



DAT

DANISH AIR TRANSPORT A/S

GENERAL TERMS OF TRANSPORTATION ON FLIGHTS OPERATED BY DANISH AIR TRANSPORT AS

Article 1: Definitions

Authorized agent:

An agent that has been authorized by the airline company and is selling tickets to passengers on the airlinecompany's flights.

Baggage

The personal items the passengers bring with him/her on the journey. Unless anything else has been specified, this includes both checked-in baggage and hand baggage.

Baggage receipt

A part of the baggage tag that the passenger receives as a receipt for checked-in baggage.

Baggage tag

The document printed by the airline company for identifying checked-in baggage.

Ticket

A valid travel document, baggage receipt and contract, issued by the airline or on behalf of the airline, and where it has been used electronic tickets, the documents, delivered to the passenger before boarding or after booking confirmation.

Electronic or telephone ticketing

Issuing of the airline company or on behalf of the airline company, a ticket, made through a passengers reservation via Internet or telephone.

Airline Company

DAT (Danish Air Transport A/S)

Force majeure

An unusual and unforeseen incident outside the airline company's control, where consequences could not have been avoided even if all possible countermeasures has been made.

Voluntary disembarking

Disembarking during a journey, requested by a passenger, during a transfer stop between origin and final destination, accepted by the airline company in advanced.



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Hand baggage / Cabin baggage

All baggage that has not been checked-in.

Checked-in baggage

All baggage that the airline company has responsibility for and where a baggage receipt has been issued.

Check-in deadline

The deadline set by the airline company where the passenger must have completed check-in and received a boarding pass.

Convention

One or several international rules to the extent that they would be applicable for this agreement.

Passenger

Any person except crew on board, being transported or is about to be transported with an aircraft based on an airline ticket.

Regular transfer stop

Airports, except departing and arriving airport, defined in the passenger's ticket or in the airline company's timetable as transfer stops on the passenger's itinerary.

Itinerary

A document or documents issued by the airline company to the passenger containing the passenger's name, travel plans and information.

Damage

Including death, person injury, loss, partial loss, theft or other damage that may occur due to or in connection of an air transport.

SDR

Special Draw Rights in the International Monetary Fund (IMF)



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Tariff

The published fare and/or terms of transportation belonging to the airline company that have registered such “tariff” with the government in the countries where this is necessary.

Article 2: Eligibility

2.1 General

These general rules are the general rules for transportation referred to in the tickets and itineraries as well as the rules. Apart from the article 2.3 and 2.4, these applies to all passengers and baggage transport performed by the airline. These rules support the general travel information produced. These rules apply to all passengers.

2.2 Perceptions of law and rules

The airline general conditions for travel apply as long as they are not interfering with current rules or regulations. If there is any discrepancy, it is the official rules and regulations that apply.

2.3 General conditions of carriage versus other airline rules

If there are discrepancy between other rules within the airline and the general conditions of carriage,
the latter will preside.

2.4 Airport representation

DAT is represented at our destinations by skilful handling agents. They have the following contact details:

In Denmark

Billund Lufthavn: Billund Airport Handling +45 7650 5050

Bornholms Lufthavn: +45 5695 2626

Ticket offices in Denmark: +45 7692 3040

In Norway

Stavanger: Wideroe www.wideroe.no

Oslo Lufthavn: SAS Ground Handling Norway A/S, +47 64816050

Stord Sunnhordland Lufthavn AS: Flyplassvegen 344, 5410 Sagvåg +47 5340 3707

Ticket offices in Norway +47 5340 3707

2.5 DAT Head office

Our post address is:

Danish Air Transport AS

Lufthavnsvej 4

6580 Vamdrup

Denmark



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Opening hours for ticket office DAT

Monday - Friday 07.00-19.00*

Saturday - Sunday 08.00-15.00*

**) as openings hours can change on short notice please have a look at www.dat.dk*

Article 3: Tickets

3.1 General

a) Tickets are an evidence of contract between the airline company and the passenger whose name appears on the document.

b) The right to be transported

Transportation on a flight is only to be accepted by the person where there have been issued a ticket.

The airline company will only accept transportation of the passenger whose name appear on the ticket. The passenger will be requested to show valid identification, such as passport, credit cards with photo or drivers license. Passenger's travelling with infants below 2 years of age must show the infant's birth certificate. If the passenger is not able to show valid identification, the airline company may deny transportation. In such a case you will not have the right for any financial compensation.

c) Lost ticket

If you have lost your booking document you can contact DAT office to gain a copy. It is not necessary to bring the documentation to the airport, but please remember to bring the record locator/booking reference since this will be need at checkin.

