

New Passenger Rights Regulation – Saudi Arabia

Item	Previous Regulation	New Regulation
<p>Delayed Flights</p>	<p>Meals, drinks, accommodation, transport for delays > 6 hours</p>	<p>Compensation of:</p> <ul style="list-style-type: none"> - Approx. 60 EUR if the total flight delay duration is 3 – 6 hours. - Approx. 180 EUR if the total flight delay duration is more than 6 hours.
<p>Cancelled Flights</p>	<p>100% refund</p>	<p>Up to 150% refund of the ticket value – in case of informing of cancellation 24 hours prior to the the time of departure (<i>Art. 6.c</i>)</p>
<p>Overbooking</p>	<p>No boarding allowed</p>	<p>Refund and compensation up to 200% – in case the passenger rejects the denial of boarding and terminates the contract (<i>Art. 13.7</i>)</p>
<p>Ticket Degrade</p>	<p>100% compensation</p>	<p>200% compensation (<i>Art. 14.2</i>)</p>

<p>Unscheduled Stop</p>	<p>Undetermined</p>	<p>Compensation of 100 Special Drawing Rights Units for each additional stopover that is not previously announced when reservation - approximately 120 EUR (<i>Art. 16.6</i>)</p>
<p>People with Special Needs</p>	<p>200% compensation</p>	<p>- Compensation of 200% if denied boarding in addition to a refund of the full value of the ticket (<i>Art. 18.8</i>)</p> <p>- Compensation of 100 Special Drawing Rights Units (approximately 120 EUR) if an alternative wheelchair is not provided (<i>Art. 18.7</i>)</p>
<p>Lost Luggage</p>	<p>Compensation range of 427 – 1,380 EUR</p>	<p>Compensation of 1,560 EUR (<i>Art. 15.5.a</i>)</p>
<p>Damaged Luggage</p>	<p>Compensation range of 427 – 1,380 EUR</p>	<p>Compensation of up to 1,560 EUR (<i>Art. 15.5.b</i>)</p>
<p>Delayed Baggage</p>	<p>Compensation of 25 – 50 EUR for delays up to 5 days (domestic and international)</p>	<p>Compensation of 180 EUR (1st day) + 73 EUR (2nd day) up to a maximum of 1,568 EUR (<i>Art. 15.4</i>)</p>

Delay on Runway	Undetermined	Passengers can disembark after 3-hour delay + compensation as if the flight was cancelled (Art. 11.4)
------------------------	--------------	--