

## **Azerbaijan Airlines (AZAL)**

### **Customer Service Plan on the flights of AZERBAIJAN AIRLINES to/from the USA**

This Customer Service Plan has been worked out in accordance with Department of Transportation (the "DOT") Regulations for the departure or arrival of international flights at covered U.S. airports. In the Customer Service Plan our customers can find the information covering AZERBAIJAN AIRLINES policy, procedures, services particularities and exceptions to the rules. AZERBAIJAN AIRLINES shall continue to take the necessary steps towards the improvement of the Plan in order to increase the level of passenger service.

#### **Offering the lowest fare available**

AZERBAIJAN AIRLINES will offer the lowest available fare for which the Passengers are eligible for the date, flight and class of service requested on our Web site ([www.azal.az](http://www.azal.az)). When contacting our Call center or ticket offices at the airport, passengers will be informed whether it's possible to buy tickets for the requested conditions through the website of the airline. Upon request, our representatives at Call center or ticket offices at the airport will look for lower-cost alternative itineraries if a Passenger's travel schedule is flexible.

#### **Notifying Customers of known delays, cancellations, and diversions**

AZERBAIJAN AIRLINES is always seeking to get our Customers to the point of destination on time and as per the schedule. However, due to unforeseen circumstances, such as weather conditions, air traffic control, operational or service reasons (**force majeure**), flight delays, cancellations or diversions may occur. In the above mentioned cases, AZERBAIJAN AIRLINES takes all necessary measures to keep our passengers, both at the airport and on board, duly informed as to the flight status.

AZERBAIJAN AIRLINES will promptly provide customers with notifications of known delays, cancellations and diversions at the US airport, on board our flights, via our website, through airport display boards and when passengers contact our call centers within 30 minutes after receiving information on such changes, if the delay, cancellation or diversion occurred within 7 days or less before the scheduled departure time.

If a passenger has provided AZERBAIJAN AIRLINES with his/her valid contact information, we will attempt to notify the passenger via email or telephone. It is the policy of AZERBAIJAN AIRLINES to contact our passengers in advance, whenever possible.

## **Delivering baggage on time**

AZERBAIJAN AIRLINES aspires to deliver passengers' checked baggage to the point of destination as scheduled.

In case baggage is delayed, we make every reasonable effort to deliver it within 24 hours at our expense. We shall contact the passenger if the checked baggage contains the contact details. In some cases mishandled baggage delivery might be a problem due to tag absence, or if the bag lacks contact details on it.

Passengers shall submit written notice of delayed baggage once arrived at the destination airport. When a Passenger reports a delayed bag, the baggage tracing system is used to initiate the search. Tracing efforts begin as soon as the delay is reported.

AZERBAIJAN AIRLINES shall compensate the passenger for baggage late delivery in accordance with international agreements and procedures.

## **Allowing reservations to be held without payment or cancelled without penalty for a defined amount of time**

When a Passenger makes a reservation through AZERBAIJAN AIRLINES airport ticket counters or call centers of the airline, AZERBAIJAN AIRLINES shall allow flight reservations for flights to and from the U.S. to be held at the quoted fare without payment, or cancelled without penalty for at least 24 hours after the reservation is made if the reservation is made at least 7 days or more prior to the departure date.

If a Passenger purchases a ticket for flights to/from the United States via the web site, through the ticket offices of AZERBAIJAN AIRLINES at the airport or the airline's call centers 7 days or more before departure, the passenger may, within 24 hours after the purchase of the ticket, get a full refund without penalty and fees.

## **Providing prompt ticket refund**

AZERBAIJAN AIRLINES shall provide prompt refund for eligible tickets purchased through the web site of the airline, ticket offices of AZERBAIJAN AIRLINES at the airport, or the call centers once AZERBAIJAN AIRLINES receives the passenger's request accompanied by the required documents.

Refund requests may be submitted to "AZERBAIJAN AIRLINES" CLOSED JOINT-STOCK COMPANY ticket offices or via the web-site depending on the place of the ticket purchase.

Reimbursement in case of a passenger's voluntary refusal from the flight is made at the place of purchase of the ticket and is subject to the fare rules.

If a ticket was purchased from a travel agent, the Passenger shall apply to this travel agency.

For credit card purchases AZERBAIJAN AIRLINES shall submit the request for a refund within 33 business days upon receipt of the Passenger's completed refund request. The bank which issued the credit card shall refund the purchase price under the terms of the credit card agreement. With respect to cash payments, AZERBAIJAN AIRLINES shall provide passengers refund within 7 working days upon receipt of the Passenger's completed refund request.

