

go! Mokulele Customer Bill of Rights

This document applies to all go! Mokulele Flights operated by Mesa Airlines, Inc. For go! Mokulele flights operated by Mokulele Flight Service please refer to the Mokulele Airlines, Inc. Contract of Carriage located at (www.iflygo.com).

Our customer service plan is intended to provide you with information regarding go! Mokulele policies, procedures and methods for handling certain aspects of your travel on our airline, including those exceptions that may occur in your travel plans.

Offer the lowest fare available

Through its telephone reservations systems, website (www.iflygo.com), at airports and through city ticket offices, go! Mokulele will offer the lowest fare available for which the customer is eligible based on the date, flight and Class of Service requested.

go! Mokulele agents are trained to offer customers the lowest available fare in the market. This includes all agents representing go! Mokulele at our reservations centers, airport ticket counters and city ticket offices. go! Mokulele reservations' policy and practice dictates that all reservations agents sell the lowest available fare in a given market per flight segment unless otherwise specified by the consumer. Reservations agents utilize automated methods through the computer reservations system to accomplish this. Certain fares such as internet promotions are not accessible to the reservations agent and must be purchased through other means.

Notify customers of known delays, cancellations and diversions

When unforeseen problems occur and flights are delayed, canceled or diverted, go! Mokulele will make reasonable efforts to notify customers at the airport and onboard an affected aircraft, in a timely and accurate manner, with the best available information regarding known delays, cancellations and diversions.

It is go! Mokulele's policy is to provide updated announcements no later than every 30 minutes. Details of the delay will be announced as communicated via flight information found in the reservation and check-in computer system and from the Operation Control Center.

Cancellations prior to departure date

go! Mokulele agents shall attempt to contact customers when their flight cancels prior to day of departure. The Reservations Assistance Department rebooks customers and handles callbacks for customers prior to the day of departure. It is recommended that all customers reconfirm their itinerary 24 to 48 hours prior to departure.

Flight cancellations at the airport

In the event of a flight cancellation, go! Mokulele will take steps to reaccommodate customers on the next go! Mokulele flight, providing space is available. Depending on the type of ticket purchased, the reason for the flight irregularity and availability, go! Mokulele will not provide alternative travel on other air carriers in the event of a cancellation or delay.

Services to mitigate passenger inconvenience from cancellations and misconnections

Non-diversion cancellations and missed connections

When a go! Mokulele flight on which the customer is being transported is canceled or causes a missed connection, due to reasons within the control of go! Mokulele, creating an overnight stay, for the customer, go! Mokulele will provide one night's lodging.

go! Mokulele will pay for:

- Hotel room (go! Mokulele will not cover ancillary charges including but not limited to: room service, alcohol, or movies, laundry or other hotel services)
- Ground transportation (if not provided by the hotel)
- Passengers without baggage will be reimbursed upon presentation of receipts for reasonable incidentals such as toiletries needed until they are reunited with their baggage

go! Mokulele will not provide hotel accommodations when a flight is canceled or causes a missed connection due to circumstances beyond our control, such as weather or Air Traffic Control decisions. Additional exceptions where go! Mokulele will not provide hotel accommodations include:

- To a customer whose trip is interrupted at a city which is his/her origin point, point of scheduled temporary stay, or his/her permanent domicile.

In cases where go! Mokulele will not provide one night's lodging, go! Mokulele will provide passengers a list of hotels/motels, which offer a distressed rate when flight(s) are canceled.

go! Mokulele shall not be responsible for any charges associated with air travel not booked on *go!* Mokulele, including but not limited to rebooking fees and/or change fees under any circumstances.

Diversion (Flight is diverted to an alternate airport and canceled)

The pilots or flight attendants will advise the customers of the reason for the diversion. The customers may need to remain onboard. When time permits, the flight attendants will provide a limited beverage service. In the cases when the customers must deplane, all carry-on baggage and personal property must be removed from the cabin.

Alternate airport operation:

Some irregular operations may require landing at alternate airports, with bus service to the final destination. It is acceptable to allow a customer to leave directly from an alternate airport without requiring him/her to travel to the final destination.

City served by *go!* Mokulele:

When a flight (aircraft) is diverted to a city served by *go!* Mokulele or codeshare partner, and canceled, the customer service representatives in that city will reaccommodate customers on the next *go!* Mokulele flight.

City not served by *go!* Mokulele:

When a flight (aircraft) is diverted and then canceled in a city not served by *go!* Mokulele or a codeshare partner, the *go!* Mokulele Operations Control Center will make arrangements with other carriers and/or hotel accommodations. Once the flight attendants receive word from the flight deck, they will communicate to the customers the reason for the diversion (if they are permitted to disclose), estimated time of departure and/or accommodations.

On-time baggage delivery

go! Mokulele makes every reasonable effort to deliver bags in a timely manner (within 24 hours) and will attempt to contact any customer whose unclaimed, checked luggage contains a name and address or telephone number.

