



# Customer Service Plan

(Issued in Compliance with 14 CFR Part 259)

Fiji Airways, in compliance with 14 CFR Part 259, has adopted this customer service plan to monitor the effects of irregular flight operations on airline passengers and provide substantive responses to airline passenger complaints within the required timeline. This plan applies to Fiji Airways scheduled and public charter flights to large, medium and small hub and non-hub U.S. airports where Fiji Airways operates.

This customer service plan contains separate sections covering: notification of passengers of known flight disruptions, efficient delivery of mishandled baggage, reservations on held bookings with best quoted fares, requested refunds on issued tickets, handling of passengers with disabilities, meeting customer's essential needs during long on-aircraft delays, handling of denied boarding passengers, providing information on the airline's in-flight product offering, notifying customers in a timely manner of changes in travel itineraries, ensuring a timely response to passenger complaints, and mitigating passengers inconveniences from cancellations and misconnections.

### **1. Offer the lowest available fare**

We will offer the lowest fare for which you are eligible for the date, flight and class of service you request through [fijiairways.com](http://fijiairways.com); through our telephone reservation system; at airport ticket counters, and at city ticket offices. If you ask, our representatives will look for lower-cost itineraries if your travel schedule is flexible.

### **2. Notify passengers of known disruptions, cancellations and diversions**

We work hard to get you to your destination on time, as scheduled. However, there may times when weather, air traffic control, operational or service considerations lead to flight delays, cancellations or diversions. When this happens we will make available the most current, accurate information about your flight's status within 30 minutes after we become aware of such a change in the status of a flight.

We will:

- Provide our gate agents, flight crew and other appropriate personnel the information that we know about flight delays, cancellations and diversions;
- Explain the reason for the delay, cancellation or diversion based on the information that we have;
- Update the information displayed at airport gates and airport kiosks to show flight status; and
- Make information on known delays, cancellations and diversions available if you call us and on Website.

### **3. Deliver baggage on time**

We work hard to get your checked bags to you on time. If your checked bags are delayed or misplaced, we will make every reasonable effort to deliver your bags within 24 hours. If you have expenses because of baggage delay and are eligible to receive compensation, we will compensate you for reasonable and necessary out-of-pocket expenses or what we term Emergency Payments (EP's).

### **4. 24-hour refund policy**

When you book and ticket a reservation through Fiji Airways telephone reservations, through [fijiairways.com](http://fijiairways.com), at airport ticket counters, or at our city ticket offices, we will allow you to cancel the ticketed reservation without penalty or payment and receive a 100 percent refund provided that you cancel the reservation within 24 hours of purchase and the reservation was made one week or more prior to departure.

### **5. Provide prompt ticket refunds**

We will provide prompt refunds for eligible tickets once we receive your request accompanied by any required documentation. When refunds are allowed we will process requests in a timely manner and refund the purchase price, less any applicable service fees, to the original form of payment, including refunding fees for optional services that the passenger was unable to use due to an oversale situation or flight cancellation. You may seek a refund by sending a written request to the address provided on [fijiairways.com](http://fijiairways.com) or any Fiji Airways ticketing facility. Requests may be made via email through [service@fijiairways.com](mailto:service@fijiairways.com) for Mon-Fri 8am to 5pm (Fiji Time, excluding Fiji Public Holidays), and [Reservations@fijiairways.com](mailto:Reservations@fijiairways.com) for urgent and after hours, or through your travel agent.

If you used a credit card to make your purchase we will submit the request for a refund to the credit card issuer within seven (7) business days of receiving your completed request for refund. The credit card issuer will refund the purchase price under the terms of the credit card agreement; your credit card statement may not immediately reflect the refund. For purchases made with cash, check or other forms of payment, we will issue your refund within 20 business days of receipt of your completed request for refund.

Please make sure you have cancelled your reservation before requesting a refund and remember to provide the passenger's name, the address, the credit card number used for purchase, ticket number(s), the date of travel and departure and destination cities in your correspondence.

## **6. Properly accommodate passengers with disabilities and other special needs**

We are dedicated to offering convenient and comfortable service to all our customers. We will provide our customers who require additional assistance, including individuals with disabilities and unaccompanied minors, with the attention, respect and care they deserve.

