

Customer Service Plan

UNI Airways is committed to maintain the highest level of safety, service, comfort and convenience to our customers. This Customer Service Plan is introduced in accordance with the requirements of Article 119-5 of Aviation Law and is applicable for flights to and from the airport located within the Korean territory.

Baggage delivery

It is our goal that our customers and their baggage travel on the same flight and that baggage is delivered to our customers on time. In case your baggage is delayed, we will make every reasonable effort to return it to you within 24 hours. There are a number of factors that can cause baggage to be delayed, sometimes for more than 24 hours. These include: customs and immigration procedures, unusual operational interruptions, and/or the handling baggage by other carriers (for itineraries involving more than one airline). If you are unable to locate a bag upon arrival, you should notify a UNI airways baggage services agent prior to customs clearance. A report will be filed for you at that time, and you will be given a phone number for follow-up. You will receive periodic updates regarding the status of your baggage.

Reasonable expenses will be compensated by UNI airways for baggage delays. Once a delay bag is located, UNI airways will return the bag to designated address.

Damaged baggage

Report damaged baggage to the airport Baggage Service Office, located near the baggage claim area, immediately after your flight arrived. Claims for damaged baggage must be submitted within seven (7) days.

Missing item(s) from checked baggage

Missing item(s) from checked baggage should be reported to the airport Baggage Service Office immediately after the arrival of your flight, or in writing within twenty-one (21) days of your flight arrival.

Customer care during lengthy tarmac delays

Tarmac delays may happen due to various reasons such as safety requirements, unfavorable weather conditions, air traffic congestion and other operational factors. UNI Airways always strives for the highest quality service so that our customers are happy they have chosen to fly with us. In this respect, we have developed a comprehensive contingency plan, making sure we consistently meet our customers' essential needs in the event of a lengthy tarmac delay.

For international flights covered by this Plan that depart from or arrive at a Korea airport, UNI will not permit an aircraft to remain on the tarmac at a Korea airport for more than four hours before allowing passengers to deplane unless; either the pilot-in-command determines there is a safety-related or security-related reason that the aircraft cannot leave its position on the tarmac to deplane passengers; or air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point in order to deplane passengers would significantly disrupt airport operations.

UNI will provide for the essential needs of our passengers during flight irregularities, such as a flight diversion, cancellation or a lengthy tarmac delay.

Each UNI airport office in Korea has a comprehensive contingency plan to respond to any irregularities. We always keep in close coordination with local airport authorities, government authorities as well as our code-sharing partners. We ensure that adequate resources are available, and designate an in-charge person to handle all arrangement, as well as to communicate with our Flight Operations Division and our flight crew.

When a flight that is departing from a Korea airport or is arriving at a Korea airport happens to have a lengthy tarmac delay, passengers will be offered snack/food and water no later than two hours following gate departure or flight touch down unless the pilot-in-command determines that safety or security reasons prevent such service. UNI will also provide medical assistance to passengers in case urgent medical attention is needed. Aircraft lavatories will be ready for services. Special assistance is also available for our passengers with disabilities.

Announcements will be made every 30 minutes onboard aircraft during a tarmac delay. The announcements will begin no more than 30 minutes after the scheduled departure time and will include information about the opportunity to deplane, if it exists, as well as the reason(s) for the delay.

Passenger will be advised that they have the opportunity to deplane from an aircraft that is at the gate or another disembarkation area with the door open if the opportunity to deplane actually exists to deplane safely without disrupting airport operations. Once the flight is ready to depart again, and a passenger who has deplaned cannot return to board on time, UNI has the right to depart the flight without those passengers.

Boarding priority on oversold flights

Oversales or overbooking is a common industry practice, due to the number of passengers that cancel their bookings close to departure or fail to show up for a flight. If at the time of departure, there are still more passengers with confirmed reservations than vacant seats available, our airport team will provide information about our denied boarding policy and passengers will be asked to give up their seats voluntarily in exchange for compensation. In rare circumstances, should there be not enough passengers willing to give up their seats voluntarily; other passengers may be denied boarding on an involuntary basis. Apart from a few exceptions, under such circumstances, passengers denied boarding involuntarily will be entitled to the denied boarding compensation in line with Consumer Dispute Resolutions. Passengers denied boarding due to over-sales will be treated with fairness and consistency and as described in our policies and procedures. They generally will be protected or rerouted to the final destination of the ticket presented at check-in by the first available flight(s) or at a later date if the passenger requests.

Notifying Consumers in a Timely Manner of Changes in Their Travel Itineraries

UNI Airways will notify consumers in a timely manner of change in their travel itineraries if this happen within seven days; and UNI will provide the flight change information within 30 minutes after the carrier becomes aware of change. The ways which passenger can get the flight change information:

- Website “www.evaair.com” at “Flight Information” or Mobile Flight Updates (Short Message Service) once the passenger has registered for notification service from the website or telephone reservation system.
- UNI boarding gate area, check-in agents, flight crews and airport flights status board (on the day of the flight)

Services Provided to Mitigate Passenger Inconveniences Resulting from Flight Cancellations and Misconnection

In order to help reduce inconveniences resulting from flight cancellations and misconnections, UNI airways will offer you or arrange for appropriate remedies which, depending on the circumstances may include the following:

- Re-route you to your final destination as soon as possible or at a later date that is convenient for you.
- Offer a full refund of the fare for the affected segments, without penalty or refund surcharge.
- Offer free telephone/telex/fax service to your destination.
- Provide appropriate refreshments, meals, and hotel accommodations, if required.

Contingency Plan

UNI Air Contract of carriage

You can visit our website to read the UNI Air Contract of carriage

Contingency Plan for flights to/from Korea.

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