Know Your Rights

Take a look at the Passenger Rights Protection Regulations

GACA®
الهيئة العامة للطيران المدني
General Authority of Civil Aviation

المسافر أولاً
KNOW YOUR RIGHTS



Baggage

lose, 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

Report
the issue
immediately.

Make sure
to obtain the reference number for the complaint.

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

Lost baggage

Passengers will be compensated for the lost baggage with 1288 SDR Units.

Damaged baggage

Passengers can be compensated for defects or damaged baggage with up to 1288 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.

Special Drawing Rights (SDR): 1 SDR = approximately 5.1 Saudi Riyals.
Special Drawing Rights is a monetary unit that is subject to change, and it is updated daily by the International Monetary Fund

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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?

Contact
The Air carrier, Visit Their Customer Service Desk, or Use Their App/Website.

Make sure
to obtain the reference number for the complaint.

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

Know Your Rights

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

- Must offer the passenger an alternative flight.
- Must 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 remaining part of the flight.
- When notified of the cancellation **14** days to **24** hours before departure, passenger is entitled to **75%** of the remaining flight's value, in addition to the ticket refund.
- When notified of the cancellation within **24** hours of departure, passenger is entitled to refund the ticket and receive compensation equivalent to **150%** of the remaining flight's value.

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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?

Contact the air carrier, visit its customer service office, or use the air carrier's app or website.

Make sure to obtain the reference number for the complaint.

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 brought forward duration is 3 hours or more.
- The equivalent of 150 SDR unitsR 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

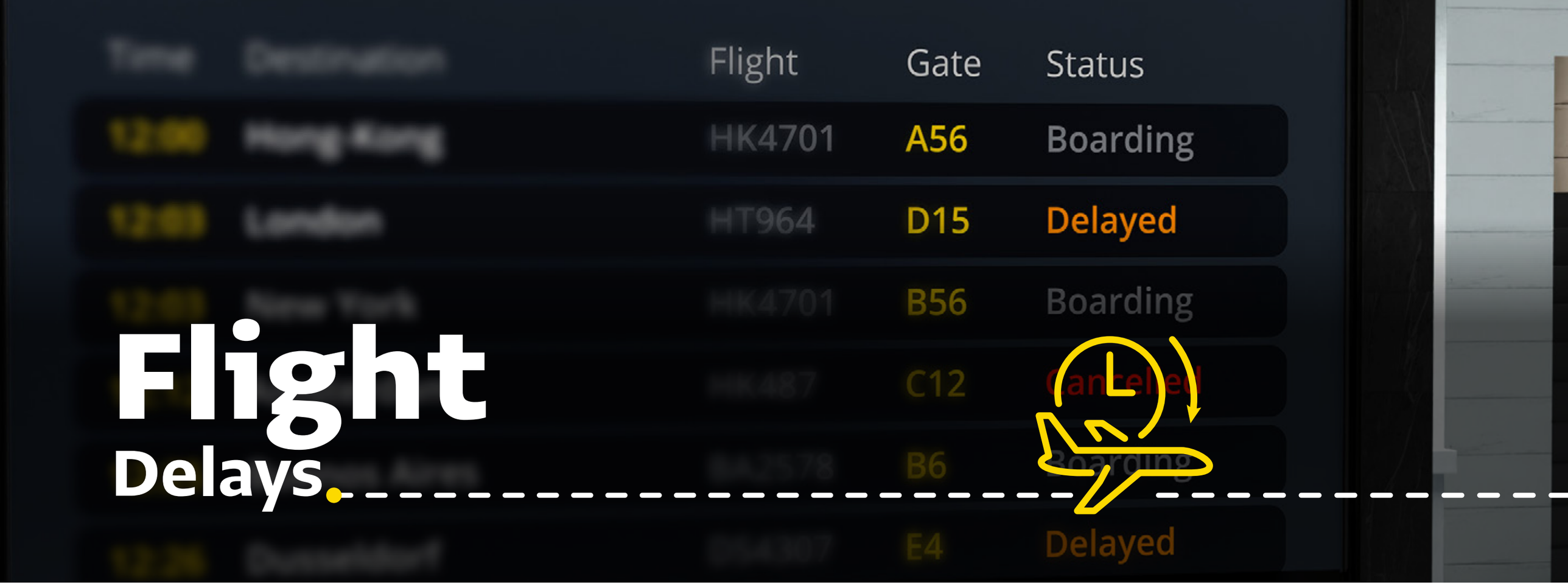
- The passenger has the right to request the termination of the contract with the air carrier.
- The passenger has the right to refund the ticket without any fees deduction.

Compensations

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

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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?

Contact
the air carrier, visit their customer service desk, or use their app/website.

Make sure
to obtain the reference number for the complaint.

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

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:

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

Regulatory provisions relating to flight delays

Contract Termination

- The passenger has the right to request the termination of the contract with the air carrier if the flight delay exceeds **2 hours**.
- 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 hour
beverages or refreshments

3 hours
a suitable meal

6 hours
accommodation & transport

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Denied Boarding

Due to Overbooking

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

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

Contact
the air carrier, visit their customer service desk, or use their app/website

Make sure
to obtain the reference number for the complaint.

