



Halifax, NS

lukacs@AirPassengerRights.ca

August 28, 2015

## VIA EMAIL

The Secretary  
Canadian Transportation Agency  
Ottawa, ON K1A 0N9

Dear Madam Secretary:

**Re: Dr. Gábor Lukács v. SkyGreece Airlines  
Emergency application for an Order to reprotect and protect stranded passengers**

Please accept the following application pursuant to ss. 25, 26, and 27 of the *Canada Transportation Act* (“CTA”), S.C. 1996, c. 10, ss. 110 and 113.1 of the *Air Transportation Regulations*, S.O.R./88-58 (“ATR”), and Rule 19 of the *Canadian Transportation Agency Rules (Dispute Proceedings and Certain Rules Applicable to All Proceedings)*, S.O.R./2014-104.

## OVERVIEW

The Applicant alleges that:

- (i) on August 27, 2015, SkyGreece Airlines announced that it would “temporarily cease all operations”;
- (ii) several hundred passengers are currently stranded due to cancellations of SkyGreece Airlines’ flights; and
- (iii) since August 17, 2015, SkyGreece Airlines has systematically failed to apply the terms and conditions set out in Rules 85(E) and 85(F) of its International Tariff, governing the rights of passengers stranded as a result of flight cancellations.

The Applicant is seeking an emergency Order, pursuant to s. 113.1(a) of the *ATR*, directing SkyGreece Airlines to rebook all its stranded passengers on flights of other airlines forthwith, and to provide security in the amount of CAD\$8,700,000 for anticipated claims of passengers.

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## I. THE FACTS

### (a) SkyGreece Airlines

#### (i) Murky corporate structure and licensing

1. SkyGreece Airlines appears to be a corporation with headquarters in Greece.
2. SkyGreece Airlines is also registered as a Quebec corporation, Air Omega Holidays Inc., with SkyGreece Airlines being one of the alternative names. SkyGreece Airlines is owned and/or controlled by Canadians, and as such it is Canadian within the meaning of s. 55(1) of the *CTA*.

**Quebec Enterprise Registry record, Document No. 1**

3. On January 20, 2015, the Agency granted SkyGreece Airlines a license to operate scheduled international service between member states of the European Community and Canada as a foreign corporation, based on the “Agreement on Air Transport between Canada and the European Community and its Member States, signed on December 18, 2009.”

**Decision No. 13-A-2015**

4. It appears that SkyGreece Airlines has obtained its license without complying with the financial requirements of s. 69. (1)(a)(iv) of the *CTA* and s. 8.1 of the *ATR*.

#### (ii) International Tariff

5. Pursuant to ss. 110(1) and 122(c) of the *ATR*, SkyGreece Airlines is required to file with the Agency an international tariff, governing the rights and obligations of passengers travelling on international itineraries vis-à-vis SkyGreece Airlines in respect of an enumerated list of core areas, including failure to operate the service or failure to operate on schedule.

***Air Transportation Regulations*, ss. 110(1) and 122(c)**

6. SkyGreece Airlines International Tariff Rules 85(E) and 85(F) require SkyGreece Airlines to provide passengers who are stranded as a result of flight cancellations:

- (1) transportation on its own flights, within a reasonable time; or
- (2) transportation on flights of other airlines, within a reasonable time; or
- (3) a refund

at the passenger’s option.

**SkyGreece Airlines International Tariff Rules 85(E) and 85(F), Document No. 2**

7. Pursuant to s. 110(4) of the *ATR*, SkyGreece Airlines was required to apply the aforementioned terms and conditions with respect to its stranded passengers.

***Air Transportation Regulations*, s. 110(4)**

**(b) Failure to reprotect passengers in accordance with Rule 85**

**(i) Flights cancelled on the week of August 17, 2015**

8. On the week of August 17, 2015, SkyGreece Airlines cancelled the following of its flights:

- (1) Flight GW 426, on August 17, 2015;
- (2) Flight GW 425, on August 19, 2015;
- (3) Flight GW 428, on August 19, 2015;
- (4) Flight GW 427, on August 20, 2015; and
- (5) Flight GW 423, on August 23, 2015.

The sole alternative transportation that SkyGreece Airlines offered to stranded passengers was on its own flights, many days later, and certainly not “within reasonable time.”

**“Important message to all passengers travelling between August 17 and August 20, 2015,”  
SkyGreece Airlines’ website, Document No. 3**

9. Contrary to Rules 85(E) and 85(F), SkyGreece Airlines did not offer stranded passengers with bookings on the aforementioned flights the option of being transported on flights of other airlines.

