

Air Passenger Service Plan

1. Measures in Case of Denied Boarding Due to Overbooking In the event of denied boarding caused by overbooking, voluntary passengers will first be identified in order to minimize involuntary denied boarding. Any remaining affected passengers will be compensated in accordance with the applicable laws and regulations.

2. Compensation for Baggage Damage We are liable for loss or damage to checked baggage if the incident occurs during the period the baggage is under the carrier's control or on board the aircraft. However, we are not responsible for damage resulting from inherent defects, specific characteristics, or hidden faults of the baggage. Claims for loss, damage, or delay of baggage will be handled within the limits prescribed by international conventions and the laws of Kazakhstan.

3. Ticket Cancellation, Refund, and Rebooking At the time of ticket sale, customers will be informed of the following: - Fees applicable to cancellation, refund, or rebooking - Conditions for fee waivers - Time limits within which cancellation, refund, or rebooking may be requested

4. Measures in Case of Tarmac Delays We will not keep passengers on board the aircraft for more than four hours during a tarmac delay. Exceptions apply in the following cases: - If required for safety or security reasons - If returning to the gate or deplaning at another location would cause significant disruption to airport operations Additional Measures: - If the delay exceeds two hours, appropriate food and water will be provided, unless doing so would compromise safety or security. - Passengers will be informed of the reasons for the delay and the status of operations every 30 minutes.

5. Measures After Ticket Sales in Case of Schedule Changes For tickets sold in Korea, if flights cannot be operated as originally scheduled due to changes in business plans, government disapproval, delays, or cancellations, customers will be notified of the changes via SMS, e-mail, or other equivalent means. If customer contact information is available, such notice will be provided. However, if the change occurs within one hour of departure, notification will be given at the airport.

6. Information Provision For tickets sold in Korea, the following information is provided: - Baggage charges and free baggage allowance (via E-ticket confirmation and the airline's website) - Cabin layout including seat arrangement and location of emergency exits, published on the airline's website - In case of changes in baggage policy or free baggage allowance, such information will be posted on the website for a minimum of three months.