



**ASSISTANCE POLICY IN CASE OF OVERBOOKING, CANCELLATION / SCHEDULE CHANGE OR DELAY  
FOR FLIGHTS DEPARTING FROM PARAMARIBO AND THE REGION  
(INCLUDING FLIGHTS TO AMSTERDAM)**

**CONDITIONS IN CASE OF OVERBOOKING**

If a flight is overbooked, the airline will look for volunteers who are willing to give up their confirmed reservation in exchange for agreed compensation. Appropriate assistance will also be offered as described below.

If there are not enough volunteers and passengers are denied boarding against their will, these denied passengers are entitled to compensation and assistance, provided they present themselves within the required check-in time. Passengers are not entitled to compensation if there are valid reasons to deny them a seat on board, such as health, flight safety, or security concerns, or incomplete travel documents.

**CANCELLATION / SCHEDULE CHANGE**

If the cancellation or schedule change is communicated more than seven (7) days before the scheduled departure date, passengers are not entitled to assistance.

**DELAY**

When the airline has reason to expect a delay of four hours or more, passengers are entitled to assistance.

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Passengers may choose between:

- An alternative flight to the destination under comparable transport conditions at the earliest opportunity as indicated by the airline, or later at the passenger's request if seats are available.
- or
- A refund of the ticket for the portion of the journey not made, if further travel no longer makes sense in relation to the original travel plan.

In addition, passengers are entitled free of charge to:

- Hotel accommodation if an (extra) overnight stay is necessary, including transportation to and from the airport.
- Meals and non-alcoholic beverages in reasonable proportion to the waiting time.
- Two international telephone calls (limited to three minutes each) or two email messages.
- Hotel accommodation applies only to non-residents.

This assistance policy does not apply in the case of extraordinary circumstances or to passengers traveling free of charge or on a reduced fare not directly or indirectly available to the public. For more information, please contact Surinam Airways Claims Department via email [claims@flyslm.com](mailto:claims@flyslm.com)