Arab Republic
General Authority of Civil Aviation and Air Transport

Resolution No. 495

GACA's President,

pursuant to the provisions of the Syrian Civil Aviation Law No. 6 of 2004 and Decree No. (136) dated 22 July 2025, appointing the GACA's President, and based on the Presidency of the Council of Ministers Decision No. (30), and on the decision of the Presidency of the Council of Ministers No. (6) dated 31 December 2024 on the establishment of the General Authority of Civil Aviation and Air Transport, and on the decision of the Presidency of the Council of Ministers No. (30) dated 3 February 2025, considering the requirements of the public interest,

decides as follows:

Article 1: Definitions

First: For the purposes hereof, the following words and phrases shall have the meanings assigned to them below:

1. **The Authority**: The General Authority of Civil Aviation
2. **The President**: The President of the General Authority of Civil Aviation
3. **The Law**: Civil Aviation Law No. 6 of 2004
4. **The Regulation**: The Regulation for the Protection of Passenger Rights
5. **Passenger**: A passenger contracted with an air carrier operating flights within the scope hereof
6. **Ticket**: A document or electronic record issued by the air carrier containing a confirmed reservation for the transport of a passenger from the point of departure to the point of arrival on a specific flight with a specific date and time, a specific seat, and a specific class of service
7. **Charter Flight**: Non-scheduled commercial flights for passengers and their accompanying baggage, based on the duration or distance of the flight, or on a per-flight basis when the entire capacity of the aircraft is occupied for the benefit of the charterer
8. **People with special needs**: People with disabilities and travellers whose travel requires prior arrangements with the air carrier to complete their travel procedures and board the plane, including the elderly, pregnant women, children, overweight individuals, or those with temporary mobility difficulties due to medical reasons
9. **Carry-on baggage**: Baggage carried by the passenger in the aircraft cabin.
10. **Checked baggage**: Baggage that the airline accepts for transport in the aircraft's baggage hold.
11. **Overbooking**: The practice of an airline selling reservations more than the aircraft's capacity in terms of the number of seats
12. **Refusal of Boarding**: Refusal to allow a passenger to board the scheduled flight due to overbooking
13. **Force Majeure**: An exceptional event or circumstance beyond the control of the airline, which cannot be foreseen, predicted, or avoided during the normal course of operations, and which causes flight delays, schedule changes, or cancellations. No event or circumstance falls under the force majeure unless approved by GACA
14. **Destination**: The point at which the journey ends, whether nonstop or continuous, according to the agreed booking

15. **Assistive Devices**: Any manual or electric wheelchair, frame, cane, crutch, prosthetic limb, or other assistive device specifically designed to assist a person with a disability or limited mobility who requires the use of such devices for transportation
16. **Runway Delay**: The time the aircraft remains on the ground; for departures, from the time the aircraft is fully taxied until take-off; and for arrivals, from the time it touches down until passengers are allowed to disembark
17. **Ticket Price**: The full price paid for the ticket, including taxes and any other fees, including administrative fees charged by the air carrier for all optional and non-optional services included in the ticket
18. **Tour Operator**: Any licensed entity that organizes, sells, and markets travel packages and programs to the public, within or outside Syria, on a regular basis for a fee, including providing air transport as part of the travel package
19. **Care**: The necessary care and services that the air carrier must provide to passengers hereunder
20. **Support**: The guidance, instructions, and information that the air carrier is obligated to provide to passengers when it is unable to fulfil its obligations under the contract of carriage.

Second: For terms not defined herein, the definitions provided for them in international treaties to which Syria is a party, or in the Law or relevant legislations, shall apply.

Article 2: Goals

This regulation aims to:

1. Contribute to improving and enhancing the efficiency of air transport services
2. Regulate passenger service activities provided by air carriers and achieve sustainable integration
3. Improve the passenger experience to, from, and within Syria by providing the necessary care and support
4. Promote the protection of passenger rights to organized, safe, and responsive transportation that meets passenger needs

Article 3: Scope and Application

Without prejudice to the provisions of international law and treaties to which Syria is a party, the provisions hereof shall apply to:

