



## Flight Delays

In the event of any delay in the passenger's flight departure date during the passenger's presence in airport facilities, the air carrier shall provide the following services:

- 1 Air carrier employees available to answer all passenger queries.
- 2 Serve beverages during the first hour after the flight's original departure time.
- 3 Shall serve a hot meal if the delay period is more than three (3) hours from the flight's original departure time.
- 4 Shall provide hotel accommodation if the possible delay period is more than six (6) hours from the flight's original departure time.



## Services to be Rendered to those of Special Needs

- 1 This category of passengers shall not be denied boarding unless for strict security and safety reasons.
- 2 Provide them with all required care and hosting services and facilities.
- 3 Provide them with free boarding and deplaning services.
- 4 Provide them with all care and services required by passengers if their flights were delayed, cancelled, or their routes changed.

Inspired by its keenness and great concern to render best services to passengers and to protect their rights, the General Authority of Civil Aviation (GACA) issued the Consumer Protection Regulations in Civil Aviation to strike a balance between air carriers' rights and those of passengers. Customer Protection Department at GACA has the sole responsibility for the interpretation, implementation, and monitoring of these regulations in addition to acting as a link between air carriers and passengers (customers). These regulations are applicable on all air carriers, domestic or international, on all individuals, baggage, or cargo on board flights coming to or departing from the Kingdom of Saudi Arabia to the extent that does not contradict with the provisions of international conventions.

In case you have any complaint please contact your respective air carrier first for a resolution. If you didn't find a solution to your complaint consistent with the Consumer Protection Regulations kindly contact the Customer Protection Department.



# PASSENGER'S RIGHTS

If the air carrier fails to solve your complaint don't hesitate to contact Customer Protection Department through one of the following methods :



Customer Protection  
800 116 8888

E-mail  
eserv@gaca.gov.sa

Twitter  
@cp\_gaca





## General Rights

- 1 Air Ticket: is a valid contract between the air carrier and passenger and an enforceable tool upon payment of the air fare. The passenger must read and be aware of all its contractual conditions.
- 2 Air carriers shall provide all passengers with the required information on an accurate and urgent basis.
- 3 All air carriers shall ensure that services are rendered to passengers in a highly professional manner.



## Denied Boarding for Over Booking Reasons

### The air carrier shall do the following:

- 1 Upgrade the Passenger ticket's class either on the same flight or on an alternative flight.
- 2 Host the passenger in the lounge allocated to the same class, if any.
- 3 Shall secure a seat on another carrier as soon as possible and pay the price difference, if any.
- 4 If the class is downgraded the passenger must be compensated for the whole price difference.



## Disasters and Force Majeure

- 1 The air carrier has the right to delay and cancel its flights in such cases without being entitled to pay any compensation to passengers.
- 2 Shall provide all possible adequate care and services.
- 3 Shall provide passengers with a free telephone line for communication and follow up purposes.
- 4 Shall do its best to inform passengers of their alternative flight time and dates.



## Lost Baggage

### The air carrier shall do the following:

- 1 Compensate the passenger by no more than (1131) Special Drawing Rights (SDR) – one unit equals SR 5.19 approximately, it is a daily variable rate - in case the accompanied baggage is lost or damaged.
- 2 If the passenger wants a higher compensation he/she shall state the value of the belongings in the air carrier's respective forms before boarding.



## Non-Regular Flights

- 1 All airlines operating group, holiday, and non-regular flights, shall provide accurate information about bookings and dates.
- 2 They shall abide by all contractual terms and shall provide adequate alternatives.



## Flight Cancellation

- 1 If the air carrier informs the passenger of the flight cancellation (7) days before the original flight date, the air carrier shall refund the ticket.
- 2 In case the air carrier informs the passenger of the flight cancellation within less than seven (7) days from the original flight date, the air carrier has the option of securing an alternative flight to the passenger or a ticket refund for the whole trip or just its remaining portion.
- 3 The air carrier shall provide all necessary care and hosting services to the passenger if he/she agrees to wait for an alternative flight.

## Passenger Duties

- 1 Passengers shall abide by all conditions shown on the ticket, arrive on time, and comply with airport operators' instructions.
- 2 Shall ensure that they have valid visas to all their country destinations.
- 3 Inform the air carrier to provide special services to passengers of special needs, if required, when making their reservations.
- 4 Inform air carrier employees at the airport of all valuable belongings contained in their accompanied baggage.
- 5 Inform the air carrier of their accompanied pets, if any, when making their booking.
- 6 Not to put medicines, official papers, jewelry, or precious metals in their checked baggage.
- 7 Arrive at the airport on time and abide by airport and air carrier's instructions with regard to accompanied baggage allowed weight.
- 8 Passengers are not entitled to a refund for connecting flights if the connecting reservation is not indicated in the same ticket.