3.2 The tickets expire date

A ticket is valid only for as long as it is according to the reservation confirmed by the airline company's terms described in article 6.1.a or in the documents received from the airline company by electronically mail.

Article 4: Voluntary disembarkation

The airline company can give the passenger permission to leave the aircraft during transfer stops; if local authority's or the airline company's general terms allow it.

Article 5: Ticket fares and taxes

5.1 General

The ticket fares only apply for transportation between origin airport and destination airport, if no other has been defined. The fares do not include surface transportation between airports or between airports and ground terminals. The ticket fare is determined according

to the fare available at the time the reservation is made for the journey on a certain date and certain time. Changes made to the itinerary may be subject to fare changes.

5.2 Valid fares

A valid fare is a fare that is available at time the reservation is made. The fares may vary depending on the number of seats available for each category of fares, and the airline company gives no guarantee that there will be available fares within each category.

A group is defined as a party of 10 or more travelling together. We have group fares available on request and you are kindly requested to fill out the request form online at <https://www.dat.dk/en/groups/>

5.3 Taxes

Existing taxes and charges imposed by public authority and airport authority must be paid by the passenger. When the passenger makes a reservation he/she will be informed about these taxes and charges that is not included in the tickets base fare. Taxes and charges imposed air travels changes now and then and can therefore be imposed after the ticket has been sold and issued. The passenger must then pay for fare increase take place from the date the reservation was purchased and the date of travel. If these taxes or charges is removed or reduced so that it no longer applies to the passenger on the date of travel, the passenger has right for refund if the airline company is contacted.

5.4 Currency

Ticket fares and taxes must be paid in the currency the airline company makes available at the time of reservation.

Article 6: Reservation

6.1 Terms of reservation

The passenger acknowledges that all personal information received by the airline company is given in the purpose of purchase tickets, arrange special arrangements and facilities for handicapped people, reservation of special meals and to fulfil other special requests from the passenger, in connection with the journey. According to these conditions the passenger gives the airline company right to store this information and use this data and send it to the airline company's own offices, authorized agents, the particular authority and other companies or other offices that carry out services mentioned in this document. The passenger's personal information will not be used for marketing purposes, unless this has been approved by the passenger in advance.

a) Tickets will be confirmed or would be considered to be confirmed only when payment has been received.

If no payments have been made for the tickets within the limits given by the airline company or its authorized



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agents, the airline company may cancel the reservation.

b) The airline company's ticket fares are based on rules who informs the passenger whether the reservation can be changed or cancelled. These ticket fares and these terms stands firm at the time the reservation is made, and limits or taxes for changing/cancelling a ticket will be informed to the passenger at this point.

6.2 Seat reservation

The airline company offers free seating. A specific seat cannot be reserved.

6.3 Cancellation of a reservation

All tickets which is not used on a flight, becomes invalid and are not refundable. The tickets sold as full flex will, if the airline company's rule on the time of reservation allows it, give the passenger the opportunity to change the ticket to another flight or get a refund within 3 months after scheduled flight.

Article 7: Check-in and boarding

7.1

Final deadline for check-in may vary from airport to airport, and the airline company recommends that the passengers himself/herself get the information about these deadlines and makes sure that the check-in is completed before deadline. The airline company has the right to cancel the reservation if the passengers do not meet the deadline for check-in. Deadlines for check-in can be found on the airlines website, or by contacting the airline company or its authorized agents.

In order for us to maintain our scheduled departure times, we have defined deadlines for check-in. These are available at the airlines website. Passengers with special needs or with reduced mobility should be present at checkin 2 hours before departure.

7.2 Deadline for checkin

If the passengers don't meet at the gate for boarding within deadline set by the airline company, the passenger's reservation will be cancelled. Flights will under any circumstances not be delayed, and the passenger will be denied boarding at own costs. The airline company is not responsible for any loss or expenses the passenger gets when terms in this article is not met.

All passengers should be present at the gate area no less than 20 minutes before departure time. Passengers presenting themselves after this deadline, may be denied boarding and subsequently lose their seat and fare.

7.2.1 Online Check-in

It is possible to check-in online via the airlines website. You can print your boarding card at home and if you only travel with hand luggage you can go directly to the gate at the departure hall. Online check-in is primarily recommended for passengers travelling with



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hand luggage only and passengers in transit. Please note which airlines DAT has an agreement with regarding handling and transfer. (check the airlines website under check in of baggage to final destination).

