

Flyme is a privately owned Maldivian Airline operated by Villa Air, which is part of the Villa Group. Our objective is to provide an exceptional service to all passengers traveling on our airline. Since air travel is a major means of getting around in the Maldives, you might as well do it in style!

- Our passengers can expect a safe, comfortable and quality air-travel experience, with the added benefit of frequency including night flights and reliability.
- Our aim is to provide on time departures, although this is not always possible due to the late arrival of the international flights.
- In addition, Flyme SEEPLANE is operating sightseeing and special excursion flights.

The Flyme Customer Service Promise

We place customer service and the commitment to our passengers at the heart of what we do. We strive to get it right the first time and every time. But occasionally, things do not go as planned. If this happens we would really like your feedback, as not only does it allow us to explain and apologise to you, it also helps us to improve our product and service.

Contact us at customer.services@flyme.mv

Customer Service Information

Passengers requiring special attention: All passengers in wheelchairs or requiring assistance can be accommodated by forwarding a request to the Customer Service Department at least 3 days before the flight arrival.

Baggage liability: We take the utmost care with your baggage. To assist us please remove all valuable/fragile items from the checked baggage. We will make every reasonable attempt to return mishandled baggage within 24 hours, and compensate passengers for reasonable expenses associated with delayed overnight delivery. Although there is no obligation to replace damaged bags, Flyme will evaluate such claims on a per case basis. The maximum compensation for damaged bags is USD 130.

Misconnections and delayed flights: Although all efforts are made to limit situations where flights are delayed and passengers miss their connecting flights, it sometimes cannot be avoided. In such cases you will be taken care of by our Customer Service Representatives. Onward flights will be negotiated and paid for on your behalf and if necessary, you will be offered overnight accommodation if the new connecting flights are the following day. We will keep your resort informed of the situation and you will have access to the lounge facilities. If you have any special needs please advise our Staff in advance, but bear in mind that some items might not be available in the Maldives.

Liquor laws: No alcohol is allowed outside the resorts in the Maldives. So when departing your resort please ensure that you have no alcoholic beverages in your bags, as these will be confiscated at the airport.

Water: Water in the Maldives is desalinated and purified, so please use sparingly. Bottled water for drinking is available at all resorts.