

CUSTOMER SERVICE CHARTER



A commitment to our customers

Uganda Airlines is committed to providing the best possible guest experience to all passengers in accordance with applicable Airline Passenger Protections rules. We undertake the following services to our guests on all of our scheduled flights.

Notification of the Lowest Fares

For bookings made through Uganda Airlines' website, telephone reservation, ticketing offices or airport counters, we will offer the lowest fare available through that booking channel, which the passenger is eligible for, based on the specified travel dates, flights and class of travel, and explain the restrictions that apply to that particular fare class. We will explain the differences between the available fares in terms of flexibility, baggage allowance, and penalties to offer the most suitable fare type for the guest's needs.

Notification of Known Flight Delays, Cancellations, and Diversions

Flight delays, cancellations or diversions may sometimes be occasioned by weather, air traffic control, operational or service considerations. When this happens, we will endeavor to notify ticketed passengers and the public if the status of the flight changes. A change in the flight's status is a cancellation, diversion, or delay of more than 30 minutes. We will notify passengers and the public of any flight status changes within 30 minutes of learning of the change through all means available to us. We will make available the most current, accurate information about passengers' flight status and will do the following.

- ✦ Explain the reason for the delay, cancellation or diversion based on the information that we have.
- ✦ Update the information displayed at airport gates to show flight status.
- ✦ Make information on known delays, cancellations, and diversions available if you call us and on our website.
- ✦ Contact passengers about cancellations when the event is known at least three.
- ✦ (3) hours before departure if the passenger provided us with contact information in reservation. If the passenger was booked with a travel agency, our representatives will attempt to contact the agency when no guest phone contact exists.



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Mitigation of Inconveniences resulting from Flight Cancellations and Diversions

In cases where one of our flights is cancelled, and a passenger misses a connection, we would offer various services to mitigate any inconvenience you may experience. In the event of a cancellation or significant delay, we will do our best to reroute you on our next flight with available seats. If one of our flights is forced to divert, we will try to inform you before departure if a diversion is possible and if the decision to divert is made after takeoff, a member of our flight crew will inform you. If your diverted flight is diverted and then cancelled, we will try to reroute you on another flight as soon as possible.

Baggage Delivery

Uganda Airlines shall deliver baggage on time and make every reasonable attempt to return mishandled baggage. We will make every possible effort to ensure that your bags travel on the same flight as you. However, if your checked bags are delayed or misplaced, we will make every reasonable effort to deliver your bags. When a passenger missing baggage is located, we will return it to you at your local address within 24 hours when you are flying Uganda Airlines to your destination. When your journey involves another carrier or carriers, you may experience a slightly longer delay. If you incur expenses because of such delays and are eligible to receive compensation under applicable treaties or Conventions, we will compensate you for reasonable and necessary expenses as required. Where a fee to transport baggage was paid, and the baggage is subsequently lost, we will refund the fee you paid.

Prompt Ticket Refunds

We will do our best to process eligible refunds in the time frames listed below, although refunds cannot be processed until we receive all necessary information from the passenger, and some tickets are not refundable.

Uganda Airlines will provide prompt refunds after receiving a complete refund application. For all eligible tickets purchased by a passenger using a credit card, we will provide refunds within seven (7) business days of receipt of all required refund information from the passenger.

Tickets purchased with a Cheque or cash will be refunded within 20 business days of our receipt of all required information from the passenger. In certain circumstances, such as flight cancellations and over-sale situations, we will refund fees charged to a passenger for optional services that the passenger was unable to use.

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Over Booking

Flights may be occasionally overbooked, and there is a slight chance that a seat will not be available on a flight for which you hold a confirmed reservation. If your flight is overbooked and more passengers with confirmed reservations are present at the gate for departure than can fit on the aircraft, our representatives will request volunteers to give up their seat. Volunteers will be compensated and booked on an upcoming flight. If enough passengers do not volunteer, we will be forced to deny boarding involuntarily in accordance with our boarding priority rules. An involuntarily "bumped" passenger is entitled to compensation and transportation on an alternate flight.

Disclosure of Travel itinerary, cancellation policies, frequent flyer rules and aircraft seating configuration and policies that affect passenger travel

Uganda Airlines will give you clear information about policies and service aspects that may be important to you on our website and, when you ask, through our telephone reservations staff and our representatives at the airport. This means providing clear information about;

- ⊕ Aircraft configuration, including seat size and pitch ranges and lavatory availability.
- ⊕ The important terms and conditions that apply to your ticket and travel, including cancellation and refund policies.
- ⊕ Any change of aircraft on a single flight with the same flight number.

Ensuring Responsiveness to Guests' Complaints

When a passenger has an unsatisfactory experience on one of our flights or with one of our employees, they may file a complaint with our Guest Relations Department. Every guest complaint will be read by a member of our staff and acknowledged in writing within 15 days of the complaint's receipt.

If our initial acknowledgement does not fully address the concerns raised by the guest, we will send a substantive written response to the guest within 30 days.



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Passengers with disabilities and other special needs

Uganda Airlines shall offer special guests with disabilities and other special needs guests, including during lengthy tarmac delays. This will include;

- ⊕ Provision of wheelchair assistance for transportation to, from, and between gates.
- ⊕ Boarding assistance.
- ⊕ Assistance with visual, auditory, cognitive, or mobility impairments while in the airport and on the plane.
- ⊕ Accommodation for certain medical requirements, such as portable medical electronic devices.

Meet guests' essential needs during lengthy tarmac delays

Tarmac delays may sometimes be caused by safety considerations, weather, air traffic control, operations, and other factors. Uganda Airlines has plans and processes in place to minimize such delays should a lengthy tarmac delay occur, and if safety and security considerations permit, we will make every reasonable effort to ensure that your essential needs are met by providing food and drinking water at specific intervals; restroom facilities; and adequate medical assistance.