An example of a situation that may prevent baggage from being returned within 24 hours is when the bag tag is missing and the identification on the outside of the checked baggage does not contain a phone number.

go! Mokulele advises all customers to place identification on the inside and the outside of all checked baggage. This enables our agents to contact passengers who have not claimed their checked baggage. Agents are instructed to call the phone number listed on the bag tag should an unclaimed checked bag be found.

Customers must submit written notice of delayed baggage within four hours of flight arrival. When a customer reports a delayed bag, the baggage tracing system is used to initiate the search. Tracing efforts begin as soon as the delay is reported. *go!* Mokulele realizes the concern and inconvenience and will do everything possible to quickly reunite the customer and their baggage.

When customers have made a claim within four hours of flight arrival and baggage is delayed for 24 hours or longer after making a claim, *go!* Mokulele provides our customers the following:

- Reimbursement for reasonable interim expenses, such as toiletries will be considered upon submission of receipts
- NOTES:
1. Interim expense allowance is paid per ticketed customer, not per bag
 2. No compensation is allowable in the customer's domicile
 3. Receipts must be submitted for reimbursement.

If a bag is considered lost, *go!* Mokulele will refund baggage fees paid by the passenger for the lost bag.

Allow reservations to be canceled without penalty for a defined period of time

go! Mokulele will cancel a purchased ticket for a full refund without penalty for up to 24 hours after purchase, in order to give customers an opportunity to check for lower fares through other distribution systems, such as travel agents or the internet. This policy applies to refundable as well as non-refundable fares.

Refunds will be processed via the *go!* Mokulele reservations department regardless of when the tickets were purchased and the type of ticket (paper or electronic). Changes made to the itinerary more than 24 hours after purchase will be assessed the current change fee regardless of when the tickets were purchased.

To request a full refund on a ticket canceled within 24 hours of purchase, you must call (888)-435-9462 (1-888-IFLYGO2).

Provide prompt ticket refunds

go! Mokulele will refund tickets purchased within the last 24 hours, and fully-refundable unused tickets purchased by credit card, within seven business days of receipt of the refund application. Tickets purchased within the last 24 hours, and refundable unused tickets purchased with cash or check, will be refunded within 20 business days of receipt of the refund

application. *go!* Mokulele will provide a refund of all optional fees charged to a passenger for services that the passenger was unable to use due to an oversale or flight cancellation.

Properly accommodate passengers with disabilities and special needs

go! Mokulele is dedicated to providing safe, convenient and reliable travel to all individuals. All *go!* Mokulele employees are trained to comply with the Air Carrier Access Act (14 CFR Part 382). In accordance with the Air Carrier Access Act, *go!* Mokulele will not discriminate against any disabled individual. Employees who interact with disabled passengers will exhibit kindness, awareness and respect. *go!* Mokulele has employees that have been trained as Complaint Resolution Officials at every airport to answer questions.

go! Mokulele will provide services and equipment for disabled individuals when requested by or on behalf of disabled individuals. *go!* Mokulele will not impose charges for providing facilities, equipment or services. Examples of the services and equipment that will be provided to disabled individuals include:

- Assistance with boarding and deplaning and the use of ground wheelchairs, onboard wheelchairs, and ramp or mechanical lifts
- Provide lifts, ramps or aisle chairs to assist the disabled passenger where loading bridges are not available
- Onboard assistance with seating as part of the boarding and deplaning process, stowing and retrieving of carry-on items, and dining preparation such as opening packages or identifying food
- Provide telecommunication devices for the deaf (available toll-free (TDD) 24 hours per day, seven days per week)
- Permit accompanying service animals in the cabin free of charge

Meet essential needs during long on-aircraft delay

go! Mokulele never intends to cause undue stress or harm to our customers. However, due to unforeseen circumstances, there may be times when an aircraft is either unable to take off or may have to wait for a gate to become available. In the event that something like this occurs, *go!* Mokulele maintains contingency plans and policies.

go! Mokulele will provide food, water, lavatory facilities, access to medical treatment, and an opportunity to deplane in accordance with its contingency plan for length tarmac delays.

The pilots will frequently communicate with *go!* Mokulele's Operations Control Center, Station Operations and/or the Ramp Control Tower for updated information. The pilots and/or the flight attendants will keep the passengers informed.

Handle "bumped" passengers with fairness and consistency

During a denied boarding situation, *go!* Mokulele makes available the "*go!* Mokulele Disrupted Travel Brochure". The brochure explains *go!* Mokulele's obligations and the passenger's rights in the case of an oversold flight in accordance with regulations of the U.S. Department of Transportation. *go!* Mokulele will first solicit volunteers to give up their reservations (seats), in exchange for compensation. When *go!* Mokulele does not receive enough volunteers, *go!* Mokulele may deny boarding involuntarily to passengers holding a confirmed reservation. *go!* Mokulele may assign and release seats based upon special needs, time of check-in, product purchased, frequent flyer status, and/or ease of re-accommodation.