**(ii) Flights cancelled on the week of August 24, 2015**

10. On the week of August 24, 2015, SkyGreece Airlines cancelled the following of its flights:

- (1) Flight GW 425, August 26, 2015;
- (2) Flight GW 428, August 27, 2015; and
- (3) Flight GW 427, August 27, 2015.

According to an automated message at SkyGreece Airlines’ Canadian telephone number, these flights were cancelled due to “operational reasons.”

**Automated message at SkyGreece Airlines’ Canadian telephone number, Document No. 4**

11. Contrary to Rules 85(E) and 85(F), SkyGreece Airlines did not offer any alternative transportation to stranded passengers booked on these flights.

**(c) Suspended operations**

12. As of August 27, 2015, SkyGreece Airlines' Canadian telephones are being answered by the aforementioned automated message, and its offices remain closed.
13. On August 27, 2015, late at night, SkyGreece Airlines issued a press release informing the public that it would "temporarily cease all operations." The press release goes on to state, contrary to the obligations set out in Rules 85(E) and 85(F), that:

Passengers should contact their travel agent to arrange for alternate travel and/or accommodations.

**Press release of SkyGreece Airlines, dated August 27, 2015, Document No. 5**

**II. ISSUES**

14. The following issues need to be determined:
  - (a) whether SkyGreece Airlines failed to apply the terms and conditions set out in its tariff;
  - (b) the appropriate remedy.

**III. SUBMISSIONS**

**(a) Did SkyGreece Airlines fail to apply the terms and conditions set out in its tariffs?**

15. Rule 85(E) (and 85(F)) requires SkyGreece Airlines to provide alternative transportation to stranded passengers, not only on SkyGreece Airlines' own flights, but also on flights of other airlines, if the passenger so chooses.
16. On the week of August 17, 2015, SkyGreece Airlines offered alternative transportation only on its own flights after an unreasonable amount of time, and did not offer passengers the option of transportation on flights of other airlines, contrary to Rule 85(E)(3) (and Rule 85(F)(2)).
17. Now that SkyGreece Airlines has ceased operations, SkyGreece Airlines must, pursuant to Rule 85(E)(3) (and 85(F)(2)), reprotect stranded passengers on flights of other airlines within a reasonable time; however, SkyGreece Airlines is doing nothing to fulfill this obligation, and passengers are referred to their travel agents instead (see Document No. 5).
18. Therefore, it is submitted that SkyGreece Airlines has systematically failed to apply the terms and conditions set out in Rule 85 of its International Tariff.

**(b) The appropriate remedies**

19. Parliament has conferred upon the Agency broad powers to offer remedies in the case of failure of a carrier to apply the terms and conditions set out in its tariff:

**113.1** If an air carrier that offers an international service fails to apply the fares, rates, charges or terms and conditions of carriage set out in the tariff that applies to that service, the Agency may direct it to

- (a) take the corrective measures that the Agency considers appropriate;

*Air Transportation Regulations, s. 113.1(a)*

20. It is submitted that the Agency should exercise these broad powers, which were conferred for the purpose of providing systemic remedies for systemic issues, in a manner that addresses the two main concerns raised in the present case, which are that:

- (a) stranded passengers will suffer further losses if SkyGreece Airlines is permitted to continue to ignore its obligation to reprotect stranded passengers on other airlines; and
- (b) SkyGreece Airlines may preempt any attempt of the travelling public to enforce its rights pursuant to the *Montreal Convention*, s. 113.1(b) of the *ATR*, and the contract of carriage by disposing of its assets.

**(i) Ordering SkyGreece Airlines to reprotect stranded passengers forthwith**

21. It is submitted that the Agency should order SkyGreece Airlines to comply with Rule 85(E)(3) (and 85(F)(2)) and arrange for transportation, at its own cost, for all stranded passengers on flights of other airlines forthwith, and within 24 hours at the latest.

**(ii) Ordering SkyGreece Airlines to provide security for anticipated claims**

22. SkyGreece Airlines' conduct has caused significant losses to passengers. Pursuant to Article 19 of the *Montreal Convention*, SkyGreece Airlines is liable for these losses. Pursuant to Article 22(1) of the *Convention*, after the adjustment of 2009, SkyGreece Airlines' maximum liability is 4,694 Special Drawing Rights (SDR) per delayed passenger, which is approximately CAD\$8,700.
23. According to a very conservative estimate, at least 1,000 passengers have been affected by SkyGreece Airlines' flight cancellations, which means that SkyGreece Airlines is exposed to liability of CAD\$8,700,000.
24. SkyGreece Airlines' main, and possibly only, asset is its sole aircraft, which is currently parked at the Toronto International Airport.