7.3 ID papers

All passengers must be able to show picture-id either at check-in, at time of boarding or both. Your reservation is personal and cannot be endorsed to anyone else. DAT reserves the right to deny any passenger from travelling if a valid ID cannot be presented. DAT and other airlines regard the following documents as valid ID:

- Valid passport
- Valid bank/credit card with photo
- Valid driver's license
- Military ID

If you are travelling with children less than two years old, a birth certificate must be presented as ID on domestic flights. For international travel, all children must be in possession of a valid passport.

Article 8: Denied or limited transportation

8.1 The right to deny transportation

The airline company may, in judgement, deny transportation of passengers or baggage if the airline company has given the passenger written information that the airline company, after such information is given the passenger, not will accept transportation of the passenger in its flights. If that is the case, the passenger will be given a refund. The airline company may also deny transportation of passenger or baggage if one or more of the following condition has occurred, or the airline company has reasons to believe they might occur:

- a) These actions is necessary to reserve laws, instructions and other terms given by public authority.
- b) Transportation of the passenger or it's baggage that could compromise other passengers and/or crews safety and health.
- c) Transportation of the passenger or it's baggage could be inconvenience to other passengers and/or crew.
- d) The passenger's behavior, age, mental or physical health, including the influence of alcohol or narcotic substance, that may cause danger or risks for the passenger or other passengers, crew or aircraft, or requests special assistance the airline company is unable to give.
- e) The passengers criticized behavior on earlier flights, and the airline company has reasons to believe that such behavior may occur again.
- f) The passenger have refused to comply with airport security.
- g) The passenger have not made payment for valid ticket fares and taxes.



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- h) The passenger is not holding a valid travel document, and the passenger's purpose is to destroy these during flight, or refuse to deliver the travel documents on request by crew.
- i) the passenger presents a ticket or reservation obtained illegally or has been purchased from another airline company or its authorized agents, or is reported lost or stolen, is a forgery, or the passenger is unable to prove that his/hers identity match the name on the ticket or reservation.
- j) The passenger refuse to comply with the airline company's safety instructions.
- k) The passenger has on any former occasion refused to comply with any of the actions mentioned above.

In cases mentioned above, a written warning will not be necessary, and the airline company will cancel the reservation without any responsibility for refunding the ticket, or any other expenses.

8.2 Special needs

If you request any of the special needs mentioned below, please start with making your reservation online. Then contact DAT within completing the reservation. If there is availability pending on the limitations we have set we will confirm the special need for you. It is required that these requests are made right after reservation completed. If your request cannot be confirmed you will have the possibility to cancel and have full refund of your ticket.

8.2.1 Infant

An infant is a passenger up to 2 years old. Infants can only travel with an adult and it is only allowed to bring one infant per adult. Infant is to sit on the lap of the adult. The infant cannot occupy a seat of its own. The adult will receive a special extension belt for infants. The seatbelt is to be fastened when advised. On DAT flights is not allowed for the infant to use infant car seat during take-off and landing. DAT will allow a maximum of 3 infants per departure.

8.2.2 Unaccompanied Minor (UM)

UM (Unaccompanied Minors) are children from the age of five and until their 12th birthday travelling on DAT without a guardian (a person who has reached his/her 16th birthday). The number of UM's onboard a flight is limited and regulated by Avinor / CAA. DAT applies the following rules:

Under five years of age:

Cannot travel alone. Must travel together with a person who has reached his 16th birthday. This results in one child ticket and one adult ticket.

From the age of five and until their 12th birthday:



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Children from 5-13 can travel as unaccompanied minors. There will be personnel taking care of the child from check-in on to meeting with a pre agreed adult at the destination. On all DAT flights there is a fixed individual UM rate.

In order to book tickets for children travelling alone with assistance required or maybe just requested please contact DAT on the phone number indicated under 1.2. These tickets cannot be ordered online and are subject to availability due to a limited acceptance of unaccompanied minors per departure.

Please note that children travelling as unaccompanied minors are to check in no later than 1 hour prior to scheduled departure. At check in you are to fill out a form about the child with contact details both for the child and for the person sending – and the person picking up the child on arrival. The child will carry a copy of the completed form during the entire travel period.

Download form here <https://www.dat.dk/wp-content/uploads/2014/09/UM-formular.pdf>

From their 12th birthday:

As from the age of 12 the child can travel alone but is to pay the available adult rate – youth tickets are the best buy. If required it is also possible to book an UM ticket for children up to the age of 15.

8.2.3 Electric wheelchair

We accept electrical wheelchairs that are approved for air transport. Please contact DAT on +45 7692 3040 for further information

8.2.4 Expecting mothers

We have the following rules for pregnant travellers:

0-34 weeks: No restrictions

35-37 weeks: Must present doctors certificate that you are well enough to fly

From the 38th week: Not possible to travel on DAT

For further information, please contact your local airport, or send an email to rute@dat.dk, and we will get back to you as soon as possible.