Before requesting a refund a Passenger has to make sure the reservation has been cancelled. The Passenger has to provide the passenger name(s), address, credit card number used for purchase, ticket(s) number(s), the date of departure and arrival, departure and destination points.

All information on the procedure of ticket refunds is available on "AZERBAIJAN AIRLINES" CLOSED JOINT-STOCK COMPANY Web site.

## **Carriage of passengers with reduced mobility**

AZERBAIJAN AIRLINES carries out safe, convenient and reliable transportation of disabled passengers in accordance with the rules of carriage of passengers, baggage and cargo of "Azerbaijan Airlines" CJSC (section 12.1) and the U.S. Department of Transportation rules (14 C.F.R., Part 382). When servicing disabled passengers, the airline's specialists exhibit kindness, awareness and respect and strive to provide the highest possible level of service at the airports of departure and arrival, as well as on board. When booking air travel, this category of passengers are kindly requested to inform the ticket agent about special services needed during the flight of the passengers. Depending on the degree of disability, AZERBAIJAN AIRLINES can provide:

- wheelchairs both at the airport and aboard, assistance with boarding and disembarking, provision of ambulifts;
- lifts, ramps to assist the disabled passenger where loading bridges are not available;
- onboard assistance with seat allocation, stowing and retrieving of carry-on items, dining preparation;
- special stretchers on board the aircraft for bed patients

For sick passengers and passengers with disabilities, medication, wheelchair, and crutches are carried free of charge and are not included in the free baggage allowance.

Blind or deaf Passengers may at no extra charge carry guide-dog in the passenger cabin subject to availability of the document confirming the special training of such dog, provided that during the flight such a dog will stay at his feet muzzled and with a leash. A separate seat is not available for a guide-dog.

More detailed information on regulations for the carriage of passengers with disabilities can be obtained from the Sales Agents of the airline and on the website: [www.azal.az](http://www.azal.az).

## **Carriage of unaccompanied minors**

AZERBAIJAN AIRLINES accepts unaccompanied minors aged from five (5) to **fourteen (14)** years old. You must book UM service in advance and purchase any available ticket. Children aged 5-12 years have 25 % discount for any available adult fare

The Unaccompanied Minors are provided with the individual seats in the cabin and free baggage allowance in accordance with the applicable tariff rules. Rules and additional information on the steps taken for the minors travel can be found on the website of AZERBAIJAN AIRLINES.

## **Meeting customers essential needs during lengthy tarmac delay**

Due to safety considerations, weather conditions, air traffic control, operations and other factors a lengthy tarmac delay may occasionally be caused, there may be situation when an aircraft is either unable to take off after landing or may have to wait for a gate to become available, or others. In case such situation occurs, AZERBAIJAN AIRLINES maintains Contingency plan for lengthy tarmac delays which is adopted by **U.S. Department of Transportation (DOT)** and is fulfilled in cooperation with Airport Operations Control Center.

If a lengthy tarmac delay occurs, and if safety and security considerations permit, we will make every reasonable effort to ensure that the Passengers' essential needs are met.

AZERBAIJAN AIRLINES shall provide food, potable water, lavatory facilities, access to medical treatment, and an opportunity to disembark in accordance with its contingency plan for length tarmac delays. The commander shall frequently communicate with Airport Operations Control Center, Station Operations and/or the Ramp Control Tower for updated information. The passengers shall be kept informed regarding the status of delay.

## **Handling "bumped" passengers with fairness and consistency in case of oversales**

AZERBAIJAN AIRLINES does not practice the oversales.

However due to operational requirements, technical reasons, restrictions apply on a particular flight safety, replacement of the wide-body aircraft with the narrow-body one, there might be times when passengers cannot be accommodated on the booked flight even holding a ticked and having checked in on time. The mentioned situation is called oversales.

*When these conditions occur, it is AZERBAIJAN AIRLINES responsibility to arrange the first available alternate accommodations as efficiently as possible and/or compensate eligible passengers in accordance with existing Tariffs, Agreements with other air companies and U.S. Department of Transportation (DOT) regulations.*

***AZERBAIJAN AIRLINES shall not deny boarding involuntarily to any passenger until the airline's personnel first asks for volunteers who shall give up their reservations willingly in exchange to some form of compensation.***

Passengers will generally be entitled to compensation and transportation on an alternate flight.