25. If SkyGreece Airlines is allowed to dispose of its assets, then passengers with valid claims against SkyGreece Airlines will be left without any remedy.
26. Therefore, it is submitted that the Agency ought to direct SkyGreece Airlines to provide security in the amount of CAD\$8,700,000 for anticipated claims of passengers arising from the cancellation of SkyGreece Airlines' flights.
27. In addition to s. 113.1(a) of the *ATR*, section 25 of the *CTA* also confers upon the Agency the powers necessary for making such an order:

25. The Agency has, with respect to all matters necessary or proper for the exercise of its jurisdiction, the attendance and examination of witnesses, the production and inspection of documents, the enforcement of its orders or regulations and the entry on and inspection of property, all the powers, rights and privileges that are vested in a superior court.

[Emphasis added.]

*Canada Transportation Act, s. 25*

#### **IV. RELIEF SOUGHT**

28. The Applicant prays the Agency that:
  - (a) the Agency order SkyGreece Airlines to arrange for transportation, at its own cost, for all of its stranded passengers on flights of other airlines forthwith, and within 24 hours at the latest; and
  - (b) the Agency order SkyGreece Airlines to provide security in the amount of CAD\$8,700,000 for anticipated claims of passengers.

All of which is most respectfully submitted.

Dr. Gábor Lukács  
Applicant

Cc: Mr. Richard Look, s. 84 agent for SkyGreece Airlines

## **V. AUTHORITIES**

### **(a) Legislation**

1. *Air Transportation Regulations*, S.O.R./88-58.
2. *Canada Transportation Act*, S.C. 1996, c. 10.
3. *Canadian Transportation Agency Rules (Dispute Proceedings and Certain Rules Applicable to All Proceedings)*, S.O.R./2014-104.
4. *Carriage by Air Act*, R.S.C. 1985, c. C-26.

### **(b) Case law**

1. *SkyGreece Airlines*, Canadian Transportation Agency, Decision No. 13-A-2015.



## Rechercher une entreprise au registre

### État de renseignements d'une personne morale au registre des entreprises

Renseignements en date du 2015-08-20 09:22:35

#### État des informations

##### Identification de l'entreprise

Numéro d'entreprise du Québec (NEQ)	1168464031
Nom	AIR OMEGA HOLIDAYS INC.

##### Adresse du domicile

Adresse	300-477 Danforth Avenue Toronto, Ontario M4K1P1 Canada
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##### Adresse du domicile élu

Adresse	Aucune adresse
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##### Immatriculation

Date d'immatriculation	2012-08-14
Statut	Immatriculée
Date de mise à jour du statut	2012-08-14
Date de fin de l'existence	Aucune date de fin d'existence n'est déclarée au registre.

##### Forme juridique

Forme juridique	Société par actions ou compagnie
Date de la constitution	2012-07-18 Constitution
Régime constitutif	CANADA : Loi canadienne sur les sociétés par actions, L.R.C. (1985) c. C-44
Régime courant	CANADA : Loi canadienne sur les sociétés par actions, L.R.C. (1985) c. C-44

**Dates des mises à jour**

Date de mise à jour de l'état de renseignements	2014-11-14
Date de la dernière déclaration de mise à jour annuelle	2015-03-13 2014
Date de fin de la période de production de la déclaration de mise à jour annuelle de 2015	2016-07-01
Date de fin de la période de production de la déclaration de mise à jour annuelle de 2014	2015-07-01

**Faillite**

L'entreprise n'est pas en faillite.

**Fusion et scission**

Aucune fusion ou scission n'a été déclarée.

**Continuation et autre transformation**

Aucune continuation ou autre transformation n'a été déclarée.

**Liquidation ou dissolution**

Aucune intention de liquidation ou de dissolution n'a été déclarée.

**Activités économiques et nombre de salariés****1<sup>er</sup> secteur d'activité**

Code d'activité économique (CAE)	4529
Activité	Autres services relatifs aux transports aériens
Précisions (facultatives)	Tour Operator

**2<sup>e</sup> secteur d'activité**

Aucun renseignement n'a été déclaré.

