

"WRITTEN WARNING CONTAINING THE RULES IN MATTER OF COMPENSATION AND ATTENDANCE TO THE SENSES OF THE PRESENT REGULATIONS"

In compliance with how much deciding from the art. 14, codicils 1 and 2 of Reg. CE n. 261/2004, with the present My Way Airlines (Myair.com brand) informs the own customers who in the cases of denied boarding, cancellation of the flight or delays, the same passengers must make reference how much specific one and accepted, in relation to the enforced Regulations, in the General Conditions of Transport of My Way Airlines.

In particular specific that, in the hypotheses in object, the passengers have straight to the attendance and the previewed compensations to the art. 4 ss. of the previous Regulations, as *infra* specifically indicated.

1) DENIED BOARDING In case it can reasonably preview of having to deny the boarding on a flight, the operating aerial carrier makes appeal in the first place the volunteers disposed to renounce to the reservation in exchange for benefits to agree between the interested passenger and the operating aerial carrier.

In such case to the voluntary passengers the choice is offered between:

- a) refund of the ticket to the same price to which it is acquired for or the carried out parts of travel and for or the parts of travel already carried out if the flight in issue has become useless regarding the initial travel program, or a return flight towards the starting point as soon as possible.
- b) if of the case, a return flight towards the departure point as soon as possible.
- c) the boarding on an alternative flight towards the final destination, in similar conditions of transport, to one given successive of its approval, to second of the availabilities of places.

In case a city or region is served from more airports and to the passenger it comes offered the boarding on a flight for a various airport of destination from that one reserved, the passenger will have straight to expenses of transfer from the airport of arrival to the airport for which it had been carried out the reservation or to an other near destination, agreed with the passenger. In case the number of being remained volunteers is not sufficient in order to the concur the boarding of the fleeting holders of reservations, the operating aerial carrier can deny the boarding to not consent passengers.

In case of denied boarding to unwilling passengers, the operating aerial carrier supplies to the payment of the compensation *infra* indicated the interested passengers. The passenger has moreover straight to:

- meal and drinks in consistent relation to the wait;
- to the accomodation in hotel, in case they are necessary or more night's passings, or in case is necessary an ulterior stay, beyond to that one previewed from the passenger;
- to the transport between the airport and the place of accomodation.
- to two telephone calls or messages via telex, fax or e-mail.

My Way informs the passengers that the overbooking is not praxis continuation from the same one, in how much the reservation system of the flights only happens through computer science procedure, directly corresponding to the capacity of the aircraft.

2) CANCELLATION FLIGHT

In cancellation case flight to the passengers is offered the choice between:

- a) refund of the ticket to the same price to which it is acquired for or the carried out parts of travel and for or the parts of travel already carried out if the flight in issue has become useless regarding the initial travel program, or a return flight towards the starting point as soon as possible.
- b) if of the case, a return flight towards the departure point as soon as possible.
- c) the boarding on an alternative flight towards the final destination, in similar conditions of transport, to one given successive of its approval, to second of the availabilities of places.

In case a city or region is served from more airports and to the passenger it comes offered the boarding on a flight for a various airport of destination from that one reserved, the passenger will have straight to expenses of transfer from the airport of arrival to the airport for which it had been carried out the reservation or to an other near destination, agreed with the passenger. In case the number of being remained volunteers is not sufficient in order to the concur the boarding of the fleeting holders of reservations, the operating aerial carrier can deny the boarding to not consents passengers.

passenger has moreover straight to:

- meal and drinks in consistent relation to the wait;
- two telephone calls or messages via telex, fax or e-mail. In the case of alternative;

flight, in case the departure timetable that can reasonably be previewed for the new flight is sent back at least a day regarding the timetable of departure previewed for the cancelled flight, the passenger has straight:

- to the accomodation in necessary hotel in case they are one or more night's passings, or an ulterior stay, beyond to that one previewed from the passenger;

To the passenger the indicated compensation is not up *infra* if:

- i) it has been informed of the cancellation of the flight at least two weeks before the previewed timetable of departure;

or

- i) it has been informed of the cancellation of the flight in the period comprised between two weeks and seven days before the timetable of previewed departure and it has been offered to leave not more with an alternative flight than two hours before the previewed timetable of departure and to less catch up the final destination than four hours after the timetable of previewed arrival;

or

ii) it has been informed of the cancellation of the flight less than seven days before the timetable of previewed departure and it has been offered to leave not more with an alternative flight than an hour before the previewed timetable of departure and to less catch up the final destination than two hours after the timetable of previewed arrival.

My Way Airlines is not held to pay the indicated pecuniaria compensation under, in case the cancellation is due to exceptional circumstances that however could not have avoided even if had been adopted all the measures of case (art. 5,3).

3) DELAY

In case can reasonably be previewed that the flight will be delayed, regarding the previewed timetable of departure:

a) two or more hour for all the equal or inferior aerial drafts to 1500 km;

or

b) of three or more hours for all the advanced intra-communitarian aerial drafts to 1500 km and for all the others aerial drafts comprised between 1500 and 3500 km;

or

c) of four or more hours for all the others aerial drafts that do not re-enter in the cases of which to letters to) or b),

My Way Airlines will lend the passenger:

- meal and drinks in consistent relation to the wait;

- two telephone calls or messages via telex, fax or e-mail. In case the departure timetable is sent back at least a day regarding the timetable of departure previously previewed, the passenger has straight:

- to the accomodationin hotel, in case they are necessary one or more night's passings, or an ulterior stay beyond to that one previewed from the passenger;

- to the transport between the airport and the place of accomodation.

In case the delay is at least five hours, the passenger has straight to the refund of the ticket for or the not carried out parts of travel and for or the parts of travel already carried out if the flight in issue has become useless regarding the initial travel program, or a rturn flight towards the starting point as soon as possible.

COMPENSATION

1. When it is made reference the present article, the interested passengers receive one equal compensation to:

- a) 250 € for all inferior or equal aerial drafts to 1500 kilometers;
- b) 400 € for all advanced intracomunitarie aerial drafts to 1500 kilometers and for all the drawn others comprised between 1500 and 3500 kilometers;
- c) 600 € for the aerial drafts that do not re-enter in letters to) or b).

In determining the distance uses as calculation base the last destination for which the passenger endures a delay to the arrival regarding the previewed timetable because of the denied boarding or of the cancellation of the flight.

The compensation of which to paragraph 1 it can be reduced of 50% in case to the passengers comes offered to catch up the final destination by means of alternative flight whose timetable of arrival does not exceed the timetable of arrival previewed of the flight originally reserved:

- a) of two hours, for all the equal or inferior aerial drafts to 1500 km;

or

- b) of three hours, for all the advanced intra-communitarian aerial drafts to 1500 km and for all the others aerial drafts comprised between 1500 and 3500 km;

or

- c) of four hours, for all the aerial drafts that do not re-enter in the cases of which to letters to) or b),

My Way Airlines informs moreover to the passengers that the organism designated to the senses of the art. 16 Reg. CE 261/04 is the National Agency for Civil Aviation (ENAC), with center in Rome, Viale Castro Pretorio n. 118, ROMA.