

KNOW YOUR RIGHTS



Know Your Rights

Take a look at the Passenger Rights
Protection Regulations



Content

Baggage loss, delay, or damage



If your baggage is lost, delayed, or damaged, the air carrier must compensate you based on GACA's passenger rights protection regulations which cover baggage on domestic and international flights.

At the Baggage Services Desk

1. Report the issue immediately.
2. Make sure to obtain the reference number for the complaint.
3. Air carriers must clarify to the passengers their rights to compensation.

If valuable items are lost

Passengers can disclose valuable items for compensation by filling out a form with the airline before registering if the baggage contains a valuable item the passenger must disclose to the air carrier before checking the baggage in the aircraft, using the forms adopted by the air carrier.

Regulatory provisions relating to baggage

Damaged baggage:

Passengers can be compensated for defects or damaged baggage with up to **1288 Special Drawing Rights (SDR) Units**.

Lost baggage:

Passengers will be compensated for the lost baggage with **1,288 SDR Units**.

Delayed baggage:

Passengers can be compensated equivalent to **148 SDR** units if baggage arrives later than the time specified in the reservation, for the first day. For each subsequent delay from the second day, compensation will be equivalent to **60 SDR** units with a maximum compensation of **1288 SDR** units.

Flight Cancellation



Air carrier is not permitted to cancel scheduled flights, except in cases of force majeure or for safety and security reasons approved by GACA

What to do when a flight is canceled?

1. Contact The Air carrier, Visit Their Customer Service Desk, or Use Their App/Website.
2. Make sure to obtain the reference number for the complaint.
3. Air carriers must clarify to passengers their rights to care and support, in addition to compensation.

Know Your Rights

When informing the passenger of the flight cancellation the air carrier must consider the following:

1. Offer the passenger an alternative flight.
2. Clarify to passengers their rights to care, support, and compensation.

Regulatory provisions relating to flight cancellation

Contract termination:

In the case of a flight cancellation, the passenger can either accept the alternative flight offered by the air carrier or has the right to terminate the contract and is entitled to a full refund of the value of the ticket, including any additional fees paid by the passenger.

Compensations:

- When notified of the cancellation **60 to 14 days** before departure, passenger is entitled to a refund of the ticket value or the remaining part of the flight and compensation equivalent to **(50%)** of the value of the remaining part of the flight.
- When notified of the cancellation **14 days to 24 hours** before departure, passenger is entitled to a refund of the ticket value or the remaining part of the flight and compensation equivalent to **(75%)** of the value of the remaining part of the flight.
- When notified of the cancellation within **24 hours** of departure, passenger is entitled to a refund of the ticket value or the remaining part of the flight and compensation equivalent to **(150%)** of the value of the remaining part of the flight.

¹ Special Drawing Rights = 5.1 SAR (Approximately)

Special Drawing Rights is a monetary unit that is subject to change, and it is updated daily by the International Monetary Fund

Bring Flight Forward



The air carrier is committed to the announced flight schedules unless the flight brought forward is due to security or safety reasons approved by GACA.

What to do when a flight is brought forward?

1. Contact the air carrier, visit its customer service office, or use the air carrier's app or website.
2. Make sure to obtain the reference number for the complaint.

Air carriers must clarify to passengers their rights to care and support, in addition to compensation:

- The equivalent of **50 SDR** units if the total flight brought forward duration is **3 hours** or more.
- The equivalent of **150 SDR** units if the total flight brought forward duration exceeds **6 hours**.

Know Your Rights

- The air carrier must offer the passenger the option to either accept the rescheduled flight or receive an alternative and suitable flight.
- The time difference will be treated according to the flight delays provisions.

Regulatory provisions relating to bringing flights forward

Contract Termination

- The passenger has the right to request the termination of the contract with the air carrier.
- The passenger has the right to refund the ticket without any fees deduction.

Compensations

The passenger has the right to consider the flight canceled and receive compensation in accordance with the flight cancellation provisions.

Flight Delays



The air Carrier is committed to the flight schedule unless such delay is due to security or safety reasons approved by GACA.

What to do when a flight is delayed?

1. Contact the air carrier, visit their customer service desk, or use their app/ website.
2. Make sure to obtain the reference number for the complaint.
3. Air carriers must clarify to passengers their rights to care and support accommodations, in addition to compensation.

- The equivalent of **50 SDR Units** if the total flight delay duration is **3 hours**.
- The equivalent of **150 SDR Units** if the total flight delay duration is more than **6 hours**.