#### Nombre de salariés

Nombre de salariés au Québec

Aucun

#### Convention unanime, actionnaires, administrateurs, dirigeants et fondé de pouvoir

##### Actionnaires

##### Premier actionnaire

Le premier actionnaire est majoritaire.

Nom	AIR HELLAS CA HOLDINGS INC.
Adresse	300-477 Danforth Avenue Toronto, Ontario M4K1P1 Canada

##### Convention unanime des actionnaires

Il n'existe pas de convention unanime des actionnaires.

##### Liste des administrateurs

Nom de famille	Alexandris
Prénom	Nicholas
Date du début de la charge	2012-07-18
Date de fin de la charge	
Fonctions actuelles	Executive Vice-President
Adresse	1213-105 The Queensway Road Toronto Ontario M6S5B5 Canada

Nom de famille	Alefantis
Prénom	Vasilios
Date du début de la charge	2012-07-18
Date de fin de la charge	
Fonctions actuelles	Administrateur
Adresse	1156 Des Geraniums Laval Québec H7Y2G6 Canada

Nom de famille	Panagiotis
Prénom	Chilakos
Date du début de la charge	2012-07-18
Date de fin de la charge	
Fonctions actuelles	Administrateur
Adresse	355 Fairmount West Montréal, Québec H2V2G5 Canada

Nom de famille	Alfantis
Prénom	Vasilios
Date du début de la charge	2012-08-06
Date de fin de la charge	
Fonctions actuelles	CEO and Chairman of the Board
Adresse	1156 Des Geraniums Laval, Québec H7Y2G6 Canada

Nom de famille	Chilakos
Prénom	Panagiotis
Date du début de la charge	2012-08-06
Date de fin de la charge	
Fonctions actuelles	Secrétaire
Adresse	355 Fairmount West Montréal, Québec H2V2G5 Canada

#### Dirigeants non membres du conseil d'administration

Aucun dirigeant non membre du conseil d'administration n'a été déclaré.

#### Fondé de pouvoir

Aucun fondé de pouvoir n'a été déclaré.

#### Administrateurs du bien d'autrui

Aucun administrateur du bien d'autrui n'a été déclaré.

#### Établissements

Numéro et nom de l'établissement	Adresse	Activités économiques (CAE)
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Numéro et nom de l'établissement	Adresse	Activités économiques (CAE)
0001 - VACANCES AIR OMEGA	120-800 Chomedey Blvd., Tower C Laval, Québec H7V3Y4 Canada	Autres services relatifs aux transports aériens (4529)

**(Établissement principal)****Documents en traitement**

Aucun document n'est actuellement traité par le Registraire des entreprises.

**Index des documents****Documents conservés**

Type de document	Date de dépôt au registre
DÉCLARATION DE MISE À JOUR ANNUELLE 2014	2015-03-17
Déclaration de mise à jour courante	2014-11-14
DÉCLARATION DE MISE À JOUR ANNUELLE 2013	2013-10-10
Déclaration de mise à jour courante	2012-09-27
Déclaration d'immatriculation	2012-08-14

**Index des noms**

Date de mise à jour de l'index des noms 2012-09-27

**Nom**

Nom	Versions du nom dans une autre langue	Date de déclaration du nom	Date de déclaration du retrait du nom	Situation
AIR OMEGA HOLIDAYS INC.		2012-08-14		En vigueur

**Autres noms utilisés au Québec**

Autre nom	Versions du nom dans une autre langue	Date de déclaration du nom	Date de déclaration du retrait du nom	Situation
LIGNES AÉRIENNES SKYGREECE	SKYGREECE AIRLINES	2012-09-27		En vigueur
VACANCES AIR OMEGA	AIR OMEGA HOLIDAYS	2012-08-14		En vigueur
VACANCES SKYGREECE	SKYGREECE VACATIONS	2012-09-27		En vigueur
COMPAGNIES AÉRIENNES OMEGA	OMEGA AIRLINES	2012-08-14	2012-09-27	Antérieur

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THE AUTHORITIES OF THE DESTINATION POINT, AGREED STOPPING PLACE OR STOPOVER, AND IF THE PASSENGER WAS RETURNED TO HIS/HER DEPARTURE POINT OR TO ANY OTHER DESTINATION FOR THIS REASON.

