

Passenger Care: Airline Policy

The purpose of this Sharjah Airport Authority Policy is to ensure airlines meet passenger's expectations with regards to welfare standards and minimum assistance provided by the airlines during times of disruption.

The Airline Care Policy comes into effect once Passengers have completed emigration formalities.

Flight disruption can be caused either by flight cancellation, flight delay, bad weather, major incident causing an airport closure or by significant capacity reduction causing airport closure.

During any period of flight disruption, airlines will ensure compliance with this policy and assume full accountability in addressing passenger's minimum welfare requirements.

The operation and management of this Policy will be managed by the Official Ground Handler of Sharjah Airport, Sharjah Aviation Services, referred to as 'SAS'.

All airlines will either ensure full representation by the Airline or to ensure contractually agreed policy & procedures are in place with SAS to ensure that this policy is complied with and SAS are empowered to take any commercial decision on behalf of the airlines, ensuring full communication with the airline in a timely manner.

PROCEDURE TO BE FOLLOWED BY AIRLINES

Communications and Information:

1. During any type of disruption, the affected airline shall nominate an informed representative to communicate with passengers.
2. The airline representative shall be available at check-in/departure terminal area throughout the period of disruption.
3. In the event of a flight cancellation, the airline shall notify SAS immediately and then the passengers within the first hour of the cancellation decision.
4. In case of a flight delay, the airline representative shall provide regular updates to passengers, SAS Airport Duty Manager every hour so the FIDS can be updated.
5. Disruption details and information shall be reflected on the airline's website and also communicated by the airlines via SMS or phone calls. (This could even be advising passengers to arrive at Sharjah later, due to re-scheduled flights).

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Provision of Support:

1. Priority shall be given during the whole period of disruption to vulnerable passengers such as passengers with reduced mobility, special needs, unaccompanied children, elderly, and families with young children.
2. Check-in and the Transfer Desk shall be manned by either the Airline or by SAS (if contractually agreed upon) to ensure full support to Passengers during the re-booking, cancellations or refund request process. The Airline or by SAS (if contractually agreed upon) shall book the next available flight from Sharjah at the convenience of the Passenger.
3. The airline shall provide the Passengers and SAS Airport Duty Managers with the 24/7 rebooking centre contact details.
4. The airline will also provide the SAS Airport Duty Manager and Sharjah Airport Authority Duty Officers with a contact number of their representative who will be present at the terminal during disruption period. If via contract SAS is the Airline's designated agent, then SAS will assume all responsibilities of the Airline in compliance with this Policy. If there is no contract in place and if the Airline does not have on Airport representation, or if the Airline representation is not available, then SAS will assume all responsibilities to ensure compliance to this Airport Policy. SAS will ensure to inform/update the Airline accordingly. Any decision taken by SAA/SAS to provide meal HOTAC/Meal will not be disputed by any airline as per below 6/7/8, in compliance with this policy.
5. SAS has the rights to impose charging for any additional requirements in the management of this policy.
6. During any type of disruption beyond 4 hours of Scheduled Time of Departure, the airline shall provide the passengers with good quality and quantity of meals and refreshments free of charge, and in a reasonable relation to their waiting time. The refreshments can be provided by any of the Food and Beverage outlets at Sharjah Airport. This includes Infants and children above 2 years.

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7. During any type of disruption beyond 8 hours or requiring an overnight stay, the airline shall provide hotel accommodation to passengers and transport between the airport and place of accommodation, for passengers who are able to leave the airport and have no local accommodation. Passengers with Visa issues, preventing them from re-entering Sharjah, should be housed in the Airport Hotel on a 'space available basis', prioritising vulnerable passengers, which is located within the Sharjah Airport Terminal and additional food and beverage provided as per **Point no.6**.

8. The Airline Representative must ensure utmost care is taken by their staff when addressing the delayed passengers and assistance is provided and when required and passengers are treated with courtesy and respect. The Airline should provide a clear complaint process and procedure to Passengers.

Sharjah Airport Authority either directly or indirectly via SAS, reserves the right to provide assistance to passengers directly if the affected airline do not comply with the above minimum standards, all costs incurred by us shall be fully charged back to the defaulting airline and payable on demand.

In respect of Passengers who are inadmissible into the UAE, SAS will ensure that the Airline is informed as soon as possible to repatriate the effected Passengers and all costs to be invoice to the Airline, including meals and accommodation (if required for more than 8 hour stay).