



Dangerous Goods:

Be aware of which items are not allowed on flights. Flyme will not take responsibility for the confiscation of such items by Airport Security.

Flight delays and misconnections:

Conditions beyond the control of Flyme

- The resort or Flyme will not be responsible for the **misconnection of international flights due to delays resulting in operational failures at Ibrahim Nasir International Airport (MLE) or due to adverse weather conditions, air traffic congestion related delays and power failures.**
- In such cases the resort, in collaboration with Flyme, will assist the passengers to change their tickets to the next available flight on the same International Carrier where any re-booking and date change charges will be borne by the guest.
- Flyme will assist the passengers to find suitable accommodation for up to 48 hours to enable passengers to arrange their international departures. Charges for the accommodation will be borne by the resort or Flyme as agreed between the two parties.
- The resort and Flyme will provide in writing, the reason that resulted in the delay and where applicable obtain the same from the relevant authorities, within five working days of the incident. Passengers can then submit this to their travel insurance.

Operational failure of Flyme

- If the **misconnection was due to the operational failure of Flyme**, Flyme will arrange the earliest possible available, most direct and economic route to the guests home country; where Flyme will bear the cost of date change or re-routing. If the original carrier does not have the frequency or availability then another suitable carrier can be selected.
- Flyme is not obliged to purchase new tickets for passengers on a different carrier unless it is in the interest of all parties and agreed with the resort. **Passengers have to recover additional cost of new tickets** from their travel insurance. Flyme will provide Insurance letters for this purpose.
If passengers insist on flying with carriers other than the ones they were re-booked on, the cost will be for the passenger and they can claim this cost from their travel insurance.
- If this delay is caused during the night hours, Flyme will provide suitable overnight accommodation and transport to the hotel and back to the airport for the flight.
- Should passengers be required to wait more than 3 (three) hours from the time of reporting to the Domestic Terminal check-in counter at Ibrahim Nasir International Airport (MLE) or if the flight is delayed due to operational reasons, Flyme will bear the cost of available lounge facilities at MLE.

Thank you for choosing to fly with Flyme

'We fly you in style'