- (3) FOR A STOLEN, FORGED OR COUNTERFEIT TICKET.
  - (4) IF THE PASSENGER DID NOT COMPLY WITH THE CONDITIONS AS STATED IN RULE 70 - CHECKIN AND BOARDING TIMES.
  - (5) IF THE PASSENGER IS REFUSED CARRIAGE BY THE CARRIER PURSUANT TO RULE 25 (A).
  - (6) REFUNDS ARE SUBJECT TO APPLICABLE REGULATIONS IN THE COUNTRY IN WHICH THE TICKET WAS ORIGINALLY PURCHASED AND/OR TO APPLICABLE REGULATIONS IN THE COUNTRY IN WHICH THE REFUND MUST BE PAID.
- (E) IN THE EVENT OF A SCHEDULE IRREGULARITY, WITHIN THE CARRIER'S CONTROL, THE CARRIER WILL PRESENT THE PASSENGER WITH THE FOLLOWING OPTIONS:
- (1) CARRY THE PASSENGER TO THE DESTINATION NAME ON THE TICKET, OR APPLICABLE PORTION THEREOF, WITHIN A REASONABLE AMOUNT OF TIME, ON ANOTHER OF ITS PASSENGER AIRCRAFT OR IN A DIFFERENT CLASS OF SERVICE ON WHICH SPACE IS AVAILABLE, WITHOUT ADDITIONAL CHARGE, REGARDLESS OF THE CLASS OF SERVICE IN WHICH THE PASSENGER WAS BOOKED; OR,
  - (2) REROUTE THE PASSENGER TO THE DESTINATION NAMED ON THE TICKET, OR APPLICABLE PORTION THEREOF, ON ITS OWN TRANSPORTATION SERVICES WITHIN A REASONABLE AMOUNT OF TIME. IF THE FARE FOR THE REVISED REOUTING OR CLASS OF SERVICE IS HIGHER THAN THE FARE PAID BY THE PASSENGER, THE CARRIER WILL REQUIRE NO ADDITIONAL PAYMENT FROM THE PASSENGER. IF THE FARE FOR THE REVISED ROUTING IS IN A LOWER CLASS OF SERVICE, A REFUND WILL BE MADE FOR THE DIFFERENCE IN FARE. THE REFUND WILL BE MADE TO THE PURCHASER OF THE TICKET. THE FORM OF REFUND WILL BE THE SAME AS THE FORM OF PAYMENT USED FOR THE TICKET. THE REFUND WILL BE BASED ON THE VALUE OF THE TICKET; OR
  - (3) REROUTE THE PASSENGER TO THE DESTINATION NAMED ON THE TICKET, OR APPLICABLE PORTION THEREOF, ON ANOTHER AIR CARRIER'S TRANSPORTATION SERVICES,

-69-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 24FEB15

AREA: ZZ TARIFF: IPRG CXR: GW RULE: 0085

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TITLE/APPLICATION - 70 (CONT)

INCLUDING INTERLINE OR, WHERE POSSIBLE AND NECESSARY, NON-INTERLINE CARRIERS, WITHIN A REASONABLE AMOUNT OF TIME. IF THE FARE FOR THE REVISED ROUTING OR CLASS OF SERVICE IS HIGHER

THAN

THE FARE PAID BY THE PASSENGER, THE CARRIER WILL REQUIRE NO ADDITIONAL PAYMENT FROM THE PASSENGER. IF THE FARE FOR THE REVISED ROUTING IS IN A LOWER CLASS OF SERVICE, A REFUND WILL BE MADE FOR THE DIFFERENCE IN FARE. THE REFUND WILL BE MADE TO THE PURCHASER OF THE TICKET. THE FORM OF REFUND WILL BE THE SAME AS THE FORM OF PAYMENT USED FOR THE TICKET. THE REFUND WILL BE BASED ON THE VALUE