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

Know Your Rights

The air carrier should provide a passenger with a free upgrade when alternative seats are available on an overbooked flight.

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.

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 boarding

Contract Termination

- The passenger has the right to terminate the contract and receive a refund for the unused portion of the itinerary.

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 more than 3-6 hours late, and 150 SDR units if they arrive more than 6 hours late.

The following cases are exempt from denial boarding due to overbooking

- Persons with disabilities and those with special needs.
- First-degree relatives and accompanying domestic workers.
- Unaccompanied minors.
- 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?

Contact
the air carrier, visit their customer service desk, or use their app/website.

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 denied boarding after issuing the ticket, the passenger is entitled to compensation equivalent to 200% of the ticket value, in addition to refund the ticket for the unused 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?

Contact
the air carrier, visit their customer service desk, or use their app/website

Make sure
to obtain the reference number for the complaint.

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

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.

Contract Termination

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

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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?

Contact
the air carrier, visit their customer service desk, or use their app/website

Make sure
to obtain the reference number for the complaint.

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:

Adequate ventilation
and air conditioning or heating

Food and beverages

Access to toilets,
if the aircraft is equipped

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 reaches 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 request that the flight be treated as canceled according to the flight cancellation provisions.

Compensations

- Refund of the ticket value.
- Receiving compensation equivalent to the unused part of the flight.

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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:

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

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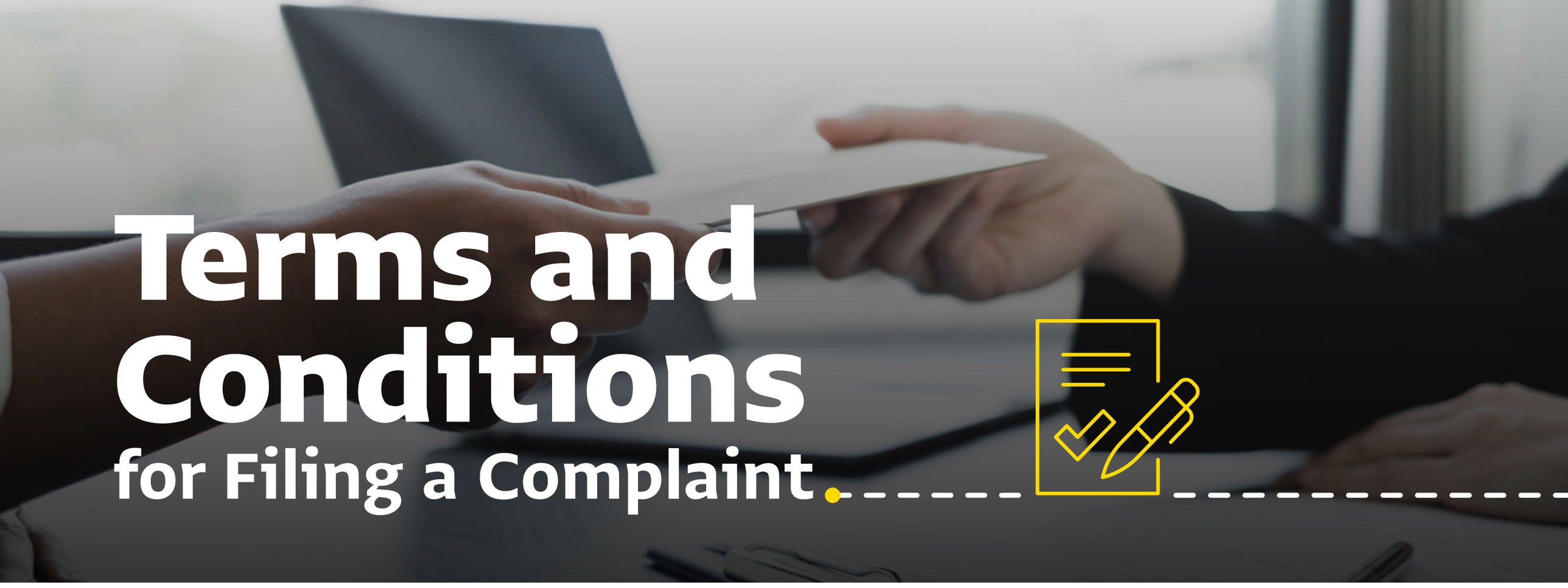
- Financial compensation does not exempt the air carrier from the obligation to provide care and support.

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:

- 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.
- The air carrier is required to address the complaint within a maximum of **7 days**.
- 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.
- 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.

Passenger Obligations

- Review the terms and conditions of the carriage contract, as published by the air carrier, before making the reservation.
- Provide the air carrier with the correct contact information.
- Provide all documents and fulfill all legal requirements necessary for traveling.
- Arrive at the airport at the specified time and be present at the departure gate according to the air carrier’s instructions.
- Commit to public decency and avoid any action that would affect the safety of the flight or disrupt its take-off at the scheduled time.

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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	1929	+966 11 525 3333	@GACACare	Request a call back	LiveChat	Sign languag support