500 km and 3,500 km or
- 4) by three hours or more in connection with a flight of over 3,500 km.

Air Greenland provides the following assistance:

- a) Meals/refreshments in reasonable relation to waiting time
- b) 2 (two) free phone calls or messages sent by electronic communication
- c) Hotel accommodation and transport between the airport and hotel, should this be necessary and the delay lasts until the day after your scheduled departure time

If you are delayed more than 5 hours, you are entitled to a refund of the purchase price of the ticket. If you want to get a refund of the ticket price, the journey is then cancelled and cannot be carried out. Air Greenland is not obligated to provide the above-mentioned assistance when the ticket is refunded and any possible compensation pursuant to Point 1.2.2 will not be paid.

### 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 extraordinary unavoidable circumstances outside of Air Greenland's control, where Air Greenland took all reasonable measures to avoid the delay. It is also a condition that the delay causes the flight to arrive at its destination more than 3 hours after the scheduled arrival.

The amount of compensation varies from EUR 250 to EUR 600 depending on the distance between the flight's airport of departure and the airport of arrival. Furthermore, the compensation can be reduced by 50% if the delay is less than 4 hours for flights of over 3,500 km.

- **1.3 ASSISTANCE IN CONNECTION WITH DELAYS ON DOMESTIC FLIGHTS WITHIN GREENLAND OR FROM GREENLAND, BUT OUTSIDE OF THE SERVICE CONTRACT ROUTES**

Delays can occur for different reasons. Air Greenland's assistance varies depending on the cause and only includes the following assistance:

- **1.3.1 DELAYS CAUSED BY FORCE MAJEURE EVENTS AND NATURAL DISASTERS**

Air Greenland does not cover hotel accommodation, transportation (such as taxis) or meals.

- **1.3.2 ASSISTANCE FOR DELAYS DUE TO WEATHER OR TECHNICAL ISSUES WITH THE AIRCRAFT**

Air Greenland provides and covers reasonable costs for hotel accommodation, breakfast, lunch, dinner and transportation between the airport and hotel when Air Greenland considers it necessary.

- **1.4 ASSISTANCE FOR DELAYS ON FLIGHTS COVERED BY SERVICE CONTRACT ROUTES**

The following rules apply when you travel on service contract routes:

- **1.4.1 ASSISTANCE FOR DELAYS CAUSED BY FORCE MAJEURE EVENTS (E.G. NATURAL DISASTERS), WEATHER OR TECHNICAL ISSUES WITH THE AIRCRAFT**

Air Greenland provides and covers reasonable costs for hotel accommodation, breakfast, lunch, dinner and transportation between the airport/heliport and hotel when Air Greenland considers it necessary.

## 2. CANCELLATION

You may be entitled to receive assistance or other compensation for a cancellation, depending on the circumstances of the cancellation and your itinerary. Different rules apply depending on whether you travel internally in Greenland, from Greenland to another country or from an EU country.

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

- If you are delayed due to a cancellation, Air Greenland's amount of compensation is limited. Limitation of liability applies whether you travel in, from or to Greenland:

- **2.1.1 PASSENGER DELAYS**

Air Greenland shall pay compensation for your (verifiable) inconvenience if you are delayed due to a cancellation. However, this does not apply if Air Greenland has taken all necessary measures to avoid the inconvenience or it was not possible to take such measures. The amount of compensation for delays is limited to 4,694 SDR (Special Drawing Rights) (1 SDR = approx. 9 DKK) for each passenger.

- **2.2 COMPENSATION AND ASSISTANCE IN CONNECTION WITH THE CANCELLATION OF FLIGHTS FROM EU COUNTRIES**

When travelling from EU countries, Council Regulation No. 261/2004 applies, which obligates Air Greenland to provide assistance and compensation to passengers who have their flights cancelled in a number of certain circumstances:

- **2.2.1 ASSISTANCE**

If your flight from an EU country is cancelled, Air Greenland offers you the choice between a refund of your airfare or to reschedule your flight to a later time, to the extent possible.