OF THE TICKET; OR,

- (4) IF THE PASSENGER CHOOSES TO NO LONGER TRAVEL AS THE SCHEDULE IRREGULARITY RESULTS IN THE LOSS OF PURPOSE OF TRAVEL OR IF THE CARRIER IS UNABLE TO PERFORM THE OPTION STATED IN RULE 85, PARAGRAPH (E) (1), (2) AND (3) ABOVE WITHIN A REASONABLE AMOUNT OF TIME, THE CARRIER WILL TRANSPORT THE PASSENGER TO THE POINT OF ORIGIN NAMED ON THE TICKET AND REFUND THE FULL AMOUNT OF THE TICKET IN ACCORDANCE WITH RULE 90, REFUNDS, IRRESPECTIVE IF TRAVEL HAS COMMENCED, OR SUBJECT TO PASSENGER'S AGREEMENT, OFFER A TRAVEL VOUCHER FOR FUTURE TRAVEL IN THE SAME AMOUNT;
  - (5) OTHERWISE, SHOULD THE ALTERNATE TRANSPORTATION PROPOSED BY THE CARRIER NOT MEET THE PASSENGER'S SATISFACTION, THE CARRIER WILL OFFER A REFUND EQUAL TO THE FARE AND CHARGE PAID. THE REFUND WILL BE MADE TO THE PURCHASER OF THE TICKET(S). THE FORM OF REFUND WILL BE THE SAME FORM USED AS PAYMENT OF THE TICKET(S). FOR COMPLETE CONDITIONS ON REFUNDS SEE RULE 90.
  - (6) NOTHING IN THE ABOVE SHALL LIMIT OR REDUCE THE PASSENGER'S RIGHT, IF ANY, TO CLAIM DAMAGES, IF ANY, UNDER THE APPLICABLE CONVENTION, OR UNDER THE LAW WHEN NEITHER CONVENTION APPLIES.
  - (7) IN ADDITION TO THE ABOVE, THE CARRIER WILL ALWAYS CONSIDER THE NEEDS OF THE PASSENGER ON A CASE BY CASE BASIS AND TAKE INTO ACCOUNT ALL KNOWN CIRCUMSTANCES TO AVOID OR MITIGATE THE DAMAGES CAUSED BY THE SCHEDULE IRREGULARITY WITHIN THE CARRIER'S CONTROL.
- (F) IN THE EVENT OF A SCHEDULE IRREGULARITY, NOT WITHIN THE CARRIER'S CONTROL (E.G. FORCE MAJEURE), THE CARRIER WILL PROVIDE THE FOLLOWING:
- (1) THE CARRIER WILL OFFER THE PASSENGER THE CHOICE TO TRAVEL ON ANOTHER OF ITS SCHEDULED FLIGHTS ON THE SAME ROUTE AS THE PASSENGER WAS ORIGINALLY

IN EFFECT ON: 24FEB15  
AREA: ZZ TARIFF: IPRG CXR: GW RULE: 0085

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TITLE/APPLICATION - 70 (CONT)

TICKETED OR TO TRAVEL ON A DIFFERENT ROUTING OPERATED BY THE CARRIER TO THE SAME TICKETED DESTINATION.

- (2) IF THESE OPTIONS ARE NOT AVAILABLE, THE CARRIER WILL OFFER TO TRANSPORT THE PASSENGER ON THE SAME ROUTE AS HE/SHE WAS ORIGINALLY TICKETED OR ON A DIFFERENT ROUTE OPERATED BY THE SERVICES OF ANOTHER CARRIER WITH WHOM THE ORIGINAL AIR CARRIER HAS A COMMERCIAL AGREEMENT AND PROVIDED SPACE IS AVAILABLE.
- (3) SHOULD THE FARE FOR THE ALTERNATE TRANSPORTATION PROPOSED BY THE CARRIER BE MORE EXPENSIVE, THERE WILL BE NO ADDITIONAL COST TO THE PASSENGER.
- (4) SHOULD THE FARE FOR THE ALTERNATE TRANSPORTATION PROPOSED BY THE CARRIER BE LESS EXPENSIVE, A REFUND WILL BE MADE TO THE PURCHASER OF THE TICKET(S). THE FORM OF REFUND WILL BE THE SAME FORM USED AS PAYMENT OF THE TICKET(S). THE REFUND WILL BE BASED ON THE VALUE OF THE TICKET(S). FOR COMPLETE CONDITIONS ON REFUNDS SEE RULE 90.
- (5) SHOULD THE ALTERNATE TRANSPORTATION PROPOSED BY THE CARRIER NOT MEET THE PASSENGER'S SATISFACTION, THE UNUSED PORTION OF THE PASSENGER'S TICKET(S) WILL BE REFUNDED. THE REFUND WILL BE MADE TO THE PURCHASER OF THE TICKET(S). THE FORM OF REFUND WILL BE THE SAME FORM USED AS PAYMENT. THE REFUND WILL BE BASED ON THE TOTAL VALUE OF THE TICKET(S). FOR COMPLETE CONDITIONS ON REFUNDS SEE RULE 90.
- (6) WHEN A REFUND IS REQUESTED AS A RESULT OF A SCHEDULE IRREGULARITY, THE PASSENGER MUST SUBMIT THE UNUSED PORTIONS OF HIS/HER TICKET(S) TO THE CARRIER BY NO LATER THAN 30 DAYS AFTER THE VALIDITY SHOWN ON THE TICKET(S).
- (G) RIGHT TO CARE  
EXCEPT AS OTHERWISE PROVIDED IN OTHER APPLICABLE FOREIGN LEGISLATION, IN ADDITION TO THE PROVISIONS OF THIS RULE, IN CASE OF SCHEDULED IRREGULARITY WITHIN THE CARRIER'S CONTROL A PASSENGER WILL BE OFFERED THE FOLLOWING:
  - (1) FOR A SCHEDULE IRREGULARITY LASTING LONGER THAN 4 HOURS, THE CARRIER WILL PROVIDE THE PASSENGER WITH A MEAL VOUCHER.
  - (2) FOR A SCHEDULE IRREGULARITY LASTING MORE THAN 8



