

## Customer Service Plan

TAP Air Portugal's Customer Service Plan aims to address the key service elements of the rules put forth by the U.S. Department of Transportation (DOT) that most affect our customers. This Plan applies with respect to TAP Air Portugal's scheduled flights to, from, or within the United States, except where otherwise noted. Our Customer Service Plan is intended to provide you with information regarding TAP Air Portugal's policies, procedures and methods for handling certain aspects of your travel. This Customer Service Plan is explicitly separate from and not a part of TAP Air Portugal's General Conditions of Carriage.

### **1. Notify customers of the lowest available fare**

TAP Air Portugal will offer the lowest available fare for which the customer is eligible for the date, flight and class of service requested through our Call Center, at airport and city ticket offices and through our website ([www.flytap.com](http://www.flytap.com)).

1

---

### **2. Notify customers of known delays, cancellations, significant delays or changes and diversions**

When unforeseen problems occur and flights are delayed, cancelled, significant delayed or changed or diverted, TAP Air Portugal will make every effort to notify customers in a timely and accurate manner with the best available information.

TAP Air Portugal will provide gate agents, flight crew and other appropriate personnel the information available about flight delays, cancellations, significant delays or changes and diversions.

For a change in the status of a flight that occurs within 7 days of the scheduled date of the flight, TAP will provide information about the change in status within 30 minutes of becoming aware of such change. A change in the status of a flight means a cancellation, a diversion, or a delay of 30 minutes or more in the planned operation of a flight. TAP will provide the information in the boarding gate area for the flight at a U.S. airport, on airport monitors at the

pertinent U.S. airport (when feasible), on our website (flytap.com) and via TAP Reservation Offices.

For passengers subscribed to TAP flight status notification services, TAP will deliver such notifications to subscribers by whatever means the subscriber chooses.

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

TAP Air Portugal aim is to deliver your checked baggage on time. However, if upon arrival you have not been able to pick up your baggage, report the missing baggage at the Lost & Found desks located in the baggage claim area or fill out the [Lost & Found online](#) form.

TAP Air Portugal will make every reasonable effort to return your checked baggage within 15 hours of the last flight segment's arrival for international itineraries with a non-stop flight segment between the United States and a foreign point that is 12 hours or less in duration, and within 30 hours of the last flight segment's arrival for international itineraries with a non-stop flight segment between the United States and a foreign point that is more than 12 hours in duration (14 CFR Part 260.5).

#### **3.1. Provide prompt refunds fees for significantly delayed or lost bags**

For all flights to, from or within the United States, if TAP Air Portugal is the merchant of record for the checked bag fee (or, if the merchant of record is a ticket agent, TAP Air Portugal is the carrier that operated the flight or the last flight segment in a multiple-carrier itinerary), you have filled a Mishandled Baggage Report (MBR) with the carrier that operated the flight, or for multiple-carrier itineraries, the carrier that operated the last segment of the consumer's itinerary, and the baggage is not delivered to you, picked up by you or a person authorised by you within the aforementioned time limits, or is lost, TAP Air Portugal will provide a prompt, automatic and full refund of the checked baggage fee.

The refund will be provided promptly, which means TAP Air Portugal will provide the refund in your original form of payment (i.e., check, credit card, cash, or miles) within 7 business days of the refund being due, for credit card purchases, and within 20 days of calendar of the refund being due, for purchases made with other forms of payment. The refund is due after 15 or 30 hours of the last flight segment's arrival for international itineraries, depending on the length of the non-stop flight segment between the United States and the foreign point, as stated above.

If the MBR was received by another carrier, TAP Air Portugal's obligation to provide a prompt refund of a baggage fee for a lost bag or a significantly delayed checked bag is conditioned on it being notified by the carrier that received the MBR that the bag has been lost or significantly delayed. For more information on refunds for significantly delayed or lost bags, please consult 14 CFR Part 260.5 available in <https://www.ecfr.gov/current/title-14/chapter-II/subchapter-A/part-260>.

### **3.2. Compensation**

You may also be eligible to receive compensation. Unless otherwise stated, for international travel governed by the Montreal Convention, liability for damages for delayed, lost or damaged baggage is limited to a maximum of 1,288 Special Drawing Rights per passenger. If you have expenses because of baggage delay, TAP Air Portugal will compensate you for reasonable and necessary expenses (such as toiletries), upon submission of receipts.