It is the *go!* Mokulele policy to never intentionally cause a passenger to be inconvenienced when he/she holds a confirmed reservation on a *go!* Mokulele flight. However, due to operational requirements, inventory control policies and a varying degree of no-show passengers, there will be times when passengers cannot be accommodated on the booked flight. When these conditions occur, it is our policy to arrange the first available alternate accommodations as efficiently as possible and/or compensate eligible passengers in accordance with existing *go!* Mokulele Tariffs and Department of Transportation (DOT) regulations.

go! Mokulele will not deny boarding involuntarily to any passenger until airline personnel first ask for volunteers who will give up their reservations willingly in exchange for some form of compensation. It is always the goal to obtain 100% voluntary denied boardings.

If a ticketed customer asks if the flight is overbooked, the employee responsible for such information in their day-to-day work activities would be expected to respond accurately if the information is available.

Passenger check-in requirements and cancellation of reservations

All reservations (including those on continuing and return flights) are subject to cancellation without notice if the following occurs:

1. The passenger has not purchased a validated ticket indicating confirmed seat(s) at least thirty (30) minutes prior to scheduled departure of the flight, or earlier if a greater time limit is specified.
2. The passenger fails to fulfill the requirements of the fare type to which the reservation applies.
3. If the passenger is not present at the boarding gate at least 15 minutes prior to scheduled departure time, even if the passenger has already checked-in for the flight at a place designated for check-in (i.e., a ticket counter, web check-in, kiosk, etc.).

4. If such action is necessary to comply with any governmental regulation, or to comply with any governmental request for emergency transportation in connection with the national defense, or whenever such action is necessary or advisable by reason of weather or other conditions beyond *go!* Mokulele's control.
5. If *go!* Mokulele refuses to transport the passenger for any of the reasons stated in (Refusal to Transport) of the *go!* Mokulele Contract of Carriage.

Denied boarding procedures - denied boarding involuntarily

Passengers to include passengers traveling on zero fare tickets, such as Vouchers and Frequent Flyer Reward Tickets are entitled to a payment of "denied boarding compensation" from *go!* Mokulele, unless:

1. The passenger has not fully complied with the *go!* Mokulele ticketing and check-in requirements, or the passenger is not acceptable for transportation under *go!* Mokulele rules and practices.
2. Passengers are denied boarding because the flight is canceled.
3. A smaller capacity aircraft was substituted for safety or operational reasons.
4. A flight operating with an aircraft having 60 or fewer seats has safety-related weight/balance restrictions that limit payload.
5. Passengers are offered accommodations in a section of the aircraft other than specified in their ticket; at no extra charge (a passenger seated in a section for which a lower fare is charged must be given an appropriate refund).
6. *go!* Mokulele is able to place the passenger on another flight or flights that are planned to reach the final destination within one hour of the scheduled arrival of the original flight.

If the passenger has been subjected to involuntary denied boarding, the passenger is entitled to one of the following forms of compensation.

For domestic flights:

- If the passenger's arrival at his or her final destination is greater than one hour but less than two hours past their original scheduled arrival, involuntary compensation is 200 percent of the sum of the values of the remaining flight coupons of the ticket to the next stopover, but not to exceed \$650
- If the passenger's arrival at their final destination is two hours or more past their original scheduled arrival, involuntary compensation is 400 percent of the sum of the values of the remaining flight coupons of the ticket to the next stopover, but not to exceed \$1300

Disclosure of travel itinerary, cancellation policies, frequent flyer rules and aircraft configuration

1. *go!* Mokulele reservations and ticket agents provide verbal notification to those customers whose flights experience a change of aircraft when booked on a flight with a single flight number.
2. Customers who do not use each flight coupon, use flight coupons out of sequence or have an unused segment in the itinerary may cause the reservation to be canceled. Customers are advised to call *go!* Mokulele to cancel a segment should their travel plans change.
3. Customers may request information regarding our general aircraft configuration at any time. *go!* Mokulele agents are able to provide information regarding exit row seating, seating for physically-challenged passengers, seat configuration, average seat size and pitch.
4. Information regarding the *go!* Mokulele Miles program can be found in the following locations:
 - *go!* Mokulele Ticket Counters
 - www.iflygo.com
 - *go!* Mokulele Miles Program Brochure

Ensure Good Customer Service from Codeshare Partners

We continually work together with our codeshare partners to provide seamless travel. Each codeshare partner can ticket and make advance seat assignments when booking customers on a codeshare flight. We and our domestic codeshare's Customer Relations, Airport Services and Operations Departments work closely to ensure consistent and quality customer relationship practices.

Be more Responsive to Customer complaints

We have assigned a customer service representative responsible for handling passenger complaints and ensuring that all complaints are acknowledged within 30 days and responded to within 60 days. To contact our customer relations department please visit <http://www.mesa-air.com/> or <http://www.iflygo.com> and refer to the Customer Service section alternately you may contact our Customer Relations Department at the address listed below.

go! Mokulele Airlines
Attn. Customer Care
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Farmington, New Mexico, 87401