### **Customers with disabilities**

We work hard to ensure that our aircraft and our services are in full compliance with all applicable regulations, that our customers' needs are met and that we do not discriminate against passengers on the basis of disability. Our employees are specifically trained to support the commitment to our customers with disabilities.

You can ask for assistance when you arrive at the airport if you would like certain accommodations during your travel. There are, however, certain service requests which are required to be made in advance. This notice helps us plan ahead for your safe and comfortable travel. Please check our Web site for details. During lengthy tarmac delays, our flight crew will make every effort to properly accommodate customers with disabilities or special needs.

If your travel includes another carrier, please check directly with that carrier for any of your travel needs as different policies and procedures may apply.

## **7. Meet customers' essential needs during lengthy tarmac delays**

We are committed to operating a reliable schedule for our customers. Safety considerations, weather, air traffic control, operations and other factors may occasionally cause lengthy tarmac delays. We have plans and processes in place to minimize such delays. Should a lengthy tarmac delay occur, and if safety and security considerations permit, we will make every reasonable effort to ensure that your essential needs are met through providing snack food and drinking water at specific intervals; restroom facilities; and adequate medical assistance.

## **8. Treat passengers fairly and consistently in the case of oversales**

Occasionally we may not be able to provide you with a seat on a specific flight, even if you hold a ticket and have checked in on time. This is called an oversale situation when overbooking occurs and we have more customers have checked in and are prepared to board than we have available seats.

If your flight is in an oversale situation, you will not be denied a seat until we first ask for volunteers willing to give up their confirmed seats in exchange for compensation (in an amount determined by Fiji Airways) and travel on a later, specified flight. If there are not enough volunteers, we will deny boarding to passengers in accordance with our company policy on boarding priority. If you are involuntarily denied boarding and

have complied with our check-in and other applicable rules, we will give you a written statement that describes your rights and explains how we determine boarding priority for an oversold flight. You will generally be entitled to compensation and transportation on an alternate flight.

We make complete rules for the payment of compensation, as well as our policy about boarding priorities, available at airports we serve. We will follow these rules to ensure you are treated fairly. Please be aware that if you do not check in on-time or do not meet certain other requirements you may be denied boarding without compensation.

#### **9. Disclose cancellation policies, frequent flyer rules and aircraft configuration**

We will give you clear information about policies and service aspects that may be important to you on our website and, when you ask, through our telephone reservations staff and our representatives at the airport. This means providing clear information about:

- Aircraft configuration, including seat size and pitch ranges and lavatory availability;
- The important terms and conditions of that apply to your ticket and travel, including cancellation policies; and
- Any change of aircraft on a single flight with the same flight number.

We also make information about our partner programs on frequent flyer program available on our Web site and in materials provided upon enrollment and updates to each program.

#### **10. Notify passengers of changes in their travel itinerary**

Fiji Airways, for its scheduled flights to and from the U.S., will promptly provide to booked passengers who are ticketed or hold reservations, and to the public, information about a change in the status of a flight. A change in the status of a flight means, at a minimum cancellation of a flight, a delay of thirty [30] minutes or more in the planned operation of a flight, or a diversion. The flight status information will be provided at a minimum in the boarding gate area for the flight at a U.S. airport, on Fiji Airways website and via the airline's reservation call centre upon inquiry by any personnel. A revised itinerary on new flight details will be available at passenger's request.

#### **11. Ensure responsiveness to customer complaints**

We respond quickly to our customers' complaints. If you have a complaint regarding our services or our product, we want to hear from you. Information about where to direct your written complaint is on our Web site or is available upon request at the airports we serve. You can send your complaint to [service@fijiairways.com](mailto:service@fijiairways.com). We will acknowledge written complaints within 30

days of receipt and we will send a substantive response within 60 days of receiving your written complaint.

## **12. Provide services to mitigate inconveniences resulting from cancellations and misconnections**

In order to reduce any inconvenience you experience during cancellations and misconnections, we will:

- 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 seats available in the same class of service when rebooking is necessary; and
- Make available information about your rebooking through our Web site, at an airport kiosk, when available; and through our airport and reservations agents.

Please 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 your travel under our Contract of Carriage.

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