1. Flights departing from Syrian airports, whether operated by a national or foreign carrier
2. Flights arriving in Syria by a national or foreign carrier. If passenger protection regulations exist in the departure country, the air carrier is obligated to use whichever regulations are best for the passenger, as determined by GACA
3. All passengers, whether on discounted tickets or benefiting from loyalty programs offered by the airline
4. Passengers included in travel packages related to air transport only, excluding other services
5. Passenger complaints regarding baggage for flights arriving in Syria

Article 4: Contractual Relationship

1. The contractual relationship between the air carrier and the passenger, subject to the provisions hereof, is established upon the issuance of the reservation

2. Upon completion of the journey, or any part thereof, by an actual carrier, the actual carrier is responsible for applying the provisions hereof to the passenger within the limits of the transportation they provided, while the contracted carrier is responsible for the entire transportation
3. The carrier is responsible for providing the services stipulated herein and may not claim unavailability of services or inability to provide them, unless the passenger is notified of this at the time of booking.

Article 5: Traveler's Rights

1. **Transparency**: Passengers are provided with all necessary information related to completing the booking process in accordance with the air transport contract, as well as information regarding the handling of flight delays or cancellations, refused boarding, delayed or damaged baggage, and other matters, as detailed herein. The components of the ticket price shall be clearly and unambiguously disclosed, including any information related to promotional discount campaigns
2. **Effective communication channels**: Enabling passengers to communicate quickly and effectively with the airline to complete bookings, travel procedures, and receive necessary care and support when needed, both inside and outside the airport
3. **Adherence to flight schedules**: Adherence to the scheduled departure and arrival times as indicated in the booking
4. **No denial of boarding**: Ensuring passengers boarding the flight according to the booking and providing necessary care and support if this is not possible, in accordance with the provisions hereof
5. **Checked Baggage Delivery**: Checked baggage will be delivered to the destination agreed upon in the booking, intact and without delay.
6. **Loyalty Programs**: The terms and conditions of the loyalty program will be explained to the traveller, and all promises and benefits included therein will be honoured, provided that this does not violate the provisions of these regulations.
7. **Care and Assistance**: Care and assistance will be provided in cases where required, in accordance with the provisions of these regulations.
8. **Compensation**: The traveller will be compensated in cases where compensation is warranted, in accordance with the provisions of these regulations.

Article 6: Traveler's Obligations

1. Review the terms and conditions of the carriage contract published by the air carrier before making the reservation
2. Provide the air carrier with their correct contact information when booking
3. Arrive at the airport at the time specified by the air carrier to complete travel procedures and be present at the departure gate as instructed by the air carrier
4. Complete all required travel documents and fulfil all standard travel requirements, in accordance with the regulations and instructions of the departure, arrival, and transit countries
5. Disclose any disabilities or special requirements, if any, during the booking process
6. Adhere to public decorum and refrain from any action that could affect the safety of the flight, delay its departure, or by which they can be considered a disruptive passenger.

Article 7: Air Carrier’s Obligations

1. Ensuring the traveller possesses the necessary documents for entry into or exit from Syria to their destination, or for the airports through which the transfer is made.

2. Explaining the terms and conditions of the air transport contract in a simple and legible manner for the traveller in both Arabic and English, including:
   - Ticket prices
   - Flight schedules
   - Loyalty program benefits
   - Services available for passengers with disabilities and special needs
   - Communication procedures in cases of delays, cancellations, refusal to board, or baggage damage or delay
   - Procedures for obtaining care, support, and compensation in cases of flight delays, cancellations, or refusal to board
3. The airline must publish this regulation for awareness purposes on its website and at points of sale, along with its policies and procedures related to implementing the provisions hereof, in both Arabic and English
4. The airline must inform the passenger immediately upon receiving information regarding the advancement of the flight time, refusal of boarding, cancellation, or delay of the flight. This notification must include any additional delays as detailed in this regulation, and must state the following:
   a) Reason for boarding refusal, delay, or cancellation
   b) Compensation options available to the passenger
   c) Type of care and support provided by the airline to the passenger
5. Communicating with passengers in cases related to care, support, and compensation
6. Provide GACA with all necessary information, records, evidence, and documents for specific flights, including audio and video recordings, electronic records, and reports as requested
7. The air carrier is obligated to provide a system for protecting passengers' rights in accordance with the provisions of these regulations, as approved by the Authority. This system must include an appropriate mechanism for addressing problems encountered by passengers and ensure the availability of necessary resources to support passengers in the event of any operational disruption.