OUR COMPANY | BECOME A PARTNER

ENGLISH

EXPERIENCE SKYGREECE

BOOK YOUR TRIP

MANAGE YOUR BOOKINGS

BEFORE & DURING YOUR FLIGHT

**17 AUG**

IMPORTANT MESSAGE TO ALL PASSENGERS TRAVELLING BETWEEN AUGUST 17 AND AUGUST 20, 2015  
DUE TO OPERATIONAL CONSIDERATIONS, SKYGREECE AIRLINES NEEDS TO DELAY ALL FLIGHTS.

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BUDAPEST- THESSALONIKI FLIGHT UPDATE:

*GW 428 - TORONTO - BUDAPEST - THESSALONIKI: WEDNESDAY AUGUST 19*

THIS FLIGHT IS NOW RESCHEDULED FOR SATURDAY AUGUST 22, DEPARTING AT 17:55 AND ARRIVING IN BUDAPEST ON SUNDAY AUGUST 23 AT 09:10 AND IN THESSALONIKI ON SUNDAY AUGUST 23 AT 12:40

*GW427 - THESSALONIKI - BUDAPEST - TORONTO: THURSDAY AUGUST 20*

THIS FLIGHT IS NOW RESCHEDULED FOR SUNDAY AUGUST 23, DEPARTING FROM THESSALONIKI AT 14:40 AND DEPARTING FROM BUDAPEST AT 16:10 - ARRIVING IN TORONTO AT 19:45

ZAGREB - ATHENS FLIGHT UPDATE:

*GW 426 - TORONTO - ZAGREB - ATHENS: MONDAY AUGUST 17*

THIS FLIGHT IS NOW RESCHEDULED FOR THURSDAY AUGUST 20, DEPARTING AT 14:30 AND ARRIVING IN ZAGREB ON FRIDAY AUGUST 21 AT 07:25 AND IN ATHENS ON FRIDAY AUGUST 21, AT 10:40

*GW425 - ATHENS - ZAGREB - TORONTO: WEDNESDAY AUGUST 19*

THIS FLIGHT IS NOW RESCHEDULED FOR FRIDAY AUGUST 21, DEPARTING FROM ATHENS AT 12:40 AND DEPARTING FROM ZAGREB AT 15:10 - ARRIVING IN TORONTO AT 17:45