Know Your Rights

The compensation is calculated based on the difference between the actual arrival time of the passenger and the scheduled arrival time as specified in the reservation, as follows:

1. The equivalent of **50 SDR Units** if the total flight delay duration exceeds 3 hours.
2. The equivalent of **150 SDR Units** if the total flight delay duration exceeds 6 hours.

Regulatory provisions relating to flight delays

Contract termination:

1. The passenger has the right to request the termination of the contract with the air carrier if the flight delay exceeds **2 hours**.
2. The passenger has the right to refund the ticket without any fees deduction.

Compensations:

If the flight is delayed for more than **5 hours**, the passenger has the right to consider the flight canceled and is eligible to receive compensation according to flight cancellation provisions.

Care & Support Rights

1. **1 hour:** beverages or refreshments.
2. **3 hours:** a suitable meal.
3. **6 hours:** accommodation & transport.

Denial of Boarding Due to Overbooking



The air carrier shall exert all necessary efforts to minimize denial of boarding due to overbooking.

What to do when the air carrier denied boarding due to overbooking?

1. Contact the air carrier, visit their customer service desk, or use their app/website.
2. Make sure to obtain the reference number for the complaint.
3. Air carriers must clarify to passengers their rights to care and support accommodations, in addition to compensation.

Know Your Rights

1. The air carrier should provide a passenger with a free upgrade when alternative seats are available on an overbooked flight.
2. The air carrier must offer the passenger the option to travel on another flight, either with the same air carrier or with a different one, without any additional cost.
3. The air carrier is exempt from compensation for denied boarding if an alternative flight is provided within 2 hours of the originally scheduled departure time.

Regulatory provisions relating to denial of boarding

Contract termination:

- The passenger has the right to terminate the contract and receive a refund of the ticket value or the remaining part of the flight.

Compensations

- In the event of contract termination, the passenger is entitled to compensation equivalent to **200%** of the unused part of the flight.
- If the passenger accepts the alternative flight, they are entitled to compensation of **50 SDR** units if they arrive within **3-6 hours** late, and **150 SDR** units if they arrive more than 6 hours late.

The following cases are exempt from denial of boarding due to overbooking.

1. Persons with disabilities and those with special needs.
2. First-degree relatives and accompanying domestic workers.
3. Unaccompanied minors.
4. Travel groups.

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Passengers with Disabilities and Special Needs



The air carrier should allow passengers with disabilities and special needs to take wheelchairs, as well as other mobility aids and equipment free of charge. These items should be labeled as priority baggage.

What do you do when you don't get the services you need?

1. Contact The air carrier, Visit Their Customer Service Desk, or Use Their App/Website
2. Make sure to obtain the reference number for the complaint.

Good to know

Passengers with disabilities and special needs must disclose to the air carrier their conditions when making the booking by providing supporting documents.

Regulatory provisions relating to passengers with disabilities and special needs

Air carrier obligated

By providing an alternative wheelchair in the event that the checked-in wheelchair does not arrive on the same flight, and the passenger is entitled to receive a compensation of **100 SDR** units if the alternative wheelchair was not provided. The compensation related to provisions of baggage specified in the regulation is apply to the delayed wheelchair.

Compensations

In case of denial of boarding after issuing the ticket, the passenger is entitled to compensation equivalent to **200%** of the ticket value, in addition to a refund of the ticket value or the remaining part of the flight.

The air carrier must

- guarantee the timely arrival of special devices and equipment related to passengers with disabilities and special needs.
- In cases where passengers are accompanied by aid animals, the air carrier should agree to transport the animal without any additional fees, provided that there is a written letter issued by a competent authority confirming that the animal has been trained to assist people with disabilities and special needs.

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Downgrading



The air carrier must provide compensation based on GACA's passenger rights protection regulation in the event that the passenger is downgraded.

What to do when downgraded?

1. Contact the air carrier, visit their customer service desk, or use their app/website
2. Make sure to obtain the reference number for the complaint.
3. Air carriers must clarify to passengers their rights to care and support accommodations, in addition to compensation.

Good to know

Downgrading to a lower class on the same flight is not considered denied boarding if the passenger agrees.

Regulatory provisions on downgrades

Contract Termination

The passenger has the right to terminate the contract and receive a refund for the unused part of the flight.