Article 8: Disclosure and Prices

1. The airline is obligated to disclose any additional fees added to the advertised price in the same advertising material used, including any applicable taxes
2. The airline is obligated to clarify the fees incurred for any changes or modifications requested by the passenger when making or modifying a booking
3. The airline may not provide misleading information about service prices or how they are provided when advertising them.

Article 3: Advancement of Flight Time

1. Air carriers may not advance flight times unless required by security and safety considerations, as determined by reports approved by GACA
2. Passengers shall be given the option of accepting the advanced flight or booking a suitable alternative flight
3. The time difference between the original flight and the alternative flight accepted by the passenger shall be treated according to the provisions regarding flight delays outlined herein
4. Passengers shall have the right to cancel their contract with the air carrier if the flight time is advanced. In such cases, the flight shall be considered cancelled according to the provisions regarding flight cancellations outlined herein. The provisions regarding compensation shall apply.

Article 10: Flight Delays

1. The airline shall be bound by the published flight schedule and the flight times indicated in the booking, unless required by security and safety considerations, as determined by reports approved by GACA
2. The airline is obligated to notify the passenger of any flight delays at least 45 minutes before departure, specifying the new departure time in the notification
3. The airline is obligated to update the flight status and any further delays every 30 minutes. Consecutive delays for the same flight are considered a single continuous period
4. The airline shall bear the costs of extending the passenger's stay until the new departure time if the flight is delayed while the passenger is staying at a paid accommodation, whether a hotel or other similar unit. The passenger shall be notified of the alternative departure time and provided with the necessary support.
5. Departure delays and their duration shall be addressed by providing necessary care and support, based on the time difference between the actual and scheduled flight times.
6. Compensation for delays shall be calculated based on the passenger's actual arrival time compared to the arrival time specified in the booking. Compensation is granted according to the following:

    a. An amount equivalent to (2.5%) of the ticket price, if the total flight delay is between 3 and 6 hours
    b. An amount equivalent to (5%) of the ticket price, if the total flight delay is more than 6 hours

7. Passenger shall be entitled to request the airline to cancel the contract if the flight departure is delayed by more than 3 hours and receive a full refund of the ticket price only, without any deductions
8. If the flight delay extends beyond 6 hours, the passenger shall consider the flight cancelled and shall be entitled to receive compensation in accordance with the provisions hereof.

Article 11: Delay on the Runway

1. Throughout the period of aircraft delay on the runway, the air carrier is obligated to provide the following:
    - access to restrooms (toilets), if the aircraft is equipped with them
    - adequate ventilation, cooling, and heating
    - food and beverages
    - enabling passengers to communicate with people outside the aircraft.

2. The air carrier is obligated to provide passengers with the option to disembark if the aircraft is delayed on the runway for several hours, unless this is contrary to safety and security considerations
3. Priority for disembarkation is given to persons with disabilities, persons with special needs, and their assistants and companions
4. If a passenger chooses to disembark before departure, they have the right to request the air carrier to consider the flight cancelled in accordance with the provisions regarding flight cancellations herein.

Article 12: Cancellation of Flights

1. Air carrier may not cancel scheduled flights, except in cases of force majeure or for safety and security reasons, according to reports approved by GACA

2. When notifying a passenger of a flight cancellation, the airline shall take the following into consideration:

   a. to offer the passenger available alternative flights
   b. to explain to the passenger their rights to care, assistance, and compensation.

3. If the passenger accepts an alternative flight, they are not entitled to compensation for cancellation, and the provisions regarding flight delays apply to the time difference between the original and alternative flights.
4. The passenger has the right to cancel the contract upon flight cancellation and their refusal of an alternative flight, thus relieving the airline of the care and assistance stipulated herein
5. Revocation of of the contract due to flight cancellation shall entitle the passenger to a full refund of the ticket price, including any additional fees paid to complete the booking, such as seat selection fees, baggage fees, etc.
6. The passenger is entitled to compensation when the flight is cancelled by the airline, according to the following provisions:

   a. The ticket price and the remaining portion of the journey shall be refunded, and the passenger shall be compensated with an amount equivalent to (50%) of the value of the unused itinerary, if the airline notifies the passenger of the flight cancellation between 60 days and 24 hours before departure time.
   b. The ticket price and the remaining portion of the journey shall be refunded, and the passenger shall be compensated with an amount equivalent to (75%) of the value of the unused itinerary, if the airline notifies the passenger of the flight cancellation between 14 days and 24 hours before departure time.
   c. The ticket price and the remaining portion of the journey shall be refunded, and the passenger shall be compensated with an amount equivalent to (150%) of the value of the unused itinerary, if the airline notifies the passenger of the flight cancellation from 24 hours to departure time.

