

Flight Disruptions Agent Guidelines

South Africa

1. Flight Delays of 3 hours and more

Communication will be sent to the Passengers provided the agents/tour operators have inserted contact details (Email or mobile).

Should the contact details of the passengers travelling not be in the booking, the airline will inform the agents and tour operators who are in turn responsible to inform the affected passengers.

Rebooking and rerouting will be done at no cost for all affected passengers.

Rebooking will be done on Air Mauritius operations only and should Air Mauritius flights be full an alternative date will be offered.

Connecting flights if on a through-fare ticket will also be attended to.

Refunds may be requested as long as the delay is not due to an Act of God.

The airline's responsibility is to transport clients between cities as per ticket and is not involved or engaged with land arrangements therefore no land arrangement reimbursements will be made, for this reason, we recommend clients ensure they take out travel insurance to cover such eventualities.

Flight Delays as a result of technical challenges may arise and there is no control in this regard. Safety is the top priority at all times.

2. Delays – on departure (at point of check-in), it could be a Technical, Rotation or Act of God-

If the delay is up to 1 hour, the passengers and or trade will not be informed.

Should the delay be 2 hours or more passengers and trade will be informed.

Clients may be offloaded and re-routed to their final- destination.

Rerouting will only be affected on Air Mauritius operations first and alternative carriers whom Air Mauritius has an agreement with will be considered thereafter.

Re-routing / rebooking will be done strictly in the same cabin on the condition the ticket is a through fare on the same ticket number and is one fare component. This will be done at no cost to the client.

3. Technical Delay – The flight is completely cancelled or delayed indefinitely as the aircraft may not operate.

This is when there is uncertainty at the time of check-in as to what time the flight will depart.

Should there be connection challenges, passengers will be re-routed/rebooked to the destination provided the airline selected has a ticketing agreement with Air Mauritius in the same cabin on the condition the ticket is a through fare with one fare component and all routings done are on the same ticket number. This will be done at no cost to the client and Air Mauritius bears the cost.

Refunds will be permitted.

If clients wish to extend their stay in Mauritius by an extra day due to lost time on the island, Air Mauritius may rebook/reroute/revalidate tickets at no cost provided there are seats available in the same cabin of travel. Air Mauritius is not responsible for the accommodation cost.



4. Complaints

Complaints must be in writing and detailed with specific information, dates/flight numbers/routing and names of staff.

Air Mauritius can provide all affected passengers with a confirmation letter of all delays for travel insurance purposes.

Passengers who wish to log a complaint must kindly do so via the link on our website:
www.airmauritius.com/customer-support