

AIR PASSENGER RIGHTS

Common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights

This notice is issued according to EU Regulation (EC) No 261/2004 of the European Parliament and the Council of European Union.

The rules below shall apply to passengers on the condition that:

- you are travelling on a flight* departing from an airport situated in the territory of a Member State of the European Union** or a flight operated by a Community air carrier departing from an airport located in a third country to an airport situated in the territory of a Member State of the European Union;
- you have a confirmed reservation on the flight concerned and present yourself for check-in at the time indicated by the airline (except in case of cancellation), or, if no time is indicated, not later than 45 minutes before the published departing time;
- you have a ticket issued under a fare available to the public, or a ticket issued under a frequent flyer programme or other commercial programme;
- your operating air carrier is TAROM;
- one of the following situations occurs: denied boarding, flight cancellation, flight delay, upgrading and downgrading.

* A journey involving an outbound and a return flight is not considered a single flight, even though the outbound and the return flight are subject to a single reservation.

** The French overseas departments, namely Guadeloupe, French Guiana, Martinique, Reunion Island, Mayotte as well as Saint- Martin, the Azores, Madeira and the Canary Islands are territories that are part of a Member State. Also, the Regulation is applicable to Iceland and Norway in accordance with EEA Agreement and to Switzerland in accordance with the Agreement between the European Community and the Swiss Confederation on Air Transport (1999).

The rules shall not apply to:

- passengers travelling free of charge or at a reduced fare not available directly or indirectly to the public;
- multimodal journeys involving more than one mode of transport under a single transport contract;
- flights within a package tour that has been cancelled for reasons other than the flight being cancelled;
- flights performed with any type of aircraft different from fixed wings aircraft.

A. FLIGHT DELAY

If your flight is delayed, you are entitled to assistance in the following situations:

- a) the delay is equal or greater than two hours in the case of flights of 1500 Km or less; or
- b) the delay is equal or greater than three hours in the case of all intra-Community flights of more than 1500 kilometers and of all other flights between 1500 km and 3500 km; or
- c) the delay is equal or greater than four hours in the case of all flights not falling under (a) or (b) above mentioned.

The delay assistance consists of:

- meals and refreshments in a reasonable relation to the waiting time;
- two telephone calls, faxes or emails, free of charge;
- hotel accommodation and transport between the airport and place of accommodation in cases where a stay of one or more nights becomes necessary.

If the delay is at least five hours and you decide not to continue your journey, we offer you the reimbursement within seven days, of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to your original travel plan, together with, when relevant, - a return flight to the first point of departure, at the earliest opportunity.

If your flight is delayed upon arrival by three or more hours, you may be entitled to compensation depending on the length of the delay and the distance of the flight, unless the delay is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures were taken.

Examples of extraordinary circumstances include meteorological conditions incompatible with the operation of the flight concerned, political instability, strikes, security risks, unexpected shortcomings that affect the safety of the flight, air traffic restriction.

In this situation, you can choose the method of compensation payment: cash/bank transfer or compensation in the form of an electronic voucher*, as follows:

Flight distance	Compensation paid in cash/by bank transfer	Compensation in the form of an electronic voucher*
all flights of 1500 km or less	250 EUR	350 EUR
all intra-Community flights of more than 1500 kilometers and of all other flights between 1500 km and 3500 km	400 EUR	500 EUR
all flights of more than 3500 km outside the EU	600 EUR	750 EUR

*The electronic vouchers can be used for TAROM flight tickets issued on TAROM operated and marketed flights (under RO flight number) within one year from the date of issue. The vouchers may not be redeemed for cash.

The amount of compensation mentioned above may be reduced by 50% when you are offered re-routing to your final destination on an alternative flight, the arrival time of which does not exceed the scheduled arrival time of the flight originally booked:

- by two hours for all flights of 1500 km or less
- by three hours in the case of all intra-Community flights of more than 1500 kilometers and of all other flights between 1500 km and 3500 km; or
- by four hours for all flights of more than 3500 km.

B. FLIGHT CANCELLATION

If your flight is cancelled, we offer you the following:

- 1) The choice between:
 - a) Re-routing, under comparable transport conditions, to your final destination at the earliest opportunity; or
 - b) Re-routing, under comparable transport conditions, to your final destination at a later date at your convenience, subject to availability of seats; or
 - c) Reimbursement within seven days, of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to your original travel plan, together with, when relevant, — a return flight to the first point of departure, at the earliest opportunity;
- 2) - meals and refreshments in a reasonable relation to the waiting time;
- two telephone calls, faxes or emails, free of charge;
- 3) Hotel accommodation and transport between the airport and place of accommodation in cases where a stay of one or more nights becomes necessary.

