



CONDITIONS OF CARRIAGE APPLICABLE DURING DELAYS AND FLIGHT CANCELLATION IN THE PEOPLE'S REPUBLIC OF CHINA AND HONG KONG SAR.

1. Definitions:

"We", "our", "ourselves" and "us" mean Air Mauritius Limited. **"You", "your" and "yourself"** means any person, holding a ticket, who is to be carried or is carried on an aircraft except members of the crew

"Flight delay" refers to the situation where a flight's actual arrival on-block time is 15 minutes later than its scheduled arrival time.

"Flight departure delay" refers to the situation where a flight's actual departure off-block time is 15 minutes later than its scheduled departure time.

"Flight cancellation" refers to a flight plan that has been ceased due to estimated flight delay or as a result of flight delay.

"Tarmac delay" is when, either after closing the cabin door before departure or before opening the cabin door after arrival, passengers are waiting on-board for longer than aircraft taxiing time limits as regulated by the airport.

"Force majeure" means unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised by us.

"Passenger" means any person, holding a valid ticket who is carried or who is to be on an aircraft except members of the crew (see also definition for "you", "your" and "yourself").

2. General Provisions, Cancellation, Delays:

- 2.1 We shall provide You with information concerning your Flight Departure Delays or Flight Cancellations including reasons thereof every 30 minutes.
- 2.2 We shall provide You with a written confirmation of the Flight Delay or Cancellation, upon Your request.
- 2.4 We shall provide You with food and accommodation as appropriate, in the event of Flight Departure Delays or Cancellations due to reasons within Our control.
- 2.5 We shall assist You in arranging for food and accommodation in the event of Flight Departure Delays or Cancellations in case of "Force Majeure". All costs shall be borne by You.
- 2.6 In the event of a Tarmac Delay, We shall ensure the availability of lavatory facilities on board.
- 2.7 We shall provide You food and water in case of a Tarmac Delay of 2 hours or more.

- 2.8 As far as possible We shall allow You to disembark, in case of a Tarmac Delay of 3 hours or more or if there is no definite take-off time.
- 2.9 You may file complaints relating to Flight Delays and Cancellations to:
- For Mainland China: Email: mkchina@airmauriti.us.com
Tel: +86(21)-6330 0538
- For Hong Kong SAR: Email: eroldan@airmauriti.us.com
Tel: (+) (852)-2523-1114
- 2.9 We shall respond to Your complaint, if any and provide You with a status within 7 days of receiving the complaint.