Article 9: Baggage

9.1 Items not allowed as baggage:

a) The passengers cannot put the following items in their baggage:

1) Items that are not baggage according to the definitions found in article 1.

2) Items that can expose aircraft, persons or goods on board the aircraft for damage and/or danger, like the items listed in the Dangerous Goods Regulations by International Civil Aviation Association (ICAO) or International Air Transport Association (IATA).

3) Items, whose transportation is forbidden according to laws, instructions and terms given by any state where transportation takes place from or through.



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- 4) Items that by opinion by the airline company is not suitable for transport as it may compromise the safety, or is not suitable for transport due to heavy weight, size, form, fragile or perishable.
- 5) Live animals, except as described in article 9.9
- b) Fire arms and ammunition, including sporting- and hunting rifles is prohibited in the cabin. Generally no kind of weapon other than sporting- and hunting rifles, and ammunition is accepted as checked-in baggage. The weapons must be secured and unloaded, and securely packed, and the trigger mechanism must be detached and packed separately. Transport of ammunition is subject to ICAO's and IATA's Dangerous Goods Regulations.
- c) The passenger may not place fragile items, perishable or valuable items, such as laptop, jewellery and precious stones, money, safety documents, document files and briefcases with alarm installed, medicine, medical journals or identification documents in the check-in baggage.
- d) It is forbidden to bring replica of fire arms, daggers, knives and other offensive looking items as hang baggage, but these items will be accepted as checked-in baggage
- e) If items mentioned in article 9 are included in the passenger's baggage even if the item is forbidden, the airline company is not responsible for loss or damage of these items

9.2 The right to deny transportation

- a) The airline company will deny transportation of any item described in article 9.1, and the airline company may also deny transportation of such items if this is discovered during the journey.
- b) The airline company will deny transportation as baggage, any items which such size, form, weight, contents or other abilities that makes the item unsuitable for transportation on an aircraft.
- c) The airline company will not accept baggage for transportation that has not been properly packed in suitable packaging/container, so that the airline company can guarantee that the item will reach its destination undamaged.

9.3 The right to perform safety control

The airline company may, by safety reasons request security control of the passenger's baggage, or call airport authority to perform body-search. If the passenger is unable to attend during the safety inspection of the baggage, the airline company may, of security reasons, perform security control of the baggage to make sure that the passenger is not carrying items described in article 9.1, that has not been approved by the airline company based on this article.

9.4 Checked-in baggage

- a) When the baggage is being delivered to the airline company for check-in, the airline company will take care of your baggage and issue a baggage tag for each piece. The



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passenger is responsible to make sure that receives the correct amount of baggage receipts.

b) The passenger is obliged to attach a tag that contains at least name and address, inside and outside

c) Checked-in baggage will be transported on the same flight as the passenger.

d) Exceptions: If parts of, or all baggage a passenger wish to check-in is not accepted due to loading capacity on the aircraft, the airline company may decide to send the baggage on the airline company's next flight or on a different airline company.

9.5 Baggage allowance

The passenger can bring baggage according to the airlines terms and conditions. These terms can be found on the airline company's website, by contacting the airline company or by one of its authorized agents.

9.6 Oversized baggage and overweight

The passenger must pay extra charges if the baggage weight exceeds the allowed baggage terms. An overview of these charges can be found on the airline company's website, by contacting the airline company or by one of its authorized agents.

9.7 Hand baggage

a) Baggage brought on board as hand baggage, must be of such a size and/or weight that it can be placed in one of the cabin's overhead compartments, or under the seat in front of the passenger. Items the airline company finds to be oversized and/or over weighted will not be accepted in the cabin, and must be sent as checked-in baggage.

b) Items that is unsuitable to be transported in the aircrafts cargo hold (like fragile musical instruments) will only be accepted in the cabin if the airline company has been noticed in advanced, and approved this kind of transportation. Extra charges apply for transportation of such items.

9.8 Pickup and delivery of checked-in baggage

a) The passenger must pick up his/hers own baggage as soon as it possible at destination or transfer airport.

If the passenger is unable to pick up his/hers baggage within reasonable time the airline company may apply storage charges. If the passenger's baggage is not collected within 3 months after arrival the baggage will be removed without any responsibility to the passenger

b) Only the person who can show a valid baggage receipt has the right to claim checked-in baggage

c) If the person who wants to claim the checked-in baggage is unable to show a valid baggage receipt or is unable to identify the baggage with a baggage tag, the airline company will only deliver the baggage if the person can in some way prove that he/she is the rightful owner of the baggage.



