

Dear Valued Customer,

At Air Arabia, our customer driven strategy has always been the motive behind our growth. We have introduced the low cost travel concept to the Middle East and North Africa region with the objective of helping people to travel more often.

Over the past six years, we have grown fast and expanded our business to cover wide and comprehensive network, introduced new businesses to complement our air travel services and enrich our travel experience. We have done all this by relying on you, our loyal customers.

We want you to know that it is our mission to always assure we are serving your travel needs in the simplest, most affordable and enjoyable manner. It's never our wish to cause any inconvenience while traveling Air Arabia, and if occasionally, for any reason your flight is delayed, diverted or canceled, we will only be doing this to assure your safety is above all, and it's an area we never compromise on. Rest assured we will do every thing possible to minimize your inconvenience.

The employees of Air Arabia understand our customer driven mission and live up to it ever day. Our Customer Relations commitment is written to clarify many of the most commonly asked questions and provide you an insight on what to expect while flying Air Arabia. We offer you this information in recognition of the great confidence we place on you.

Customer Relations Team
Air Arabia
P.O Box 132, Sharjah
United Arab Emirates

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1. Airline operations and scheduled services

Safety

While Air Arabia always endeavors to operate its flights as scheduled, the up-most priority of the airline and its employees is safety of our customers. Since our inception in October 2003, we have scored the highest records in operational reliability among all airlines operating the Airbus A320 aircraft in the world, these statistics are published by Airbus. We will always do our best to maintain this record. It is important we tell you that for any occasional reason, it may be necessary for us to delay, divert or cancel a flight due to weather, Air Traffic Control, maintenance or field and security conditions, we only do this to assure that your safety is above all, and it's an area we are sure you don't want us to compromise on. When such situations arise, we will do our best to minimize your inconvenience.

Definitions to help you

Nonstop: A non-stop flight is scheduled to go from city to city without making stops between those two cities.

Connecting service: This means that you will be required to change planes to route to your final destination

Airline Designator Code: is the two or three letters or the letter and number which identify individual airlines in booking confirmation, tickets, timetables, reservation system and elsewhere

Confirmation Reference: means the unique number we assign to you to identify the booking you have made which has been confirmed by us

Electronic Ticket: is a Flight Confirmation Document/Itinerary and/or receipt, Electronic Coupons and any boarding document we have issued to you

Schedule service

All published departure and arrival times are shown in local time of the city indicated. Air Arabia flight schedule can be viewed on our website.

Air Arabia on time performance is very high, exceeding an average of 90%. This means, we will always do our best to make sure every flight and every arrival time meet our published schedule.

Air Arabia publishes two schedules a year, winter and summer schedule.

Cabin Service

Air Arabia is all about value for money. We mastered the concept of low cost travel by simplifying air transport and offering affordable flights. We provide the best travel deals and rates in the market by maintaining low operational costs while not compromising on delivering the finest quality to our customers. This means we only charge you for the airfare and you have the freedom to pay for the extras you choose.

Best Economy Legroom

All Air Arabia aircraft offer a single cabin with a seat pitch configuration of 31 and 32 inches, meaning more legroom than any other economy cabin in the market.

Free Baggage Allowance

Air Arabia offers free hand and checked baggage on all flights. We offer a free 7kg and 10kg hand baggage and up to 32kg checked baggage.

Sky Cafe

Air Arabia offers you the flexibility to eat and drink on board at your convenience. We offer a great selection of affordable snacks and drinks that you can order at any time during your flight. You can even order your meal while booking your airline ticket online. So you don't have to wait for the mealtime on board. Bon appétit!

Sky Mall

Air Arabia offers a wonderful assortment of great value gifts for yourself, your friends, family or business associates. Our onboard duty free catalogue has many exciting options for you!

Al Nawras

"Al Nawras" is Air Arabia's in-flight magazine that keeps you up to speed with all the happenings on the ground. The magazine will inform you about the latest aviation reports, especially pertaining to Air Arabia and its destinations, as well as keep you amused with its in-depth travel features, general entertainment news, motoring activities and health tips. The lifestyle section covers movies,

music and fashion. For Air Arabia's young flyers, we have reserved a special section for them to enjoy.