If your flight is rescheduled in such a manner that you, at the latest, will fly the day after the originally scheduled time of departure, then Air Greenland also provides you with:

- a) Meals/refreshments in reasonable relation to waiting time
- b) 2 (two) free phone calls or messages sent by electronic communication
- c) Hotel accommodation and transport between the airport and hotel if this might be necessary

### 2.2.2 COMPENSATION

If the cancellation is not caused by extraordinary unavoidable circumstances outside of Air Greenland's control, where Air Greenland took all reasonable measures to avoid the delay, you are entitled to compensation, unless:

- a) You have been informed of the cancellation at least 14 (fourteen) days prior to departure
- b) You have been informed of the cancellation between 7 (seven) and 14 (fourteen) days prior to departure and you have been offered an alternative flight with a departure of no more than 2 (two) hours before the original scheduled departure and arrival to the place of destination no later than 4 (four) hours after the original scheduled time of arrival or
- c) You have been informed of the cancellation between 7 (seven) and 14 (fourteen) days prior to departure and you have been offered an alternative flight with a departure of no more than 1 (one) hour before the original scheduled departure and arrival to the place of destination no later than 2 (two) hours after the original scheduled time of arrival

The amount of compensation varies from EUR 125 to EUR 600 depending on the distance between the flight's airport of departure and the airport of arrival, as well as the duration of the delay caused by the cancellation.

### ■ 2.3 ASSISTANCE IN CONNECTION WITH CANCELLATIONS ON DOMESTIC FLIGHTS WITHIN GREENLAND OR FROM GREENLAND, BUT OUTSIDE OF THE SERVICE CONTRACT ROUTES

#### 2.3.1 CANCELLATIONS CAUSED BY FORCE MAJEURE EVENTS AND NATURAL DISASTERS

Air Greenland does not cover hotel accommodation, transportation (such as taxis) or meals.

#### 2.3.2 ASSISTANCE FOR CANCELLATIONS DUE TO WEATHER OR TECHNICAL ISSUES WITH THE AIRCRAFT

Air Greenland provides and covers reasonable costs for hotel accommodation, breakfast, lunch, dinner and transportation between the airport and hotel when Air Greenland considers it necessary.

### ■ 2.4 ASSISTANCE FOR CANCELLATION OF FLIGHTS COVERED BY SERVICE CONTRACT ROUTES

The following rules apply when you travel on service contract routes.

#### 2.4.1 ASSISTANCE FOR DELAYS CAUSED BY FORCE MAJEURE EVENTS (E.G. NATURAL DISASTERS), WEATHER OR TECHNICAL ISSUES WITH THE AIRCRAFT

Air Greenland provides and covers reasonable costs for hotel accommodation, breakfast, lunch, dinner and transportation between the airport/heliport and hotel when Air Greenland considers it necessary.

## 3. DENIED BOARDING

It is occasionally necessary to deny a passenger boarding on a flight, where it is not the fault of the actual passenger, e.g. sickness, inebriation, threatening behaviour, etc. Such cases are called "Denied Boarding" and can be caused by, for example, overbooking of a flight or that due to the weather/technical issues it has been necessary to reduce the number of passengers on the aircraft.

If Air Greenland is forced to deny boarding, we will always first try to find volunteers who will stand down from a flight. If this is not possible, Air Greenland has the right to deny boarding against the passenger's will.

### ■ 3.1 COMPENSATION AND ASSISTANCE IN THE EVENT OF DENIED BOARDING ON FLIGHTS FROM EU COUNTRIES

When travelling from EU countries, Council Regulation No. 261/2004 applies, which obligates Air Greenland to provide assistance and compensation to passengers who are denied boarding in a number of certain circumstances:

#### 3.1.1 COMPENSATION

If you have been denied boarding and you did not voluntarily agree to stand down from the flight, you have the option of compensation.