Compensations

- In the event of contract termination, the passenger is entitled to compensation equivalent to **200%** of the ticket value.
- If the passenger accepts a downgrade, the air carrier must refund the price difference between the original class and the lower class based on the lower fare, in addition to compensation equivalent to **50%** of the price difference.

Stopovers and Connecting Flights



The air carrier is not allowed to add a stopover point that was not indicated in the confirmed booking. The air carrier must clarify whether the flight includes stopovers or is non-stop at the time of booking.

What to do when a stopover is added or a segment of a connecting flight is canceled?

1. Contact the air carrier, visit their customer service desk, or use their app/website
2. Make sure to obtain the reference number for the complaint.
3. Air carriers must clarify to passengers their rights to care and support accommodations, in addition to compensation.

Regulatory Provisions Relating to Stopovers and Connecting Flights

Contract Termination

- In the event of adding an unauthorized stopover, the passenger has the right to terminate the contract and refund the ticket without any fees deduction.
- If one of the destinations in a connecting flight itinerary is canceled, the passenger has the right to terminate the contract and request that the flight be treated according to the flight cancellation provisions, or accept the rescheduling of the flight in a way that suits them, without compromising compensation related to flight delays provisions.

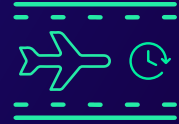
Compensations

- If the air carrier adds an unauthorized stopover, except for reasons of security and safety, the passenger is entitled to **100 SDR** units for each stopover.
- The passenger is entitled to **50 SDR** units if they arrive more than **3 hours** late and **150 SDR** units if they arrive more than **6 hours** late.

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Tarmac Delay



During the period of a tarmac delay, the air carrier is required to provide the following:

1. Adequate ventilation and air conditioning or heating.
2. Food and beverages.
3. Access to toilets, if the aircraft is equipped.
4. The ability for the passenger to contact people outside the aircraft.

Good to know

- Financial compensation does not exempt the air carrier from the obligation to provide care and support.
- The air carrier is required to allow passengers to disembark if the tarmac delay exceeds 3 hours from the scheduled departure or arrival time.

Regulations on tarmac delay

Contract Termination

- In the event of choosing disembark from the aircraft before departure, the passenger has the right to terminate the contract and is entitled to receive the refund of the ticket.

Compensations

- If the passenger take the flight, then they are entitled a compensation as stipulated in the flight delays provisions.

Care and Support



The air carrier is required to provide care to passengers in cases of denial boarding, flight cancellation, or delay.

What to do if care is not provided?

Go to the air carrier's representative at the airport and request the following:

1. Refreshments and beverages from the **first hour** of the delay.
2. A suitable meal if the delay exceeds **3 hours** from the departure time.
3. Accommodation and transportation to and from the airport if the delay exceeds **6 hours** from the departure time.

Know Your Rights

Financial compensation does not exempt the air carrier from the obligation to provide care and support.

Regulatory Provisions Relating to Care and Support

The air carrier must compensate passengers in the event of failure to provide any of the due care services, as follows:

- **10 SDR** units for not providing refreshments and beverages.
- **30 SDR** units for not providing a suitable meal.
- **100 SDR** units for not providing hotel accommodation and transportation to and from the airport.

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Terms and Conditions

for Filing a Complaint



Know Your Rights

To file a complaint against the air carrier:

1. A passenger must file a complaint against the air carrier if the carrier does not adhere to the Passenger Rights Protection Regulation. The complaint must be submitted within **60 days** from the date of the incident in question.
2. The air carrier is required to address the complaint within a maximum of **7 days**.
3. If the air carrier fails to resolve the complaint within the allocated 7 day period, the passenger has the right to escalate the complaint to the authority, provided that it is done within the regulatory period mentioned in the first clause. When escalating the complaint to GACA, the passenger must provide the reference number or code of the complaint filed with the air carrier, or evidence that the air carrier has received the complaint, unless it is impossible due to reasons attributable to the air carrier, with proof of such. The passenger must also clarify the facts of the complaint and specify their requests.
4. The passenger must not file the same complaint against the air carrier in two different countries. If this occurs, the complaint will be considered inadmissible, and the air carrier will bear the responsibility of proving this, while ensuring that the complaint is handled by the air carrier.



To learn more about your rights as a passenger
please refer to the Passenger Rights Protection Regulations on
our website (www.gaca.gov.sa).
For further inquiries, you can reach us through the following channels:

1929@gaca.gov.sa



Click Here



1929



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