

Customer Service Plan

TAP Portugal's Customer Service Plan aims to address the key service elements of the new rules put forth by the U.S. Department of Transportation (DOT) that most affect our customers. This Plan applies with respect to TAP Portugal's scheduled flights to and from the United States, except where otherwise noted.

Our Customer Service Plan is intended to provide you with information regarding TAP Portugal's policies, procedures and methods for handling certain aspects of your travel.

This Customer Service Plan is explicitly separate from and not a part of TAP Portugal's Contract of Carriage.

1. Notify customers of the lowest available fare

TAP Portugal will offer the lowest available fare for which the customer is eligible for the date, flight and class of service requested through our Call Center, at airport and city ticket offices and through our website (flytap.com).

2. Notify customers of known delays, cancellations and diversions

When unforeseen problems occur and flights are delayed, cancelled or diverted, TAP Portugal will make every effort to notify customers in a timely and accurate manner with the best available information.

TAP Portugal will provide gate agents, flight crew and other appropriate personnel the information available about flight delays, cancellations and diversions.

3. Deliver baggage on time

TAP Portugal will make every reasonable effort to deliver customers' baggage within 24 hours. If you have expenses because of baggage delay and are eligible to receive compensation, we will compensate you for reasonable and necessary expenses (such as toiletries), upon submission of receipts.

TAP Portugal will refund the checked baggage fee for any lost baggage.

4. Provide prompt ticket refunds

We will provide prompt refunds, including refunding cash and check purchases within 20 days after receiving a refund request. TAP Portugal will refund fees charged for optional services that a passenger was unable to use due to overbooking or flight cancellation.

5. Properly accommodate passengers with disabilities and other special needs

We will provide our customers who require additional assistance, including individuals with disabilities and unaccompanied minors, with the attention, respect and care they deserve.

TAP Portugal is dedicated to providing safe, convenient and reliable travel to all individuals. TAP Portugal employees are trained to comply with DOT's regulations implementing the Air Carrier Access Act (14 CFR Part 382).

During lengthy tarmac delays, our flight crew will make every effort to properly accommodate customers with disabilities or special needs.

6. Meet customers' essential needs during lengthy tarmac delays

We are committed to operating a reliable schedule for our customers. Safety considerations, weather, air traffic control, operations and other factors may occasionally cause lengthy tarmac delays. We have plans and processes in place to minimize such delays. Should a lengthy tarmac delay occur at a U.S. airport, and if safety and security considerations permit, we will make every reasonable effort to ensure that your essential needs are met through providing adequate food, potable water, lavatory facilities and access to medical assistance, in accordance with our Tarmac Delay Contingency Plan.

7. Treat passengers with fairness and consistency in the case of oversales

TAP Portugal never intends to cause any inconvenience to a passenger in connection with his/her journey on TAP Portugal. However, due to operational requirements, inventory control policies and a varying percentage of no-show passengers, there will be times when passengers cannot be accommodated on the booked flight.

If your flight is in an oversale situation, TAP Portugal will first ask for volunteers to give up their reservations in exchange for compensation.

When TAP Portugal does not receive enough volunteers, TAP Portugal may deny boarding to passengers holding a confirmed reservation. TAP Portugal may assign and release seats in accordance with our company policy on boarding priority.

Passengers who are involuntary denied boarding at a U.S. airport are entitled to a payment of "denied boarding compensation" in accordance with the regulations of the U.S. Department of Transportation at 14 CFR Part 250.

Passengers are not entitled to "denied boarding compensation" if:

- The passenger has not fully complied with the TAP Portugal ticketing and check-in requirements, or the passenger is not acceptable for transportation under TAP Portugal's rules and practices.
- The flight is cancelled.
- A smaller capacity aircraft was substituted for safety or operational reasons.
- A flight operating with an aircraft having safety-related weight/balance restrictions limits payload.
- TAP Portugal is able to place the passenger on another flight or flights that are planned to reach the final destination within one hour of the scheduled arrival of the original flight.
- Passengers are offered accommodations in a section of the aircraft other than specified in their ticket at no extra charge (a passenger seated in a section for which a lower fare is charged shall be refunded accordingly).

8. Disclose travel itinerary changes, cancellation policies, frequent flyer rules and aircraft configuration

TAP Portugal will give clear information about policies and service aspects that may be important to our customers on TAP Portugal's website (flytap.com) and, upon request, through our Call Center and representatives at the airport. This means providing clear information about:

- Aircraft configuration and lavatory availability;
- Terms and conditions that apply to customer ticket and travel, including cancellation policies;
- Frequent flyer rules.

TAP Portugal will notify passengers in a timely manner about changes in their travel itineraries using the contact information made available to TAP Portugal in passenger's reservations.

9. Ensure responsiveness to customer complaints

TAP Portugal has dedicated resources for monitoring the effects of flight delays, flight cancellations, and lengthy tarmac delays on passengers.

TAP Portugal will acknowledge the receipt of a consumer complaint regarding its scheduled service to the complainant within 30 days of receiving it, and will send a substantive response to the complainant within 60 days of receiving the complaint.

Complaints sent via the U.S. postal service should be sent to:

TAP Portugal
263 Lafayette St., 3rd FL
Newark, NJ 07105

Complaints via e-mail should be sent to: talktoususa@tap.pt

Complaints via FAX should be sent to: + 1 973 854 68 29

10. Provide services to mitigate inconveniences resulting from cancellations and misconnections.

In order to reduce any inconvenience a customer may experience during cancellations and misconnections, TAP Portugal will:

- Do its best to contact customer in advance regarding a flight cancellation or an itinerary change using the contact information in the reservation;
- Take all efforts to confirm customer booking on the next flight TAP Portugal operates that has seats available in the same class of service;
- Make available information about customer rebooking through TAP Portugal airport ticketing offices, city ticketing offices and through the TAP Portugal Call Center.