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9.9 Animals

a) The airline company accepts live animals (cats and dogs) for transportation in the aircrafts cargo hold according to existing terms.

b) The animal (dog or cat) must be placed in an IATA-approved travel box or bag. This box must be watertight and the bottom of the box must be covered by a water-absorbent mat of the same size as the box. Valid health and vaccination certificates, import permits and any other relevant documents required by the country of entry or transit country must be available for inspection. Animals will only be accepted if the airline has been notified in advance.

c) If the animal, including box and food, is accepted as baggage, it is not to be included in the passenger's

baggage allowance. Additional overweight charges apply for any transportation of animals.

d) Guide dogs in the company of hearing-impaired passengers or passengers with poor eyesight, including their kennel and food, will be accepted for transport without additional charge in addition to the passenger's baggage allowance if the airline company has been notified in advance.

e) The passenger is fully responsible for any damage, loss, illness or death of animals accepted for transport

unless the airline company has behaved irresponsibly. The airline company is neither responsible for any fines/charges, expenses or loss incurred in the event that animals are refused entry to a particular country.

These expenses must be met by the passenger.

Article 10: Timetable, delay and cancellations

Timetable:

10.1 The airline company will do its best to transport both passengers and baggage on the most suitable way. The airline company will also do its best to follow the published timetable valid for the day of travel.

Flights in the airline company's published timetables are not guaranteed and changes can be made between the date the timetable is published and the passenger's date of travel.

The airline reserves the right to change the time of departure up until the scheduled time of departure and cannot be held responsible for delays caused by unusual circumstances.

10.2 Irregularities

On-time departures are a high priority goal for us in DAT. Unfortunately, irregularities may occur. In general terms, we would like to refer to the EU-provision number 261/2004, as well as this webpage:

www.flypassasjer.no

www.flypassager.dk



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www.forbrugerportalen.no

www.forbrug.dk

www.trafikstyrelsen.dk

We refer to EU Regulation 261/2004: <http://eur-lex.europa.eu/legal-content/EN/ALL/?uri=celex%3A32004R0261>

10.2.1 Delays

If at a delay you have arrived at the gate no later than 20 minutes prior to scheduled departure you are entitled to catering if the flight is delayed more than 2 hours and for flights up to 1.500 km. This means meals subject to the duration of waiting time, eventually also hotel accommodation if a new flight is offered on the following day, necessary transport between airport, location of accommodation and back to the airport, two telephone calls, telefax messages or emails. Meals/ catering coupons will not be handed out if this will result in further delay on the departure. If the delay exceeds 5 hours and you do not want to use your ticket, DAT will, subject to availability, offer you a change of ticket to other DAT departures without any further costs. If the purpose of the flight is no longer valid you will be able to cancel the actual ticket and receive full refund. If applicable this is also valid for return flight.

10.2.2 Cancellation due to circumstances outside DAT control

Circumstances outside DAT control are those of such a nature that they could not have been avoided, even if all possible measures had been taken. For example:

- weather conditions and the consequences of weather on earlier departures
- technical problems that occur unexpectedly and are considered a risk to flight safety
- strike or any other legal or illegal conflict that causes operational problems
- Air Traffic Control (ATC) imposed limitations
- sudden and unexpected illness among airline crew
- other unforeseen events and circumstances affecting safety for the flight and is beyond DAT control.

If your flight is cancelled as a result of any of the above mentioned circumstances, DAT will offer to transfer you free of charge to the next available flight. You are also free to change your reservation to other DAT flights. This also applies for your return flight. If your reason for taking this journey no longer exists, you are entitled to a full refund.

10.2.3 Cancellation due to circumstances within DAT control

Controllable circumstances could be:

- planned schedule changes on commercial grounds
- schedule changes within DAT control
- foreseeable technical issues
- staff shortages that ought to have been foreseen



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If your journey is cancelled due to controllable circumstances, you are entitled to a full refund of your outbound and inbound travel, should you choose not to use them. You can also choose rerouting of the affected leg, free of charge. In addition you are entitled to meals and refreshments in relation to the length of the delay, paid hotel expenses if you are offered a flight the next day (including transport to and from the hotel). Also, two free phone calls, telex message or email should be provided if needed. You may also have the right to claim compensation based on the length of your initial flight length:

- 250 EUR for flights up to 1500 kilometres
- 400 EUR for flights between 1500 and 3500 kilometres
- 600 EUR for flights which are more than 3500 kilometres

You are not entitled to this compensation provided that DAT has informed, or tried to inform you on your quoted contact details taken from your reservation. In some cases your travel agent will be informed:

- earlier than 14 days before departure
- between 7 and 14 days before departure, provided that you are offered an alternative that give a new departure time maximum two hours before scheduled departure time and gets you there no later than four hours after estimated arrival time.
- less than 7 before departure, provided that you are offered an alternative that give a new departure time maximum one hour before scheduled departure time and gets you there no later than two hours after estimated arrival time.

