

Customer service and contingency plans For Flights between Bolivia and the United States

Customer Service Plan

The following shall consist of the customer service plan for Boliviana de Aviacion ("BoA"). This plan applies to all flights operated by BoA to and from the United States. It is important to know that your journey is subject to our Conditions of Carriage, so we recommend that you review the terms and conditions associated with the ticket purchased.

BoA is dedicated to ensuring that our customers always experience a safe and enjoyable journey. We therefore developed a Customer Service Plan that serves to reflect our commitment and provide each and every customer with the highest level of service.

1. Lowest Fares Available

BoA always offers the lowest published fares available. You can find these fares at www.boa.bo, through the Contact Center, at BoA's Sales Offices, or at BoA's Sales Offices at airports (a service fee applies). Fares are subject to the specific terms and conditions, as well as the availability of dates, flights and services requested.

2. Notifying Passengers of Delays, Cancellations and Diversions

We provide our passengers, at the airport or onboard, updated information regarding delays, cancellations or the rerouting of its flights. This information is delivered either by agents at the airport or by the flight crew. They will make sure that you receive the most accurate information available regarding the length of the delay and, if possible, the estimated time of departure.

Under BoA's policy, we will promptly inform our passengers and to the public each time there is a cancellation, a delay of 30 minutes or more in the planned operation of a flight, an early departure of 15 or more minutes, or a diversion within 30 minutes of BoA becoming aware of such irregularity. These notifications are distributed at the boarding gate area for the flights at any US airport, by email, or via a telephone call to the phone number and/or email address provided by you at the time of the reservation. If none of these contacts is successful, one of our agents at the Contact Center will attempt to contact you directly. If you make a reservation through a Travel Agency we recommend that you include your direct contact information, otherwise BoA will contact the agency who will in turn contact you.

3. Services BoA Provides to Mitigate Passenger Inconveniences Resulting from Cancellations and Misconnects.

If a flight is cancelled or there is a delay we will make all reasonable efforts to accommodate passengers on the next available flight, if seats are available. If we

are unable to take you to your final destination on the expected date due to a delay, misconnect, or cancellation within BoA's control, we will offer you reasonable hotel accommodation, based on availability, and a meal, if you are inconvenienced overnight while away from your home or destination. In the case of extraordinary events that result in very lengthy onboard delays we will make every reasonable effort to ensure that essential needs of food (snack bar such as a Nutri-Grain), water, restroom facilities and basic medical assistance are met. We are not responsible for any special, incidental or consequential damages if we do not meet this commitment.

If, on the other hand, the circumstances that resulted in the delay are due to force majeure (for example, bad weather conditions) we will attempt to place you on the next connecting flight with available seats, in the same class of service purchased, in which case you will be responsible for the overnight accommodations, meals and related incidental expenses. If available, our personnel may be able to help you obtain overnight accommodations.

On certain occasions it is necessary for flights to be diverted or to land at a non-scheduled location. If possible, and if available, we will provide this information before the departure of the flight. If it becomes necessary to divert the flight after its departure, the information will be provided by the flight crew.

If we do not carry you to the destination shown on your ticket, we will give or obtain an involuntary fare refund for you, based on our Ticket Refund policies described below.

4. Delivery of Your Baggage.

BoA is committed to deliver your baggage on time. If this is not possible, we will make every reasonable effort to deliver your missing baggage within 24 hours following the arrival of your flight. BoA will compensate passengers for reasonable expenses as a result of any delays in the delivery of baggage as required by applicable international agreements. Furthermore, BoA shall reimburse passengers for any fees charged to transport baggage if such baggage is considered lost.

If your baggage is missing:

- If you left an article onboard the aircraft, please contact our nearest Baggage Claim office.
- If your baggage did not arrive to the baggage claim area at the airport, please contact BoA personnel at the destination airport with your passport, ticket and baggage receipt.
- In addition, for further assistance you may email at (in USA ventasmia@boa.bo) (in Bolivia llob@boa.bo)

5. Reservations.

BoA will allow reservations to be held at the quoted fare without payment, or if purchased, cancelled without penalty, for at least 24 hours after the reservation is made if the reservation is made one week or more prior to the flight's scheduled departure.

6. Ticket Refunds.

We will issue refunds for eligible international tickets within (7) seven business days for credit card purchases and 20 business days for purchases made by cash or check, following receipt of a complete refund file.

Once you have submitted all the required information for a ticket refund, BoA will make every effort to process the corresponding refund in the least possible time. It is important to mention that some tickets are non-refundable so we recommend that you review the terms and conditions associated with the ticket fare purchased.

Refunds due to airport closures, flight cancellations, the death of the passenger, itinerary changes, lost ticket notices or duplicate tickets, must be processed through a BoA Sales Office.