### **4. Provide prompt refunds for airline fare**

For all flights to, from or within the United States for which TAP Air Portugal is the merchant of record, TAP Air Portugal will provide prompt, automatic and full refunds of the airfare, including any taxes and ancillary fees, in all cases where TAP Air Portugal cancels or significantly delays or changes your flight and you choose not to fly on the significantly delayed or changed flight or accept rebooking on an alternative flight or accept any voucher, credit, or other form of compensation, as provided for in 14 CFR Part 260.6. The definition of "Cancelled flight or flight cancellation" and the cases that constitute a "Significantly delayed or changed flight" are defined in 14 CFR Part 260.2.

Refunds will be provided promptly, which means TAP Air Portugal will issue a refund in your original form of payment (i.e., check, credit card, cash, or miles) within 7 business days of the refund being due, for credit card purchases, and within 20 days of calendar of the refund being due, for purchases made with other forms of payment. The moment the refund is due is defined in 14 CFR Part 260.6 (a) and (b). For more information on refunds for airline fare, please consult 14 CFR Part 260.6 available in <https://www.ecfr.gov/current/title-14/chapter-II/subchapter-A/part-260>.

## **5. Provide prompt refunds for paid ancillary services that were not provided**

For all flights to, from or within the United States, if TAP Air Portugal is the merchant of record for the ancillary service fee (or, if the merchant of record is a ticket agent, TAP Air Portugal is the carrier that operated the flight and failed to provide the service), TAP Air Portugal will provide a prompt, automatic and full refund of any fees paid for ancillary services if the service was not provided through no fault of the customer (e.g., service not provided because of aircraft substitution, equipment malfunction, etc.).

Refunds will be provided promptly, which means TAP Air Portugal will issue a refund in your original form of payment (i.e., check, credit card, cash, or miles) within 7 business days of the refund being due, for credit card purchases, and within 20 days of calendar of the refund being due, for purchases made with other forms of payment. The moment the refund is due is defined in 14 CFR Part 260.4. For more information on refunds for paid ancillary services that were not provided, please consult 14 CFR Part 260.4 available in <https://www.ecfr.gov/current/title-14/chapter-II/subchapter-A/part-260>.

## **6. Disclose the right to a refund**

TAP Air Portugal will disclose that you are entitled to a refund when that is the case and whenever it offers alternative transportation, travel credits, vouchers, or other compensation in lieu of a refund consistent with the requirements of 14 CFR 260.7. TAP Air Portugal will always disclose any material restrictions, conditions, or limitations on travel credits, vouchers, or other compensation that we offer regardless of your entitlement to a refund.

## **7. Allow reservations to be cancelled without penalty or held at the quoted fare without payment for a defined period of time**

TAP Air Portugal will allow a customer to cancel a ticket for a full refund without penalty within 24 hours after reservation, if the reservation is made one week or more before departure. This policy applies to refundable as well as non-refundable fares. To request a full refund on a ticket cancelled within 24 hours of reservation, please call our Call Center toll free +1 800 903-7914.

In a situation where a reservation is held without payment, TAP Air Portugal will hold the reservation at the quoted fare for 24 hours after the reservation is made (if the reservation is made one week or more before departure).

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

We will provide our customers who require additional assistance, including individuals with disabilities and unaccompanied minors, with the attention, respect and care they deserve.

TAP Air Portugal is dedicated to providing safe, convenient and reliable travel to all individuals. TAP Air Portugal employees are trained to comply with DOT's regulations implementing the Air Carrier Access Act (14 CFR Part 382).

During lengthy tarmac delays, our flight crew will make every effort to properly accommodate customers with disabilities or special needs.

### **8.1. Refunds for individuals with a disability in the event of significant changed flights**

For all flights to, from or within the United States, if TAP Air Portugal is the merchant of record, it will provide a full and immediate refund of the airfare, including any taxes and ancillary fees, to a disabled person upon notification by the disabled person that he or she does not wish to continue travel due to the significant changes described in 14 CFR Part 260.6(b):

- (1) The individual with a disability is downgraded to a lower class of service that results in one or more accessibility features needed by the individual becoming unavailable.
- (2) The individual with a disability is scheduled to travel through one or more connecting airports that are different from the original itinerary.
- (3) The individual with a disability is scheduled to travel on a substitute aircraft on which one or more accessibility features available on the original aircraft needed by the individual are unavailable.