10.3 Denied boarding

If you volunteer when asked to give up your seat, you are entitled to an alternative flight with DAT at no extra cost. If you do not want to travel, we will offer full refund of your outbound and return flight. You may also be entitled to a compensation of 150 euro. If you are involuntarily denied boarding, the compensation would be the same as in "12.3 Cancellation due to circumstances within DAT control".

10.4 Representation by proxy

Passengers can pass permission for an attorney to make the claim on your behalf. This permission cannot be given to anyone else.

10.5 Occasionally the airline company must change time of departure after the reservation and tickets have been issued. If you give us information on how to contact you, we will try to make you aware of any changes. If we, after you have purchased a ticket, change the time of departure considerably, and you do not accept this, and we are unable to give you a seat on alternative flights, you have the right for refund according to article 11. In addition the terms in article 10.3 might apply.



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10.6 If any of the cases in article 10.2 a), b) and c) occur, except if anything else have been prescribed in Convention or national laws, the choices mentioned in article 10 will be the only means of support available to you and we have no further responsibility.

10.7 Overbooking

The airline company will compensate involuntary denied boarding according to existing legislation.

Compensation for voluntary denied boarding will be refunded according to the airline company's own rules for denied boarding. Further information on this topic will be given at the airline company's ticket office or authorized agents.

Article 11: Refunds

11.1 General

If the airline company is unable to transport the passenger, a refund will be made by the airline company according to this article and its rules. All requests for refund must be sent by email to the airline company's scheduled department. A ticket is only refundable if it accordance with a confirmed reservation and the passenger is holding a ticket refundable according to rules on date of purchase, and where the airline company have received payment.

11.2 Recipient of refund

- a)** If nothing else have been defined the airline company will make a refund either to the person whose name appear on the ticket or to the person who have paid for the ticket, if satisfactory proof of such payment is presented.
- b)** If a ticket is paid by others than the person whose name appear on the ticket, the airline company will only refund the ticket to the person who paid for the ticket, or according to authorization from this person.

11.3 Refunds due to cancelled flights.

If the airline company cancel a flight or is unable to offer an earlier confirmed seat, the refunded amount will be:

- a)** If no parts of the ticket have been used, an amount according to the tickets fare
- b)** If parts of the ticket have been used, the refund should be smaller than the difference between the tickets total fare and the fare for the part of the ticket that have already been used.

11.4 Voluntary refunds

If you are required for a refund for other reasons than described in article 11.3, the refunded amount will be:

- a) If no parts of the ticket have been used the refunded amount will be according to the tickets total fare excluding administration taxes and cancellation charges.
- b) If parts of the ticket have been used the refunded amount will be according to the difference between the tickets total fare and the fare for the part of the ticket that have been already used, excluding administration taxes and cancellation charges.

11.5 Refund of taxes/charges of cancelled tickets

Low fare/non-flexible tickets are non-refundable. However, government taxes and charges on unused tickets will be refunded if an enquiry is sent to DAT.

11.6 The right to refuse refund

If the tickets expiration date is passed the airline company may refuse refund, with exception of government taxes and charges.

11.7 Currency

The airline company has the right to refund the ticket on the same way and in the same currency that was used on the date of purchase.

11.8 Authorized to make refunds

Only the airline company and its authorized agents are authorized to make a refund.

Article 12: Manners on board

12.1 General

All our flights are non-smoking (e-cigarettes) and consumption of own alcohol is strictly prohibited. DAT will on some flights offer alcoholic beverages for sale. We cannot serve passengers who are visually drunk. It is the crews' decision to deny the sale of alcoholic beverages if they find this necessary.

All DAT captains are according to Norwegian, Danish and international laws and regulations allowed to take actions needed in order to prevent passengers from being to annoyance to other passengers, crew or other persons associated with the flight. All passengers should obey his/hers command. If any of our passengers' behaviour in any way creates problem for passengers or crew, the captain may use what ever force he/she finds necessary. This can include physical restraint and offloading. If we have to make an unscheduled stop to offload a passenger, we will hold the passenger financially responsible for the costs incurred

12.2 Use of electronically equipment onboard

Electronically equipment that contains radio sender and receiver is forbidden to use during by passengers on



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board the aircraft. These equipment's includes, but is not limited to, mobile phones, portable tape recorders, transistor radio, portable CD-players, handheld games and radio controlled toys. Electronically equipments, that do not contain radio sender and receiver, is forbidden to use when the "Fast seatbelt" sign is on. This equipment includes, but is not limited to, laptops, cassette players and video cameras. Hearing aid equipment and acemakers is allowed to use onboard during the whole flight.