The amount of compensation varies from EUR 125 to EUR 600 depending on the distance between the flight's airport of departure and the airport of arrival, as well as the duration of the delay caused by the denied boarding.

#### 3.1.2 ASSISTANCE

In addition to compensation, you are offered:

- a) Meals/refreshments in reasonable relation to the length of the waiting time
- b) Hotel accommodation and transport between the airport and hotel, if Air Greenland consider it is necessary. Air Greenland provides transport and hotel accommodation
- c) 2 (two) free phone calls or messages sent by electronic communication.

You are also offered:

- d) A refund of the ticket price for those parts of the journey that have not been made. If denied boarding has resulted in the purpose of your trip being wasted, you are offered a full refund of the entire journey. In the latter case, you are also offered a paid return flight to the town where your trip originated from or
- e) Rerouting the journey under comparable transport conditions, either at the earliest opportunity or at a later date of your choice, provided there are seats available

- **3.2 ASSISTANCE IN CONNECTION WITH DENIED BOARDING ON DOMESTIC FLIGHTS WITHIN GREENLAND OR FROM GREENLAND, BUT OUTSIDE OF THE SERVICE CONTRACT ROUTES**

- **3.2.1 ASSISTANCE**

Air Greenland provides:

- a) Meals/refreshments in reasonable relation to the length of the waiting time
- b) Hotel accommodation and transport between the airport and hotel, if Air Greenland consider it is necessary. Air Greenland provides transport and hotel accommodation
- c) 1 (one) free phone call or message sent by electronic communication (this only applies in Kangerlussuaq and Narsarsuaq)

Air Greenland also provides:

- a) A refund of the ticket price for those parts of the journey that have not been made. If denied boarding has resulted in the purpose of your trip being wasted, you are offered a full refund of the entire journey or
- b) Rerouting the journey in Air Greenland's route net at the earliest opportunity or at a later date of your choice, provided there are seats available

## 4. BAGGAGE

- **4.1 COMPLAINTS**

- In the case of delayed, damaged or lost baggage you must complain in writing as soon as possible to Air Greenland at the airport of arrival (see below concerning PIR-report). In the case of damage to checked baggage, you must complain in writing within 7 (seven) days of the date from when the baggage is made available to the you. In the case of delays, you must complain in writing within 21 (twenty-one) days from the date when the baggage is made available to the you.

If the deadline for filing complaints is exceeded, you forfeit your right to claim for compensation from Air Greenland.

If your baggage is delayed or visibly damaged when you receive it, before you leave the airport you must contact Air Greenland to get a Property Irregularity Report (PIR) filled out. If you later make a claim against Air Greenland, it is a prerequisite to send the PIR report. You should be aware that a PIR report does not exempt you from complaining in writing to Air Greenland within the deadlines described above.

Before you report a claim to Air Greenland, we recommend that you first contact your own travel insurance. As an airline, Air Greenland has access to limit its liability, which the insurance company does not have, just like the insurance company will be able to help you to keep in touch with Air Greenland.

- **4.2 BAGGAGE DELAYS**

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

The amount of compensation for baggage delays is limited to 1,131 SDR (Special Drawing Rights) (1 SDR = approx. 9 DKK) for each passenger.

- **4.2.1 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 to report the delay. Your insurance provider will be able to advise you regarding purchases made in connection with the delay.

In certain circumstances, if you are not insured for lengthy luggage delays, you could obtain prior consent from Air Greenland at the airport of arrival to make replacement purchases up to an agreed financial limit. Documented expenditures 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.

- **4.3 RUINED, LOST OR DAMAGED BAGGAGE**

- Air Greenland is obligated to pay compensation for damage to checked baggage that is lost or ruined when it is transported by aircraft, unless the damage is caused by defective baggage.

The amount of compensation for checked baggage is limited to 1,131 SDR (Special Drawing Rights) (1 SDR = approx. 9 DKK) for each passenger.

