



EGYPTAIR Customer service plan

Lowest fare availability:

Customers calling our reservations office or call center to purchase a ticket for a specific day and time will be offered the lowest fare available, in case a specific travel date and time is not provided we will provide you with a range of fares. For any Query Please contact our [USA office](#)

Flight delays:

EGYPTAIR will provide customers at the airport and onboard any delayed aircraft with timely and frequent updates regarding the delay, beginning 30 minutes after we become aware of such a delay.

This information will also be available on egyptair.com and via our callcenter .We will update our flight status displays and other sources of flight information under our control, and provide the airport the same information so that they can update their flight status displays.

Where possible, EGYPTAIR will take reasonable steps to contact customers in advance at the phone number(s) provided in your reservation record. If you booked with a travel agency, and no contact number exists in our system, our reservations representatives will attempt to contact the agency. We encourage you to provide us with a mobile phone number and email address so that we can send email and text updates to you during your journey.

Essential customer needs during extraordinary delays:

Safety and comfort of our customers is our top priority. On very rare occasions, extraordinary events may result in lengthy onboard delays.

We have developed detailed contingency plans to deal with situations in which an aircraft is delayed on the ground without access to a terminal gate. We will make reasonable efforts to ensure that your essential needs, such as food, water, restroom facilities, and basic medical assistance are met.

For more information click [here](#)

Assistance when your flight has been delayed or cancelled:

EGYPTAIR will take all reasonable measures necessary to avoid any delays in carrying you and your baggage. These measures may, in exceptional circumstances and if necessary to prevent a flight being cancelled, include arranging for a flight to be operated by another aircraft, by another airline or by both.

If we cancel a flight, delay a flight by five hours or more, fail to stop at your place of stopover or destination, or cause you to miss a connecting flight on which you hold a confirmed reservation, you can choose one of the three remedies set out immediately below.

Remedy 1

We will carry you as soon as we can to the destination shown on your ticket on another of our scheduled services on which a seat is available in the class of service for which you have paid the fare. If we do this, we will not charge you extra and where necessary, will extend the validity period of your ticket.

Remedy 2

We will carry you to the destination shown on your ticket, in the class of service for which you have paid the fare, at a later date at your convenience and within the validity period of your ticket, on another of our scheduled services on which a seat is available. If we do this, we will not charge you extra.

Remedy 3

We will give or obtain for you an involuntary fare refund.

We will give you additional assistance, such as compensation, refreshments and other care and reimbursement, if required to do so by any law that may apply.

Baggage delivery:

In the event that your checked bags do not arrive on your flight, EGYPTAIR will make reasonable efforts to ensure that the bag is returned to you within 24 hours.

Baggage liability:

EGYPTAIR Liability for Baggage In accordance to Montreal convention - May 1999

Baggage delays

In case of baggage delay, EGYPTAIR is liable unless all reasonable measures were taken to avoid the delay or it was impossible to take such measures. The liability for baggage delay is limited to 1,131 SDRs.

Destruction, loss or damage to baggage

EGYPTAIR is liable for destruction, loss, or damage to baggage up to 1,131 SDRs. In the case of checked baggage, it is liable even if not at fault. Liability is not assumed by the carrier if the baggage is defective. In the case of unchecked baggage, the carrier is liable only if at fault.

Ticket refunds:

To place an online refund request [click here](#)

Accommodation of customers with special needs:

We provide passengers with disabilities and all other special needs dignified, professional and courteous service and proper accommodations at all times, including during [lengthy tarmac delays](#).

For more information click [here](#)

Overbooked flights:

If at departure time more customers with confirmed reservations are present than there are seats available, gate agents will first ask for volunteers who are willing to give up their seats in exchange for compensation and a confirmed seat on a later flight. On extremely rare occasions, a customer may be denied boarding on an involuntary basis, if a sufficient number of volunteers are not obtained. In such events, we will usually deny boarding based upon check-in time, but we may also consider factors such as severe hardships, fare paid, and status within our frequent flyer program. With few exceptions, persons denied boarding involuntarily are entitled to compensation under federal law.

- No compensation is required if the carrier offers alternate transportation that, at the time the arrangement is made, is planned to arrive at the airport of the passenger's first stopover, or if none, the airport of the passenger's final destination not later than one hour after the planned arrival time of the passenger's original flight.
- Compensation shall be 200% of the fare to the passenger's destination or first stopover, with a

maximum of \$650, if the carrier offers alternate transportation that, at the time the arrangement is made, is planned to arrive at the airport of the passenger's first stopover, or if none, the airport of the passenger's final destination more than one hour but less than two hours after the planned arrival time of the passenger's original flight.

- Compensation shall be 400% of the fare to the passenger's destination or first stopover, with a maximum of \$1,300, if the carrier does not offer alternate transportation that, at the time the arrangement is made, is planned to arrive at the airport of the passenger's first stopover, or if none, the airport of the passenger's final destination less than two hours after the planned arrival time of the passenger's original flight.

Additional information concerning our overbooking policies can be found in our [conditions of carriage](#) on our website.

Cancelling Reservations without Penalty:

Tickets purchased one week or more prior to a flight's departure may be cancelled without penalty for a full refund within 24 hours of the transaction.

Complaints :

Complaints on baggage:

For baggage that is damaged, delayed, lost, or destroyed, the passenger must file a complaint in writing to EGYPTAIR as soon as possible. This complaint must be filed within 7 days in the case of damage to the checked baggage and within 21 days in the case of delay. These

time frames are from the date on which the baggage was placed at the passenger's disposal. If a complaint is not filed within the time mentioned above, the carrier will not be liable.

Limits of liability vary from airline to airline. Please contact any other carriers you will be using to learn their policies on liability.

For a complete explanation of all applicable provisions, please refer to EGYPTAIR's [conditions of carriage](#).

Submit your case to mybaggage@egyptair.com

complaint about our schedule services :

To file a complaint about our schedule services, kindly send a brief description of your problem to the following contact information:

Inside United States :

Email address : webbookingsupport-us@egyptair.com

Phone numbers : **001 (212) 581 5600**

Mailing address Email address : 19 west 44th street Suite
1701 New York NY 10036

Working hours : (Monday- Friday)9:00-17:30

Outside United States :

wecare@egyptair.com

complaint about airline service other than safety or security issues :

Complaints and comments about airline service other than safety or security issues may be also registered with DOT's Aviation Consumer Protection Division (ACPD) department, kindly refer to the following URL:-

<http://airconsumer.dot.gov>

Other travel policies

Our cancellation policies, frequent flyer rules, aircraft seating configurations and lavatory availability are available on www.egyptair.com , upon request, can be obtained from our call center.

In case encountering any problem in related to your reservation, please [click here](#)

Your journey is subject to our [Conditions of Carriage](#).

Use of insecticides in passenger aircraft :

Please find a list of countries that require airlines to treat the passenger cabin with insecticides.

Kindly refer to the following url

<http://ostpxweb.dot.gov/policy/safetyenergyenv/disinsection.htm> To check whether your country of destination requires the disinfection of all in-bound flights or not.

Thank you, and enjoy your flight with EGYPTAIR