



## Passenger Rights

TACV - Cabo Verde Airlines is committed to ensuring the rights of passengers according to the applicable regulations in each country of origin:

- Decree-Law No. 35/2006 (Cabo Verde)
- Regulation (EC) No. 261/2004 (European Union)
- ANAC Resolution No. 400/2016 (Brazil)
- Department of Transportation – 14 CFR Part 250 (United States)

The rights outlined in this document apply specifically in the following circumstances:

- The customer has a confirmed reservation for the flight.
- Check-in has been completed, and the customer arrives before the check-in deadline or, if not specified, 45 minutes before the scheduled departure time.
- The customer is traveling with a ticket purchased at a publicly available fare or issued under a loyalty program.
- The customer departs from an airport in accordance with applicable legislation.

**Attention:** These regulations establish the rules applicable in cases of flight delays, cancellations, denied boarding (overbooking), or significant changes to the schedule, as well as the rights related to assistance, refunds, and potential compensation.

## **Right to Information**

In case of an operational irregularity, passengers are entitled to receive clear and timely information regarding:

- The nature of the flight irregularity.
- The updated estimated departure or arrival times.
- The available options for rebooking or refunds.
- Applicable rights for assistance and potential compensation.

Whenever applicable, written or digital information about passenger rights will be provided.

## **Situations of Operational Irregularity**

The rights described apply in the following situations:

- Flight cancellation.
- Delay.
- Denied boarding (overbooking).
- Schedule change.

## **Right to Assistance**

In the event of a significant delay or cancellation, passengers have the right to assistance during the waiting period. Depending on the length of the wait, the following may be provided:

- Meals and drinks appropriate to the waiting time.
- Communication facilities, such as phone or internet access.
- Accommodation in a hotel, should an additional stay be necessary.
- Transportation between the airport and the accommodation.

Assistance is provided free of charge while passengers wait for an alternative solution for their journey.

## **Right to Refund or Rebooking**

In the case of cancellation or significant delay, the passenger may choose between:

### **Refund:**

- A full refund of the ticket price for the parts of the journey not completed and, when applicable, for parts already completed no longer fulfill the purpose of the trip.

- When necessary, the return flight to the starting point of the journey can also be included.

#### **Rebooking:**

- Alternative transportation to the final destination.
- If the flight is cancelled, the customer can choose to:
  - Continue the journey to the final destination as soon as possible under comparable transport conditions specified by the carrier, or on a later date convenient for the customer, subject to availability; or
  - Request a refund for the parts of the journey not completed and for those already completed if choosing not to proceed with the journey and returning to the departure point indicated on the ticket.

Additionally, the customer will receive for free:

- A meal or light refreshment and/or drink, depending on the waiting time.
- Accommodation (including transportation to/from the hotel and to/from the airport) if an additional stay is necessary.

#### **Cabo Verde (DL 35/2006)**

- Passengers must be informed at least 2 weeks in advance.
- Refund within seven working days.
- Rerouting under equivalent conditions.
- Meals and drinks appropriate for the waiting time.
- Hotel accommodation if necessary.
- Transportation between the airport and the place of stay. Note: Decree-Law No. 35/2006 does not specify a fixed amount for monetary compensation.

#### **European Union (Reg. EC 261/2004)**

- Passengers must be informed about cancellations.
- Compensation is applicable unless: extraordinary circumstances or adequate prior notice (2 weeks, 7-14 days, or less than 7 days with rerouting).

- Compensation amounts: up to 1,500 km: 250 EUR; 1,500-3,500 km: 400 EUR; >3,500 km: 600 EUR.
- Extraordinary circumstances: weather, safety, political issues, air traffic control, external strikes.

### **Denied Boarding (Overbooking) – EU and Cabo Verde**

- Passengers may be invited to voluntarily give up their seats.
- If there are insufficient volunteers, involuntary denial entitles the passenger to assistance and compensation, except for health, safety, or documentation reasons.
- Free assistance: meals, accommodation, transportation, and communication.

### **Brazil (ANAC 400/2016)**

- Changes communicated 72 hours in advance; option for rebooking or refund.
- Delays and cancellations: immediate information; assistance provided.
- Overbooking: financial compensation (250 BRL domestic / 500 BRL international).
- Free rebooking and refunds.

### **United States (14 CFR Part 250)**

- Immediate information on cancellations or changes.
- Full refund or rescheduling at no cost.
- Compensation for overbooking: 0–1 hour: 0%; 1–2 hours domestic / 1–4 hours international: 200% (max. US\$ 1,075); over 2 hours domestic / over 4 hours international: 400% (max. US\$ 2,150).

### **Refund Requests, Compensation for Cancellation and Delay, and Various Requests**

Passengers may request a full or partial refund for parts of the journey not completed if they do not wish to continue the trip due to:

- Flight cancellation; or
- Delay of at least 5 hours; or
- Denied boarding against the customer's will.

Refunds for parts of the journey not completed can be requested through our customer support service, with contact details provided in the ["Contact Us"](#) section of our website.

Requests for refunds and compensation should be directed to the carrier that operated the flight or was responsible for operating it. If you wish to contact Cabo Verde Airlines regarding a refund request, a claim for compensation, or any other inquiry, please reach out to our customer support service using the contact details provided in the ["Contact Us"](#) section of our website.

Each jurisdiction has an authority responsible for enforcing the rules regarding assistance, refunds, and compensation in cases of flight irregularities as outlined in this document. Information on these entities can be found at the following addresses:

- European Union: National Enforcement Bodies (NEB)
- Cabo Verde: Decree-Law No. 35/2006
- Brazil: ANAC Resolution No. 400/2016
- United States: 14 CFR Part 250 – Oversales / Denied Boarding Compensation

It is recommended to first [Contact](#) the post-sale service of the airline responsible for the flight. For complaints or compensation requests, these should be directed to the airline directly.

### **Lengthy Tarmac Delays in USA**

Cabo Verde Airlines ensures adequate passenger assistance during prolonged tarmac delays, in compliance with DOT regulations.

For more information on passenger rights during tarmac delays, consult: [Tarmac Delays](#)

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