AZERBAIJAN AIRLINES provides the complete rules for the compensation payment, which are posted on our web-site in the Contract of Carriage. AZERBAIJAN AIRLINES shall follow these rules to ensure the passengers are treated fairly.

AZERBAIJAN AIRLINES has to inform Passengers that if a passenger does not check in on time or does not meet other certain requirements, he/she may be denied boarding without compensation.

### **Disclosing travel itinerary, cancellation policies, frequent flyer rules, lavatory availability and aircraft configuration**

***Passengers must use flight coupons only in sequence. The ticket will not be honored and lose its validity if all the coupons are not used in the sequence provided in the ticket.***

If a Passenger has not used the space reserved for him/her in any portion of journey, the Passenger shall inform AZERBAIJAN AIRLINES of his/her intention to continue the journey on the following segments of the route.

If a Passenger has not informed AZERBAIJAN AIRLINES of his/her intention to continue the journey, AZERBAIJAN AIRLINES may cancel the space booking for each following segment of the route without prior notice to the Passenger.

It is recommended to apply to AZERBAIJAN AIRLINES call center in case of route modification.

Members of the AZERBAIJAN AIRLINES Frequent Flyer program can view AZAL-miles rules online through Web-site. It outlines the rules, restrictions and redemption of points.

AZERBAIJAN AIRLINES shall give clear information about policies and service aspects that may be important to the Passengers on Web-site and through AZERBAIJAN AIRLINES Call-Center or representative at the airport. Passenger can be informed about seat layout, important conditions applied to each type of the ticket, including booking cancellation policy.

### **Ensuring good customer service from code-share partners**

Cooperation of AZERBAIJAN AIRLINES and our Code-Share Partners is aimed to provide quality conditions for Passengers. Our company and our code-share partners, Airport Services and Operations Departments cooperate closely to ensure consistent and quality customer-

handling practices. We encourage our code-share partners to provide customer service commitments comparable to our own.

## **Notifying customers about travel itinerary changes in a timely manner**

If our Passengers provide us with the contact information, AZERBAIJAN AIRLINES shall notify them using information in his/her reservation about any travel itinerary changes prior to the date of departure.

## **Ensuring responsiveness to passengers complains**

AZERBAIJAN AIRLINES shall give a swift feedback to our passengers' complaints and shall acknowledge in writing receipt of each customer complaint regarding AZERBAIJAN AIRLINES scheduled services within 30 days of receiving it, and shall send a substantive writing response to each complainant within 60 days of receiving the complaint. In difficult cases when addressing difficult issues, the carrier can provide a substantial response to the passenger within 60 days, taking into account that the carrier is kept up-to-dated, can continue its investigation, if necessary, and submit the final response as soon as the investigation is terminated.

All complaints shall include the following information:

- Ticket number/booking code;
- Flight number, route and dates of travel;
- Passenger names;
- Baggage tags copies if needed;
- Full post address;
- Other documents the customer wants to present to carrier.

All complaints sent via the US postal service are to be forwarded to AZERBAIJAN AIRLINES Regional Representation in North America:

**For the attention of:**

**AZERBAIJAN AIRLINES (AZAL)**

**Address:** "Azerbaijan Airlines" CJSC  
Terminal One  
JFK International Airport  
Jamaica, NY 11430

**Complaints via Fax shall be sent to:** +994124374087

**Complaints via email shall be sent to:** [customercare@azal.az](mailto:customercare@azal.az)

Full information on claims' filing procedure can be obtained on AZERBAIJAN AIRLINES Web-site, in AZERBAIJAN AIRLINES booking offices, when applying to representatives,

and handling company agents. The web address of the designated department with which to file a complaint shall be printed on Itinerary receipt.

In order to reduce any inconvenience for Passengers' experience during cancellations and misconnections caused by the fault of the airline, we shall:

- do our best to contact you in advance regarding a flight cancellation using the contact information in your reservation;
- work to confirm you on the next flight we operate that has the same class seats' available when rebooking is necessary;
- make available information about your rebooking on our Web-site and through our airport ticket desks, when available; and through our airport and reservations agents.

**Note:** Some of our services are sold in or originate from points outside of the United States and those services may be subject to rules and regulations for those locations. We will comply with the rules and regulations that apply where those services originate. You have contractual rights and obligations associated with air carriage under our Contract of Carriage.