

Vietnam – Passenger Compensation Information

This notice contains important information about your right to a non-refundable advanced compensation under Circular No. 14/2015/TT-BGTVT of the Ministry of Transport of Vietnam (as amended) in the event of denied boarding, a flight cancellation, or a delay of more than four (4) hours.

1. Applicability

Passengers with a confirmed reservation are, under certain conditions, entitled to compensation in the event of denied boarding, a flight cancellation, or a delay of more than four (4) hours in departure, on flights departing from Vietnam, provided that the cause of the disruption is within our control.

2. Exemptions to compensation

A. Denied Boarding

In the event of denied boarding, we are exempt from providing compensation under the following circumstances:

1. We deem that your transportation will endanger other passengers/persons on the aircraft or a flight due to health conditions.
2. Denied boarding is implemented for the purpose of preventing spread of diseases.
3. You fail to comply with regulations concerning aviation safety, aviation security, air transport, or penalties for administrative violations against civil aviation.
4. You violate public order, endanger flight safety or you affect lives, health, or property of other people.
5. You are under the influence of alcohol or other drugs, resulting in unruly behaviour.
6. You are denied boarding due to security reasons, which have been notified to us by a competent authority.
7. You fail to present yourself for check-in before the check-in deadline specified in our Conditions of Carriage for Passengers and Baggage.

B. Flight cancellation or long delay

In the event of a flight cancellation or delay of more than four (4) hours in departure, we are exempt from providing compensation under the following circumstances:

1. Weather conditions that affect the safe operation of the flight.
2. Security risks that affect the safe operation of the flight.
3. A flight cannot be operated or is delayed for a long period of time further to a decision made by a competent state authority.
4. A flight is cancelled or delayed due to a passenger's medical condition (passenger is severely ill or dies after boarding the aircraft).
5. The aircraft or crew scheduled to operate a flight is damaged/harmed.
6. A flight is cancelled or delayed due to an armed conflict, political unrest, or a strike.
7. Aviation infrastructure or air navigation services are insufficient to warrant the flight operation.
8. Technical problems occur during the operation of the aircraft, from the time the captain signs to receive the aircraft ready for flight operation until the flight ends.
9. We re-route you to your destination and you arrive within four (4) hours of your original schedule time of arrival.
10. You are rebooked to reach the next point in your itinerary within six hours (6) hours of the scheduled time of arrival of your connecting flight.
11. All other cases of force majeure.

C. Other situations

We are also exempt from providing compensation when we can demonstrate:

1. We have notified you regarding a flight cancellation or delay of more than four (4) hours verbally, via SMS, or email, at least 24 hours prior to your scheduled time of departure, using the contact information you provided us. If we notify you via a phone call, we will make two phone calls which will be 20 minutes apart, and both calls will be between 07:00 and 22:00 (local time);
2. You failed to provide us with your contact information, as required by the regulation;
3. We are unable to contact you via the contact information you provided us;
4. You are travelling on a free ticket or a fare that is not available to the general public (industry/agent discounted ticket); or
5. You voluntarily cancel your confirmed reservation.

3. Compensation amounts

Inland flight duration	Compensation amount*
Domestic	
Under 500 km	VND 200,000
500 km to less than 1,000 km	VND 300,000
1,000 km or more	VND 400,000
International flight departing from Vietnam	
Under 1,000 km	USD 25
1,000 km to less than 2,500 km	USD 50
From 2,500 km to less than 5,000 km	USD 80
From 5,000 km or more	USD 150

*Please note that if a flight is delayed and later cancelled, compensation shall only apply once.

4. Method of compensation

We may provide compensation in any of the following payment methods:

1. Cash.
2. Bank transfer or other appropriate payment intermediary services, as per your request.
3. If you agree, free tickets, vouchers for further use of our services, or other free services.

5. Compensation payment time limit

A. Denied boarding

If you are denied boarding due to reasons within our control, we will provide compensation at the time denied boarding occurs.

B. Flight cancellation or long delay

If your flight is cancelled or delayed by more than four (4) hours due to reasons within our control, compensation will be made within fourteen (14) business days from the date on which we receive your compensation request.

6. Compensation locations

1. At the airport where the flight is cancelled or denied boarding occurs.
2. In the case of a delay of four (4) hours or more, at the airport where the flight takes off or lands.
3. An Emirates office or a designated representative office.
4. Compensation will be made to the account that you have specified to us.

Questions and complaints

If you have any questions related to your rights under Circular No. 14/2015/TT-BGTVT or to file a request for compensation, please contact the Emirates Customer Affairs department directly using the online [Feedback or Complaints Form](#).

Compensation for eligible flight cancellations and delays of more than four (4) hours will be made within fourteen (14) business days of receipt of a written request to the Emirates Customer Affairs Department:
<https://www.emirates.com/english/help/forms/complaint/>

This notice is required by Article 4(2) of Circular No. 44/2023/VBHN-BGTVT dated 2 August 2023 of the Ministry of Transport governing non-refundable advance compensation for air passenger transportation. In the event of any contradiction between this notice and the law, the provisions of the law shall prevail.