



## **Norse Atlantic Airways U.S. Customer Service Plan**

The Norse Atlantic Airways Customer Service Plan (the “Plan”) applies to all of our scheduled and public charter flights that depart from or arrive at a U.S. airport. We have established this Plan to comply with the U.S. Department of Transportation “Customer Service Plan” regulations (14 CFR Part 259.5). A copy of the Plan can be found on our website [flynorse.com](http://flynorse.com).

### **Lowest fare available**

We are committed to offering our passengers the lowest available fares for their specific flights. When our customers contact us to inquire about a fare or make a reservation through our website, or at the ticket counter we will disclose that the lowest fare offered may be available elsewhere if that is the case.

### **Delays, cancellations and diversions**

In the event of a delay, cancellation or diversion that lasts 30 minutes or more, we will notify our passengers within 30 minutes after becoming aware of the disruption. Flight status information will be provided in the boarding gate area, on our website, and through other ways of electronic communication. Flight display systems will also be updated, provided that we have control over such displays or can provide the information to the party who controls the display.

### **Baggage delivery**

In the event that your baggage does not arrive on your flight to or from the U.S., we will make reasonable efforts to ensure that your baggage is promptly delivered within 24 hours. We will reimburse costs in accordance with the provisions outlined in the Montreal Convention 1999, and will refund any baggage fees charged if the bag is lost.

### **Cancelling reservations**

We will provide a refund for flights to and from the U.S. if you choose to cancel the booking within 24 hours of purchase, provided that the booking is made at least one week prior to travel.

### **Refunds**

Refunds due will be promptly issued to the credit card used at the time of booking. Refunds due for cash or check payments will be reimbursed to a nominated account within 20 days after receiving a complete refund request. Fees charged for optional services that were unavailable or not provided due to an oversale situation or flight cancellation will be refunded to the passenger.

### **Accommodating passengers with disabilities**

Passengers with disabilities and special needs will be appropriately accommodated, including during lengthy tarmac delays at US airports, in accordance with 14 CFR Part 382 of the U.S. Department of Transportation's regulations and our general conditions of carriage.

### **Lengthy delays on the tarmac**

In the event of lengthy tarmac delays at US airports, we will act in accordance with our U.S. Tarmac Delay Contingency Plan in order to ensure that the essential needs of all passengers are met.

### **Overbooking**

In instances where flights are oversold, we will handle all "bumped" passengers with fairness and consistency in accordance with 14 CFR Part 250 of the U.S. Department of Transportation's regulations and our policies and procedures for determining boarding priority.

### **Other travel policies**

Our travel policies, including our cancellation policy, and aircraft seating configuration, including lavatory availability are available on [flynorse.com](http://flynorse.com).

### **Changes in travel itineraries**

In the event of a change in itinerary, we will provide prompt notification of any changes made via the telephone number or email address provided at the time of booking. If the booking was made through an agency, it is the responsibility of the agent to pass on any information that may be provided by us.

### **Customer relations**

The Customer Relations Department is available to address any concerns or feedback received. Correspondence will be acknowledged within 30 days and a subsequent response will be sent within 60 days of the date received. We do not have the ability to provide a formal response to any comments or concerns posted on our social networking sites. The Customer Relations Department can be contacted via our website, or by mail [customercare@flynorse.com](mailto:customercare@flynorse.com)

This Plan does not form any part of the Conditions of Carriage, nor does it create any contractual or legal rights.

19 April 2022