

QUESTIONS AND ANSWERS ABOUT THE CURRENT SITUATION AT AIRBERLIN

WILL THE FLIGHT OPERATION BE CONTINUED BY AIRBERLIN / NIKI?

Yes, the flight operations will continue. The published airberlin / NIKI schedule is valid. airberlin and NIKI will carry out the flights as published. Should changes be necessary, e.g. for operational reasons, we will inform accordingly.

IS NIKI ALSO INSOLVENT?

No, as per August 15th 2017 NIKI is not affected by the insolvency. It is not intended for NIKI to file for insolvency. The flight operations will continue as planned.

DOES AIRBERLIN HAVE A FUTURE?

The negotiations with potential partners have been initiated and are intended to be completed shortly. airberlin is currently focusing to achieve a best possible plan for the company, our clients and our employees.

DO AIRBERLIN AND NIKI STILL ACCEPT NEW BOOKINGS?

Yes, airberlin and NIKI flights are bookable through our distribution channels. All fares are still valid. All sales channels remain open.

HOW LONG IN ADVANCE CAN I BOOK FLIGHTS?

The entire schedule published by airberlin and NIKI can be booked.

DO THE AIRBERLIN / NIKI PRODUCT AND SERVICES REMAIN THE SAME?

Yes, the existing services and products remain the same.

IS MY VOUCHER STILL VALID AND IF YES UNTIL WHEN?

Vouchers cannot be redeemed anymore. Due to insolvency regulations the utilization of vouchers had to be terminated.

Affected guests have the opportunity to file the claim for the insolvency schedule after the opening of the insolvency proceedings. We will advise about the formal proceedings at a later stage separately. Tickets that have already been booked against vouchers remain valid.

CAN I PAY OUT MY VOUCHER FOR CASH?

No, see above.

DO TICKETS REMAIN VALID?

Yes, all issued tickets are valid.

WILL ALREADY ISSUED TICKETS BE REIMBURSED?

All tickets issued until August 15th 2017 are no longer refundable. Tickets valid from August 15th 2017 will be subject to the applicable tariff conditions.

CAN I REFUND APPLICABLE FEES AND TAXES?

No, taxes and fees collected before August 15th cannot be refunded by insolvency regulations. Affected passengers have the opportunity to file the claim for the insolvency schedule after the opening of the insolvency proceedings.

CAN TICKETS BE REBOOKED?

The tariff conditions, valid at the time of ticket issuance, still apply. Any issued ticket may be rebooked on the basis of the applicable tariff conditions, provided these allow changes. Any applicable fees must be paid by the client.

DO I STILL RECEIVE REGULATIONS FOR MY CLAIM FOR DAMAGES / COMPENSATIONS, E.G. FOR DELAYS OR FLIGHT CANCELATIONS?

No. Unfortunately no compensations will be paid for flights before August 15th, due to effective insolvency regulations. Affected passengers have the opportunity to file the claim for the insolvency schedule after the opening of the insolvency proceedings.

For all flights after August 15th kindly refer to our online claim form provided by our Guest Relations Team.

I BOOKED A PACKAGE-TOUR FOR 2018 AND MY FLIGHTS ARE WITH AIRBERLIN. WILL THIS TOUR STILL TAKE PLACE?

The flight operations continue. Please refer to your tour operator, if you have any further questions.

HOW IS AIRBERLIN / NIKI AVAILABLE FOR SALES PARTNERS / GUESTS?

airberlin / NIKI can be reached via the published contact numbers / email addresses. The existing sales contacts remain at your disposal.

IS AIRBERLIN / NIKI STILL A MEMBER OF BSP?

Yes, airberlin remains a member of the BSP.

DOES AIRBERLIN REMAIN A MEMBER OF ONEWORLD?

Yes, airberlin remains a member of oneworld.

ARE AIRBERLIN TICKETS VALID ON PARTNER AIRLINES?

Yes, airberlin has ensured that Interline tickets can be used.