Air Greenland is only obligated to pay compensation for damage to baggage that is not checked (e.g. hand baggage), when Air Greenland was negligent in connection with the damage.

Air Greenland does not accept liability for delicate or perishable items. Nor do we accept liability for items that are insufficiently wrapped. We are not responsible for loss of, or damage to, or delay in delivery of items which are easily damaged, for example, but not limited to, money, jewellery, silverware, electronic equipment, stocks and bonds and trade samples.

## 5. OTHER CONDITIONS

In addition to the above sections regarding delays, cancellations, denied boarding and baggage, below you will find further information regarding your journey with Air Greenland.

### ■ 5.1 COMPENSATION IN THE EVENT OF DEATH OR INJURY

- Air Greenland is obligated to pay compensation if a passenger is injured
- or killed as a result of an accident that occurred on board an Air Greenland aircraft or in connection with boarding or deboarding from an aircraft. Liability also includes the death of a breadwinner.

The liability is unlimited for compensation up to SDR (Special Drawing Rights) 113,000 (1 SDR = approx. 9 DKK). However, Air Greenland is not liable for compensation in excess of SDR 113,000, if Air Greenland proves that Air Greenland has not acted negligently (or intentionally) in connection with the injury occurring, or that the injury is solely caused by the negligence of a third party (or intentionally).

### ■ 5.2 ADVANCE PAYMENT

- If a passenger is injured or killed as a result of an aircraft accident, Air Greenland shall pay an advance payment to meet immediate economic needs within 15 (fifteen) days from when the person entitled to the compensation has been identified. In the case of death, this advance payment cannot be less than 16,000 SDR (Special Drawing Rights) (1 SDR = approx. 9 DKK).

### ■ 5.3 LIABILITY FOR CONTRACTED AIRLINES THAT OPERATE THE FLIGHT

- Were the airline that operated the flight 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 a claim against. If an airline's name and code is stated on the ticket, this is the airline with which you have a contract of carriage.

### ■ 5.4 TIME LIMITATION ON CLAIMS AND ACTIONS

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

### ■ 5.5 DOWNGRADING

- In cases where Air Greenland has to downgrade you to a lower class than the one you purchased the ticket for, you will receive compensation of DKK 2,000. However, on flights from an EU country the refund is calculated at 30-75% of the ticket price, depending on the distance of the flight.

## 6. RIGHT TO COMPLAIN

### ■ 6.1 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.

You can find addresses for local airports at: [www.airgreenland.com/contact](http://www.airgreenland.com/contact)

Contact information to Customer Services:

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

### ■ 6.2 THE RIGHT TO COMPLAIN FOR NON-COMPLIANCE WITH EU REGULATIONS

If your complaint is about lack of assistance or compensation in accordance with Council Regulation No 261/2004 concerning the common rules on compensation and assistance to airline passengers in the event of denied boarding and of cancellation or long delay of flights from an EU country, you should send a complaint to Air Greenland's Customer Services in Nuuk:

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

If you are not satisfied with Air Greenland's handling of your complaint, you can complain to:

Danish Transport, Construction and Housing Authority  
Edvard Thomsens Vej 14  
DK-2300 Copenhagen S  
Denmark

Complaint forms can be downloaded from the Danish Transport, Construction and Housing Authority's website where you can also find supplementary information about your rights: [klage.flypassager.dk/en](http://klage.flypassager.dk/en)

The Danish Transport, Construction and Housing Authority is appointed as the competent authority to enforce and take decisions on the above mentioned EU regulations. It is free to complain to the Danish Transport, Construction and Housing Authority and the Authority's decision is binding on Air Greenland if the case is not brought before the courts.

### RESERVATIONS

We make reservations for spelling mistakes in and changes to the content of this leaflet. The current and applicable version of this leaflet can at all times be found on Air Greenland's website: [www.airgreenland.com/rules](http://www.airgreenland.com/rules)