Article 13: Agreements for other services

DAT is a "point-to-point" airline. This means that we are not responsible for onward connections and thru check-in is not permitted. You will only be checked in to the destination that is present in the DAT reservation. If you have onward connections, please allow enough time to pick-up your baggage and re-check in again. DAT cannot be held responsible for lost connections or the following consequences.

Regarding tickets booked with SAS or SAS partners where DAT is flying part of the programme it is possible to check-in for the final destination and DAT is responsible for transfers and luggage. It is required that all DAT regulations are observed. Check the full list of DAT partners for transfer of baggage on www.dat.dk under check in of baggage to final destination).

Article 14: Administrative formality

14.1 General

The passenger is responsible for presenting necessary travel document, included visa, and to follow all laws, instructions and other authority rules connected to the journey made in the countries the passenger travels from, to or is in transit. The airline company is not responsible for the consequence the passenger will experience for not being able to present necessary documents or visa or not following given instructions or laws.

14.2 Travel documents

The passenger shall before transportation presents all travel-, health- and other documents are claimable according to laws, instructions and terms settled by public authority in the affected countries and allow the airline company to keep copies of these documents. The airline company has the right to refuse transportation if the passenger is unable to follow these terms, or if the travel documents do not seems to be in order.

14.3 Denied inbound

If the passenger is denied inbound to a country the person himself/herself is responsible for any taxes or charges applied to the airline company by existing authority. The passenger is also responsible to pay for transportation out of the country. The ticket for denied inbound or deportation will not be refunded by the airline company.



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14.4 The passenger's responsibility for fines

If the airline company is fined or inflicted by extra charges due to a passenger refuses to follow laws, instructions and other terms connected to his/her journey in the current countries or refuse to present necessary documents, the passenger on request must refund to the airline company any taxes and charges inflicted to the airline company.

14.5 Customs

If requested, the passenger must be present when his/her baggage is being inspected by customs or other authorities. The airline company is not responsible for any loss or damage done by the inspection or if the passenger refuse to follow this request.

14.6 Airport security

The passenger must follow the rules for airport security carried out by public servicemen, airport staff, the airline company and other airline companies.

Article 15: Responsibility for damage

15.1 General

The airline company's terms of responsibility are as follows:

15.1.1 Responsibility for any damage can only be forwarded to the airline company that operates the flight.

In cases where the airline company is specified in the ticket that contracting company, but a different company has performed the flight, the passenger is able to choose what airline company to put the responsibility on.

15.1.2 The airline company's responsibility will in according to existing terms be reduced if the passenger by own fault caused or contributed to the damage.

15.1.3 The airline company is not responsible for any damage occurred due to that the airline company directed to follow existing laws, instructions and terms given by public authority, or if the passenger refuse to follow these terms.

15.1.4 The airline company's responsibility is limited to documented economical loss and applies under no circumstances indirectly loss.

15.1.5 If the passengers high age and physical health is in such a condition that it could cause a danger and/or risk for the passenger during the journey, the airline company is not responsible for the passengers illness, injury, disability or death, if this kind of illness, injury, disability or death can be linked to this condition. The airline company is also not responsible if the passengers heal condition aggravate on board. If the airline company is inflicted by expenses due to necessary extra stop caused by these conditions to bring the passenger to a hospital, the airline company has the right to request refunds from the passenger for expenses inflicted due to these conditions.



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15.1.6 The limitations that apply for the airline company's responsibility is also applied to the airline company's authorized agents, staff and the airline company's representative. The total amount that can be demanded from the airline company and their authorized agents, staff or representatives shall not exceed the airline company's limit of liability cover, if the airline company has this kind of responsibility.

15.1.7 Unless otherwise stated, the airline is not renouncing itself from the laws, rules and governances applicable to air transport.

15.2 – Responsibility for damaged baggage

15.2.1 The airline company takes no responsibility for any damage done to hand baggage, unless the damage is caused by carelessness by the airline company.

15.2.2 The airline company's responsibility for damage or loss of baggage or contents hereoff, apply only to checked baggage. The responsibility will follow the national and international conventions and rules, limiting us to a maximum of 1000 SDR per passenger.