If you submit your ticket refund request through email (in USA ventasmia@boa.bo) (ventasweb@boa.bo) these will be processed in accordance with the applicable fare conditions. Requests for refunds of tickets purchased from a travel agent should be referred back to the agency for processing.

7. Passengers Requiring Special Services.

BoA is committed to serve the needs of our passengers, including those with disabilities and other special needs for which we provide an array of services.

Passengers with Medical Needs:

- Wheelchair assistance
- Stretchers on board
- Medical oxygen and stowage of an assistive device
- Disabilities (including but limited to visually or hearing impaired passengers)
- Passengers traveling with service animals
- Medical Certificate required for travel

Passengers with other Special Needs:

- Unaccompanied Minors
- Infants
- Pregnant passengers
- Special Meals
- Traveling with pets (non-service animals)
- Additional seat

BoA will properly accommodate passengers with disabilities as required by the Air Carrier Access Act (14 CFR Part 382) and other special need passengers as set forth in BoA's policies and procedures, including accommodations during lengthy

tarmac delays. Please request them at our Toll free in USA 1-800-584-4099, in Bolivia at our Contact Center 901-10-50-10 or at any BoA office.

8. Lengthy Tarmac Delays.

BoA is committed to meet each passenger's essential needs during lengthy tarmac delays and to ensure customer's safety and pleasant experience in the event of weather, air traffic control, government restrictions and other factors that may result in a tarmac delay. BoA has developed a Contingency Plan for Lengthy Tarmac Delays. For more information please see BoA's Contingency Plan for Lengthy Tarmac Delay on www.boa.bo

A tarmac delay means the holding of an aircraft on the ground either before taking off or after landing with no opportunity for its passengers to deplane. Should a lengthy tarmac delay occur, if safety and security conditions permit, we will offer passengers beverages and a snack no later than (2) two hours after the aircraft leaves the gate (in case of a departure) or touches down (in the case of an arrival) BoA will also provide operable lavatory facilities as well as adequate medical attention, if needed, while the aircraft remains on the tarmac. We are not responsible for any special, incidental or consequential damages if we do not meet this commitment.

Furthermore, BoA will provide up-to-date information at least every 30 minutes while the aircraft is delayed about the status of the situation, including the reason for the tarmac delay, if known. BoA will also notify passengers beginning 30 minutes after the scheduled departure time (including any revised departure time that passengers were notified about before boarding) and every 30 minutes thereafter of the opportunity to deplane from an aircraft that is at the gate or another disembarkation area with the door open if the opportunity to deplane actually exists and provided that passengers do so at their own risk and with the risk that the flight departs without them.

9. Oversold Flights.

If at departure time more customers with confirmed reserved space 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 either some form of financial compensation, a reduced rate ticket, free ticket, or a transportation credit voucher. Reduced rate tickets, free ticks and vouchers are valid for one (1) year from date of issuance.

If there are not enough volunteers, BoA may deny boarding involuntarily, in accordance with BoA's established boarding priorities, to eligible passengers who hold a confirmed reserved space and have met BoA's requirement with respect to check-in time and appearance at the gate. 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.

BoA will rebook a passenger on to BoA's next available flight, if any, to the ticketed destination if the passenger is involuntarily denied boarding. If a BoA flight is not available, we will strive to provide comparable accommodations on another airline with which we have a ticketing agreement. Meals, hotel accommodations and other amenities will be offered when appropriate.

If you hold confirmed reserved space and are denied boarding involuntarily, you are entitled to a payment of denied boarding compensation from BoA unless:

- you have not fully complied with the airline's ticketing, check-in and reconfirmation requirements, or you are not acceptable for transportation under the airline's usual rules and practices; or
- you are denied boarding because the flight is canceled; or
- you are denied boarding because a smaller capacity aircraft was substituted for safety or operational reasons; or
- you are offered accommodations in a section of the aircraft other than specified in your ticket, at no extra charge (a passenger seated in a section for which a lower fare is charged will be given an appropriate refund); or
- you are in a charter flight contracted for a specific trip that is not part of BoA's regular schedule; or
- you are denied boarding involuntarily from a flight that does not originate at a U.S. airport; or
- BoA is able to place you on another flight or flights that are planned to reach your next stopover or final destination within one hour of the planned arrival time of your original flight.

With few exceptions, persons denied boarding involuntarily are entitled to compensation. The appropriate amount of compensation varies for each passenger depending on the planned arrival time of substitute transportation arranged (or offered to be arranged) by BoA and the value of the unused portion of the passenger's fare to the destination or first stopover. Passengers traveling from the United States to a foreign point who hold confirmed reserved space and are denied boarding involuntarily from an oversold flight originating at a U.S. airport are entitled to:

- 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 not, 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 \$675, if BoA 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 not, the airport of the passenger's final destination more than one hour but less than four hours after the planned arrival time of the passenger's original flight; or
- Compensation shall be 400% of the fare to the passenger's destination or first stopover, with a maximum of \$1,350, if BoA 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 not, the airport of the passenger's final destination less than four hours after the planned arrival time of the passenger's original flight.