Onboard Movies

Air Arabia offers a variety of in-flight TV programmes showing a selection of movies, sporting adventures, world recalls, comedy series and many others.

In-flight TV programmes are pre-selected and vary as per sector of travel.

2. Irregular Operations

Delays and Cancellations

Air Arabia does its best to always operate its flights as per schedule published. Sometimes for reasons beyond our control, our flight doesn't operate as scheduled, we will, assist you by arranging to transport you on another Air Arabia flight with available seats. Air Arabia operates high frequency on most of its routes; therefore, we usually accommodate your inconvenience in a reasonable amount of time. Should you decide not to utilize this option; Air Arabia will credit the amount of your ticket in your account for future use. Generally, you will be notified by email, telephone and sms for any changes to your scheduled flight.

Air Arabia offers complementary meals and hotel accommodation depending on the duration of the delay or cancellation.

Delays at the airport

If, when you check for Air Arabia flight, we learn that for operational reasons your flight will be delayed or your connecting flight is canceled, Air Arabia representative will inform you at the gate.

If you opt to travel on any Air Arabia flight after being advised of possible delay, diversion or cancellation; it is important to understand that you might incur some extra expenses. Your Air Arabia ticket covers your cost of your air travel only. While the unused portion of your ticket is refundable under these circumstances, extra expenses associated with tickets for other airlines, ground transportation, hotel accommodation and other amenity expenses are not included in our ticket price.

Delays on the aircraft

Onboard delays are situations we always try to avoid. However, due to weather conditions, airport conditions, visibility, mechanical problems, ATC requirements or other un-controllable circumstances that cause delay for more than two hours, we will make sure:

- Refreshment available on request
- Make every reasonable effort to ensure that lavatories remain serviceable
- Inform our customers when and if it is safe to use personal mobile phones, computers and other electronic devices.
- Make any effort to minimize an on board delay

3. Fare, taxes, fees and Charges

Fares apply only for carriage from the airport at the point of origin to the airport at the point of destination, unless we state otherwise. Fares do not include ground transport services between airports and between airports and town terminals. Fares will be calculated in accordance with our Tariff in effect on the date you pay for it. The fare will be for travel on the specific dates and itinerary shown on it. If you wish to change your itinerary or dates of travel, this may increase the fare.

You must pay any Taxes, Fees and Charges imposed on us by Government or other authority, including the operator of an airport for which we are obliged to collect from you or pay in respect of you and your flight. When you buy your Ticket, we will tell you about any Taxes, Fees and Charges not included in the fare and they will normally be shown separately on the Ticket. Taxes, Fees and Charges change constantly and can be imposed or altered after the date we have issued your Ticket. If they change or if a new Tax, Fee or Charge is imposed after we have issued your Ticket, you will have to pay us any increase.

Similarly, if any Taxes, Fees or Charges you pay to us when we issue the Ticket are then abolished or reduced, you will be entitled to claim a refund from us. If you do not use your Ticket, you will be entitled to claim a refund of any Taxes, Fees and Charges which you have paid, less a service charge of AED100 (or equivalent).

4. Reservations

Air Arabia follows e-ticketing air travel, which means we make your journey simple and efficient! All what it takes you to fly Air Arabia is to show up at the check-in counter with your reservation number and passport.

We offer you different ways to book your self a ticket, starting by online which is the easiest and faster through our website.

- Online (www.airarabia.com)
- Air Arabia Call Centers
- Air Arabia Sales Centers
- Appointed Travel Agents
- Payment Channels: we offer you the chance to book and pay through selected partners. You can simply visit any of our airline's listed partners to book and pay for your flight. You can also book through call centres and visit the offices to collect your airline tickets. Partner's names are listed on our website.

5. Tickets and Refunds

Your ticket and confirmation number will be electronically generated and stored on our systems, so there are no paper documents to lose.

Refunds

If we cancel a flight or fail to stop at your destination and no alternative flight is available, the amount of the refund shall be:

- If you have not used any part of the Ticket, the refund will be equal to the fare and any Taxes, Fees and Charges you have paid.
- If you have used part of the Ticket, the refund will be equal to at least the difference between the fare and any Taxes, Fees and Charges you have paid and the fare and any Taxes, Fees and Charges for travel between the points for which you have used your Ticket.
- You are not entitled for a refund if you miss your flight and not change the booking 24 hours prior departure time

We may decide to refuse to give you a refund if you apply for it after the end of the validity period for the Ticket purchased.