TAP Air Portugal will also provide a full and immediate refund to any person on the same reservation as the disabled person who does not wish to continue travel without the disabled person in the situations described above. For more information on refunds for individuals with

a disability for significant changed flights, please consult 14 CFR Part 260.6 available in <https://www.ecfr.gov/current/title-14/chapter-II/subchapter-A/part-260>.

### **9. 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 at a U.S. airport, and if safety and security considerations permit, we will make every reasonable effort to ensure that your essential needs are met through providing adequate food, potable water, lavatory facilities and access to medical assistance, in accordance with our Tarmac Delay Contingency Plan.

### **10. Treat passengers with fairness and consistency in the case of oversales**

TAP Air Portugal never intends to cause any inconvenience to a passenger in connection with his/her journey on TAP Air Portugal. However, due to operational requirements, inventory control policies and a varying percentage of no-show passengers, there will be times when passengers cannot be accommodated on the booked flight.

6

---

If your flight is in an oversale situation, TAP Air Portugal will first ask for volunteers to give up their reservations in exchange for compensation.

When TAP Air Portugal does not receive enough volunteers, TAP Air Portugal may deny boarding to passengers holding a confirmed reservation. TAP Air Portugal may assign and release seats in accordance with our company policy on boarding priority.

Passengers who are involuntarily denied boarding at a U.S. airport are entitled to a payment of "denied boarding compensation" in accordance with the regulations of the U.S. Department of Transportation at 14 CFR Part 250.

Passengers are not entitled to "denied boarding compensation" if:

- The passenger has not fully complied with the TAP Air Portugal ticketing and check-in requirements, or the passenger is not acceptable for transportation under TAP Air Portugal's rules and practices;
- The flight is cancelled;
- A smaller capacity aircraft was substituted for safety or operational reasons;
- A flight operating with an aircraft having safety-related weight/balance restrictions limits payload;
- TAP Air Portugal is able to place the passenger on another flight or flights that are planned to reach the final destination within one hour of the scheduled arrival of the original flight;
- Passengers are offered accommodations in a section of the aircraft other than specified in their ticket at no extra charge (a passenger seated in a section for which a lower fare is charged shall be refunded accordingly).

#### **11. Disclose travel itinerary changes, cancellation policies, frequent flyer rules and aircraft configuration**

TAP Air Portugal will give clear information about policies and service aspects that may be important to our customers on TAP Air Portugal's website ([www.flytap.com](http://www.flytap.com)) and, upon request, through our Call Center and representatives at the airport. This means providing clear information about:

- Aircraft configuration and lavatory availability;
- Terms and conditions that apply to customer ticket and travel, including cancellation policies;
- Frequent flyer rules.

TAP Air Portugal will notify passengers in a timely manner about changes in their travel itineraries using the contact information made available to TAP Air Portugal in passenger's reservations.

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

TAP Air Portugal has dedicated resources for monitoring the effects of flight delays, flight cancellations, and lengthy tarmac delays on passengers. Consumer complaints should be made online via link below.

Contact form - Send requests, suggestions, or complaints | TAP Air Portugal (flytap.com)

TAP Air Portugal will acknowledge the receipt of a consumer complaint regarding its scheduled service to the complainant within 30 days of receiving it and will send a substantive response to the complainant within 60 days of receiving the complaint.

Complaints sent via the U.S. postal service should be sent to:

TAP Air Portugal  
1 Riverfront Plaza  
1037 Raymond Boulevard, Suite 1510  
Newark, New Jersey 07102

TAP does not intend for its social networking sites to be used for receipt of written consumer complaints and therefore TAP indicates on its primary page of its social networking sites that it will not reply to consumer complaints on that site and directs consumers to its website or mailing address location for filing written complaints.

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

In order to reduce any inconvenience a customer may experience during cancellations and misconnections, TAP Air Portugal will:

- Do its best to contact the customer in advance regarding a flight cancellation or an itinerary change using the contact information in the reservation;
- Take all efforts to confirm customer booking on the next flight TAP Air Portugal operates that has seats available in the same class of service;



- Make available information about customer rebooking through TAP Air Portugal airport ticketing offices, city ticketing offices and through the TAP Air Portugal Call Center.

**TAP AIR PORTUGAL**