BoA may offer free or reduced rate air transportation in lieu of the cash or check due under the previous paragraphs, if:

- The value of the transportation benefit offered, excluding any fees or other mandatory charges applicable for using the free or reduced rate air transportation, is equal to or greater than the cash/check payment otherwise required;
- After BoA fully informs the passenger of the amount of cash/check compensation that would otherwise be due and that the passenger may decline the transportation benefit and receive the cash/check payment; and
- BoA fully discloses all material restrictions, including but not limited to, administrative fees, advance purchase or capacity restrictions, and blackout dates applicable to the offer, on the use of such free or reduced rate transportation before the passenger decides to give up the cash/check payment in exchange for such transportation.

Information regarding our policies and procedures for handling situations when ticketed customers cannot be accommodated on a flight will be made available at the airport. Additional information concerning our overbooking policies can be found in our conditions of carriage on our website.

10. Disclosing Travel Itinerary, Cancellation Policies, Frequent Flyer Rules, Aircraft Seating Configuration, and Lavatory Availability.

We are committed to providing passengers clear information about BoA's existing policies and services, including the travel itinerary, the terms and conditions of the fare that applies to your travel, BoA's cancellation policies, frequent flyer rules, and aircraft configuration, including aircraft seating configuration, and aircraft lavatory availability. Such information is available to customers at www.boa.bo and/or,

upon request, through Toll free in USA 1-800-584-4099, in Bolivia at our Contact Center 901-10-50-10 and at airports. BoA's frequent flyer program information is on our website and in materials provided upon enrollment and in updates to BoA's frequent flyer program members.

BoA will attempt to contact you using the contact information in your reservation about any travel itinerary changes prior to the date of departure in a timely manner.

12. Provide Our Passengers with a Prompt Answer to their Claims.

BoA will acknowledge receipt of written customer complaints within 30 days of their receipt, and will send a substantive response within 60 days of receiving the complaint. BoA's social networking sites (e.g. Facebook, Twitter) are not intended for receipt of written consumer complaints and BoA will not reply to consumer complaints on those sites.

You may send your comments, suggestions or complaints through the following contacts:

Boliviana de Aviacion- BoA

Customer Service/Servicio de Atencion al Cliente

E-mail address: in USA ventasmia@boa.bo in Bolivia sac@boa.bo

Telephone: USA Toll free 1-800584-4099 Bolivia 901 10 50 10

Mailing Address:

8725 NW 18 Ter. Suite 100

Doral, FL. 33172

Contingency Plan for Lengthy Tarmac Delays

The following shall consist of the Contingency Plan for Lengthy Tarmac Delays for Boliviana de Aviación ("BoA"). This plan applies to all flights operated by BoA to and from the United States. It is important to know that your journey is subject to our Conditions of Carriage, so we recommend that you review the terms and conditions associated with the ticket purchased.

As part of BoA's commitment to ensure customer's safety and pleasant experience in the event of weather, air traffic control, government restrictions and other factors that may result in a tarmac delay, BoA has committed sufficient resources to develop and implement a Contingency Plan for Lengthy Tarmac Delays. A tarmac delay means the holding of an aircraft on the ground either before taking off or after landing with no opportunity for its passengers to deplane. BoA's Contingency Plan for Lengthy Tarmac Delay has been coordinated with the applicable airport authorities at all U.S. airports served and at designated U.S. diversion airports, including with U.S. Customs and Border Protection and with the Transportation Security Administration.

Should a lengthy tarmac delay occur, if safety and security conditions permit, we will offer passengers beverages and a snack no later than (2) two hours after the aircraft leaves the gate (in case of a departure) or touches down (in the case of an arrival) BoA will also provide operable lavatory facilities as well as adequate medical attention, if needed, while the aircraft remains on the tarmac. We are not responsible for any special, incidental or consequential damages if we do not meet this commitment.

Furthermore, BoA will provide up-to-date information at least every 30 minutes while the aircraft is delayed about the status of the situation, including the reason for the tarmac delay, if known. BoA will also notify passengers beginning 30 minutes after the scheduled departure time (including any revised departure time that passengers were notified about before boarding) and every 30 minutes thereafter of the opportunity to deplane from an aircraft that is at the gate or another disembarkation area with the door open if the opportunity to deplane actually exists and provided that passengers do so at their own risk and with the risk that the flight departs without them.