We may decide to refuse to give you a refund if, when you arrived in a country, you presented your Ticket to us or to government officials as evidence of your intention to leave that country, unless you can prove to us that you have permission to stay in the country or you will be leaving the country on another airline or on another form of transport.

6. Air Arabia fleet

Our Airplanes

Air Arabia operates one aircraft type, the Airbus A320 and we are one of the few low cost carriers that have brand new aircraft. Air Arabia's aircraft are all configured with a single cabin and offer customer comfort with a spacious seat. From cabin comfort, technology and efficiency, the A320 aircraft are renowned for setting standards.

Best Legroom

All Air Arabia aircraft offer a single cabin with a seat pitch configuration of 31 and 32 inches, meaning more legroom than any other economy cabin in the market.

7. Baggage policy

Hand Baggage

- Free hand baggage allowance is the amount of cabin baggage you are permitted to carry onboard the aircraft.
- The standard-sized bag is no more than 55cm x 40cm x 20cm (22ins x 16ins x 8ins), including the handle, pockets and wheels.
- You are entitled to only one standard-sized bag and one laptop-sized bag, handbag or briefcase.
- Infants under two years old are entitled to one standard-sized bag (for items your infant may require during the flight).

Checked Baggage

- Free checked baggage allowance is the amount of baggage you are permitted to load into the aircraft hold.
- The standard-sized bag is no more than 160cm (W+D+L) or 63 inches.
- Air Arabia does not offer cargo facilities for oversized baggage.

Refer to Air Arabia website to calculate your free checked baggage allowance and excess baggage charge.

Delayed baggage

It's never our wish to cause any inconvenience while flying Air Arabia. If it happens that your flight is delayed for any reason, please contact the baggage representative at the local airport you are in. In case you have lefty the airport,

you can contact Air Arabia baggage department or simply follow up online through Air Arabia baggage tracer software, accessed through Air Arabia website.

Restricted Items to carry onboard:

- Flammable, non-flammable and poisonous gases, such as butane, oxygen, propane and aqualung cylinders.
- Flammable liquids and solids, such as lighter or heater fuels, paint and matches
- Poisonous substances such as insecticides, weed killers, arsenic and cyanide.
- Radioactive material, oxidising materials and organic peroxides.
- Firearms and explosives, such as handguns, automatic weapons, munitions and ammunitions.
- Infectious substances such as bacteria and viruses.
- Corrosives such as mercury, acids, alkalis and wet-cell batteries.
- Cooking oils.
- Striking matches and cigarette lighters.

For further information or if you have any doubts about what items you are allowed to carry in your hand baggage, please call us in advance of your travel date or ask upon arrival at the check-in desk.

8. Customers with special needs

Infants

As per the air safety regulations, newly born children, below 2 years old are considered infants and to be held in the lap of another person who is at least 12 years old. We will charge AED 80 (or equivalent) for infants. Air Arabia aircraft are equipped with two baby basinetts only. Children above 2 years are charged full fare and an onboard seat is required. Children below 12 years are not allowed to travel without company.

Pregnant women

We accept pregnant women with a maximum of 32 weeks pregnancy period, with medical certificate of one week validity. Pregnant women of above 32 weeks are not accepted to fly Air Arabia.

Customers with disabilities

We welcome members of the disability community. Its is important to call our call centre or sales centres 24 hours prior your departure time to inform about your special needs, whether at the airport or onboard our aircraft.

If you forget to do so, we will do our best to provide immediate assistance after you check in.

9. Contact Air Arabia

If you would like to complain or complement, ask any questions about our services and products, please contact us on the details below:

Air Arabia Customer Relations
Air Arabia Head Quarters
Sharjah Freight Center (Cargo), near Sharjah International Airport
P.O. Box 132 Sharjah, United Arab Emirates
Tel: +971-6-5088858
Fax: +971-6-5580348
Email: customerrelations@airarabia.com

Baggage Claims:
Tel: +971-6-5580038 / +971-6-5580268
Email: baggage@airarabia.com