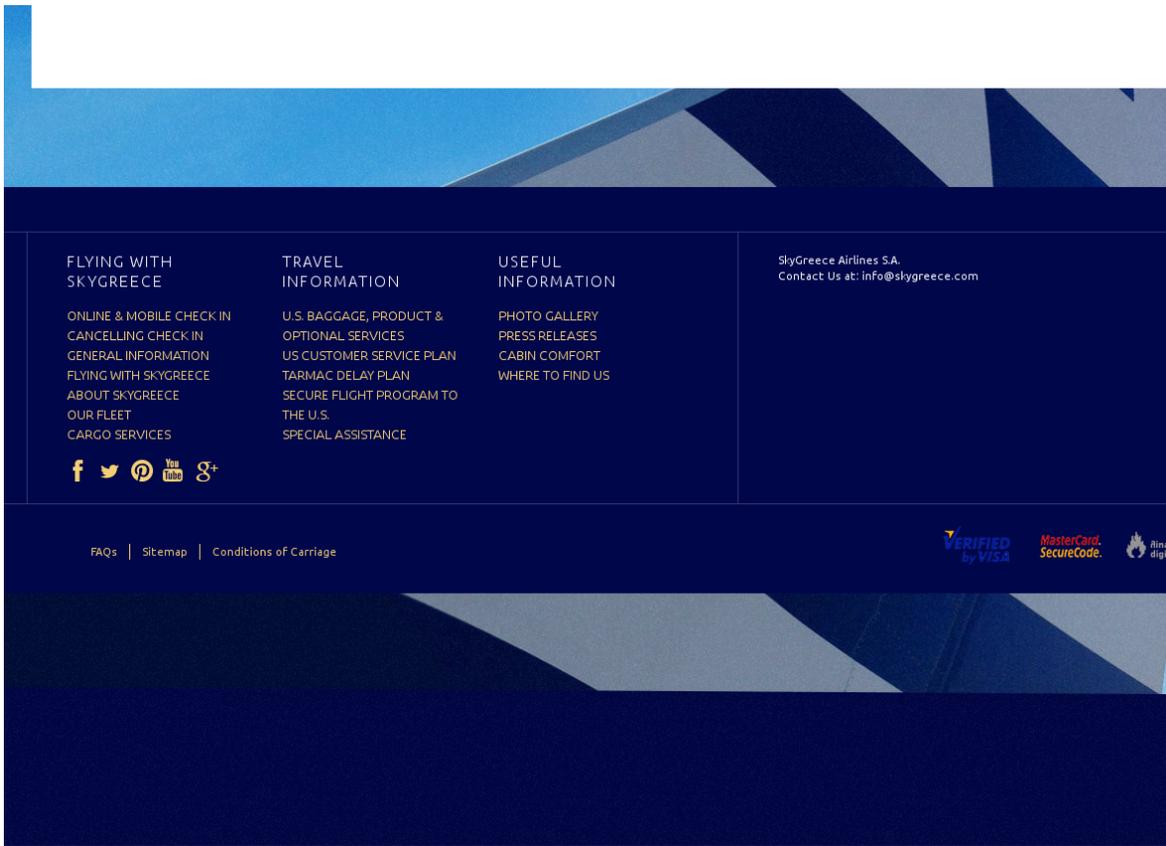
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IMPORTANT NOTICE TO ALL PASSENGERS

PLEASE CONSULT OUR WEBSITE OR AIRPORT WEBSITE FOR THE LATEST INFORMATION AS DEPARTURE AND ARRIVAL TIME MAY VARY DUE TO THE EXTREMELY HIGH VOLUME OF FLIGHTS OPERATING AND DELAYED AT THIS TIME OF THE SEASON FROM ALL AIRPORTS IN EUROPE AND CANADA

TORONTO - MONTREAL - ATHENS ON SATURDAY AUGUST 22 AND ATHENS - MONTREAL - TORONTO ON SUNDAY AUGUST 23 ARE SCHEDULED TO DEPART ON TIME. ALL PASSENGERS SHOULD BE AT THE AIRPORT 3 HOURS BEFORE DEPARTURE.

YOU MAY REACH SKYGREECE AT: [wecare@skygreece.com](mailto:wecare@skygreece.com)

Or in Canada at 1-450-781-8585 / Toll Free at 1-855-781-8585 - In Europe at: +30 216 500 5500



# **Recording:**

**Automated message at SkyGreece Airlines'**

**Canadian telephone number**

**(August 27, 2015)**



**SkyGreece Airlines, S.A.**  
Athens, Greece

**For Immediate Release – August 27, 2015**

SkyGreece Airlines would like to apologize to all of its passengers who have been affected as a result of the Company's current operational crisis. The founders, managers and employees of SkyGreece care deeply about their passengers and have been working around the clock to resolve the problem.

Shortly after launching scheduled international service in May, SkyGreece suffered financial setbacks as a result of the Greek economic crisis. In spite of the resulting immediate and dramatic reduction in ticket sales, the Company's founders have worked tirelessly to maintain scheduled service.

Unfortunately, as a result of recent technical issues, the Company is now facing a system-wide multi-day delay and significant additional expenses.

As a result, SkyGreece management regrets to announce that it must temporarily cease all operations. The Company expects to resume operations soon.

Passengers should contact their travel agent to arrange for alternate travel and/or accommodations.

**Passenger rights under EC Regulation No 261/2004:**

*SkyGreece Airlines*, its subsidiaries and affiliates make every effort to operate to their published schedules. There are occasions, however, where it is not possible to do so and a flight may be delayed or cancelled. Should this happen, EC Regulation No 261/2004 provides passengers with specific rights. This law is applicable to all passengers departing from an airport within the EU and to all passengers travelling into an EU Member State on an EU carrier. EC Regulation No. 261/2004 explains how to claim compensation, a refund or reimbursement under this law with respect to flights operated by SkyGreece Airlines S.A.