15.2.3 The airline company is not responsible for any damage the passenger's baggage causes to other persons or other person's property, including the airline company's property. All passengers is personal responsible for any damage inflicted to another person or another person's property, including the airline company's property, due to the passengers baggage, and must meet the demand for expenses inflicted to the airline company due to this.

15.2.4 The airline is not responsible for any damage on items that are not allowed as checked in baggage, ref. article 9.1. This includes fragile and perishables, valuable items, such as laptops, jewellery and valuable stones, money, safety documents, document files and briefcases with installed alarm, medicine and medical certificate or identification papers, whether or not the baggage have been checked in or brought onboard as hang baggage.

15.2.5 The airline company has under any circumstances no responsibility for cosmetic and/or superficial damage inflicted to baggage during the journey caused by normal wear and tear.

15.3 Responsibility for personal injury and death

15.3.1 The airline is responsible for personal injury and death according to the convention and national laws if the personal injury or death takes place on a flight operated by the airline company.

15.3.2 The following terms apply for all transportation with the airline company, independently if the transport is placed under national or international laws.

15.3.3 If a passenger gets killed, injured or in other way harmed, the airline is responsible provided the incident that caused this, occurred onboard the aircraft, or in connection with embarking or disembarking.

15.3.4 Without consideration to terms in 15.3.3 the airline company can completely or partially exempt from compensation responsibility with existing terms if the airline company



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can prove that the injured or deceased person by carelessness has caused or contributed to the damage.

15.3.5 If an accident should occur the airline company will immediately, and not under any circumstances later than 15 days after the identity of the person who has right for compensation, have been determined, refund advance payments for covering immediate needs, and is according to extent of the damage. This advance payment should be no less than 16.000 SDR in EUR per passenger, in case of death.

15.3.6 Refund of advance payments as described in 15.3.5:

a) Is not synonymous with acknowledgement of responsibility

b) Can be subtracted from any amount that later has been refunded due to the airline company's responsibility

c) Must be repaid only in cases mentioned in 15.3.4, or if on a later occasion is proven that the person who

received the advance payment, by carelessness has caused or contributed to the damage, or was not the rightful person to receive the advance payment.

15.3.7 The airline company is not responsible for compensation that exceeds 100.000 SDR per passenger if it can be proven that the airline company and its staff have taken all measures necessary to avoid the damage or where it is impossible for the airline company and its staff to perform these measures.

15.3.8 The airline company confirms they have insurance that covers at least 1000000 SDR per passenger and no less than the minimum amount stipulated in existing law, conventions and agreements.

15.4 Responsibility with delays and cancellations

15.4.1 The airline company is only responsible for any loss caused by delayed flights provided that the airline company and its staff have taken all necessary measures to prevent the loss. Unless anything else is described by unalterable conventions or laws.

15.4.2 Representation by proxy

Passengers can pass permission for an attorney to make the claim on your behalf. This permission cannot be given to anyone else. The passenger can therefore not assign possible claims against the company to a third party.

15.4.3 According to EU regulation 261/2004 it is possible for the airline at any time to introduce a fee to cover claims

15.4.4 According to section 1 (3,1) of the Act of Interest potential claims against the company does not carry any interest.

Article 16: Deadlines for complaints and lawsuits

16.1 Deadlines

If the owner of a baggage receipt claims his/hers checked-in baggage without handing in a complaint, then this is sufficient evidence that the baggage was in good condition and



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delivered according to the terms of transportation. The passengers must in these cases prove otherwise. If the passenger wish to hand in a demand regarding damage to checked-in baggage, the passenger must inform the airline company as soon as the damage is discovered, no later than seven (7) days after the baggage was claimed. If the passenger wish to hand in a demand regarding delayed baggage, the passenger must inform the airline company no later than twenty one (21) days after the baggage was delivered.

All information and complaint must be sent to:

- DAT, Lufthavnvej 4, DK-6580 Vamdrup, Denmark

If the passenger discovers the damage on his/her checked-in baggage on arrival at destination, the passenger must immediately contact the airline company to present the damage to the airline company's representatives, and fill out a damage baggage report.

16.2 Obsolescence of the right to complaint

Every right for damage compensation cease to exist if a lawsuit is not forwarded within 21 days from the date

of arrival to you destination, or from the date the aircraft was supposed to arrive or from the date when transportation was ended. Methods to determine deadline for lawsuit is settled by laws in the country where lawsuit is made.

Article 17: Dismissal

If the passenger refuse to follow the conditions written in General Terms of Transportation or in the airline company instructions, the contract with the passenger will be terminated immediate affect without any notice or written notification, and the payments made will be retained by the airline company.

Article 18: Authorization

No agent, co-worker or representative for the airline company is authorized to change, modify or abandon demands given through these terms.