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4) TAROM may also provide a financial compensation. You can choose the method of payment: cash/bank transfer or compensation in the form of an electronic voucher*, as follows:

Flight distance	Compensation paid in cash/by bank transfer	Compensation in the form of an electronic voucher*
all flights of 1500 km or less	250 EUR	350 EUR
all intra-Community flights of more than 1500 kilometers and of all other flights between 1500 km and 3500 km	400 EUR	500 EUR
all flights of more than 3500 km outside the EU	600 EUR	750 EUR

*The electronic voucher can be used for TAROM flight tickets issued on TAROM operated and marketed flights (under RO flight number) within one year from the date of issue. The vouchers may not be redeemed for cash.

The amount of compensation mentioned above may be reduced by 50% when you are offered re-routing to your final destination on an alternative flight, the arrival time of which does not exceed the scheduled arrival time of the flight originally booked:

- by two hours for all flights of 1500 km or less
- by three hours in the case of all intra-Community flights of more than 1500 kilometers and of all other flights between 1500 km and 3500 km; or
- by four hours for all flights of more than 3500 km.

You are not entitled to the above financial compensation if:

- you are informed of the cancellation at least two weeks before the scheduled time of departure; or
- you are informed of the cancellation between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing you to depart no more than two hours before the scheduled time of departure and to reach your final destination less than four hours after the scheduled time of arrival; or
- you are informed of the cancellation less than seven days before the scheduled time of departure and are offered re-routing, allowing you to depart no more than one hour before the scheduled time of departure and to reach your final destination less than two hours after the scheduled time of arrival; or
- the cancellation was caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.

C. DENIED BOARDING PASSENGERS

Even when you have a confirmed reservation and you check in on time, there may be situations when, due to overbooking, you may be denied boarding on a flight. In these situations, TAROM first calls for passengers to voluntarily surrender their reservations in exchange for benefits under certain conditions agreed with the concerned passengers. If the number of volunteers is insufficient, the airline may deny boarding to passengers against their will.

If you are denied boarding against your will, except where there are reasonable grounds to deny your boarding, you are entitled to the rights specified at chapter B (Flight Cancellation) of this notice. The financial compensation referred to in paragraph 4) of chapter B will be immediately offered at the airport. Reasonable grounds for denying boarding include: reasons of health, safety, security or inadequate travel documentation.

D. UPGRADING AND DOWNGRADING

1. If you are involuntarily placed in a higher class than that for which the ticket was purchased, you will not be requested to pay any supplementary costs.
2. If you are involuntarily placed in a lower class than that for which the ticket was purchased, we can offer you a partial reimbursement of the price of the ticket, as follows:
 - a) 30% of the price of the ticket for all flights of 1500 km or less; or
 - b) 50% of the price of the ticket for all intra-Community flights of more than 1500 kilometers and for all other flights between 1500 and 3500 kilometers, or
 - c) 75% of the price of the ticket for all flights not falling under (a) or (b) above mentioned, including flights between the European territory of the Member States and the French overseas departments.

E. PERSONS WITH REDUCED MOBILITY OR SPECIAL NEEDS

1. Operating air carriers shall give priority to carrying persons with reduced mobility and any persons or certified service dogs accompanying them, as well as unaccompanied children.
2. In cases of denied boarding, cancellation and delays of any length, persons with reduced mobility and any persons accompanying them, as well as unaccompanied children, shall have the right to care in accordance with the provisions above mentioned, as soon as possible.

If you consider you are entitled to assistance and/or compensation, please contact TAROM at the following address:

Compania Nationala de Transporturi Aeriene Romane – TAROM S.A.

Customer Relations Office
 224F, Calea Bucureștilor
 075150, Otopeni, Ilfov
 Romania
 E-mail: customer_relations@tarom.ro
 Web: <https://www.tarom.ro/en/complaints-related-flights>

For any complaint regarding the application of EU Regulation (EC) No 261/2004, you can also contact:

NATIONAL AUTHORITY FOR CONSUMER PROTECTION

72, Bulevardul Aviatorilor
 Postal Code 011865, Sector 1, Bucharest
 Tel: +4021 9551 (Consumer Telephone Number)
 Tel: +4021 312 1275
 Fax: +4021 314 3462
www.anpc.ro

The list of National Enforcement Bodies under Regulation (EC) 261/2004 of the European Parliament and the Council of European Union can be found here: http://ec.europa.eu/transport/sites/transport/files/themes/passengers/air/doc/2004_261_national_enforcement_bodies.pdf