7. When a flight is cancelled as part of a discounted flight offer advertised by the airline, compensation shall be provided at the highest fare for the booked class according to the applicable rates
8. In the event of flight cancellation at airports that do not offer daily flights, the airline must provide alternative transportation, with the passenger's consent, to ensure their arrival at their destination or the nearest airport from which they can depart to their destination.

Article 13: Refusal of Boarding

1. The airline undertakes to make every effort to minimize boarding refusals due to overbooking
2. The airline undertakes to upgrade the passenger to the next higher class free of charge, when alternative seats are available on the same flight
3. The provisions relating to downgrading apply when a seat is available in a lower class of service than the one booked by the passenger and the passenger accepts it
4. The air carrier may request passengers to volunteer to give up their seats in exchange for an offer
5. If a passenger is refused boarding due to overbooking, the air carrier must do the following:

   a. To clearly explain the passenger's rights in writing, while providing the necessary care and support
   b. To allow the passenger the right to choose between traveling on another flight with the same airline or with a different airline, with the airline bearing the cost difference.

6. If a passenger denied boarding accepts the alternative flight, the time between the refused flight and the alternative flight will be treated according to the flight delay provisions outlined herein
7. The passenger has the right to refuse boarding and cancel the contract, and the airline is obligated to refund the ticket price for the unused route, in addition to providing compensation equal to 200% of that price
8. The airline is exempt from compensation for refused boarding if it provides an alternative flight within two hours of the original departure time
9. The airline is not permitted to refuse boarding to the following categories:

    a. People with disabilities
    b. People with special needs
    c. First-degree relatives and accompanying domestic workers
    d. Unaccompanied minors
    e. Travel groups.

Article 14: Class Downgrade

1. A downgrade on the same flight shall not be considered a refusal of boarding if the passenger agrees
2. The airline is obligated to compensate the passenger, upon acceptance of the downgrade, for the full price difference between the original class and the class travelled in for the downgraded portion of the journey, based on the lowest fare for the downgraded class, in addition to compensating the passenger with an amount equal to (50%) of that value. This compensation is not a substitute for any other compensation or damages resulting from the downgrade
3. If the passenger decides to cancel the contract, the airline must refund the ticket price for the unused portion, in addition to providing compensation equal to (200%) of the ticket price.

Article 15: Baggage

1. Passengers are entitled to carry baggage as specified in their booking, including carry-on and checked baggage, provided it complies with the terms and conditions of the air transport contract regarding the permitted number, dimensions, and weight
2. The air carrier is obligated to check baggage for passengers according to the permitted number per passenger, without exceeding it, unless it is excess baggage, in which case its shipping cost will be calculated separately
3. The air carrier must provide passengers with the necessary registration and declaration mechanisms, both digitally and on paper, if exceptional baggage handling is required, such as for additional, oversized, or high-value baggage that necessitates declaration
4. The passenger is entitled to compensation from the airline if his baggage is delayed in reaching the destination, according to the following:

    a. An amount equivalent to (25%) of the ticket price will be charged if baggage arrives after the arrival time specified in the booking, for the first day
    b. An amount equivalent to (5%) of the ticket price will be charged for each day of delay starting from the second day, up to a maximum of (50%) of the ticket price.

5. Cases of lost or damaged luggage shall be treated as follows:

    a. Passengers are compensated for lost baggage up to 50% of the ticket price.
    b. Passengers are compensated for damaged baggage up to 50% of the ticket price.

c. The air carrier is exempt from providing compensation if the damage is due to an inherent defect or fault in the baggage
d. If checked baggage does not arrive within 21 days of its expected arrival date, the passenger has the right to request the air carrier to treat the baggage as lost.

6. If a passenger wishes to increase their compensation due to their baggage containing valuable or high-value items, they must disclose these items and their value to the air carrier before they are checked in as baggage, using the forms provided by the carrier
7. Compensation shall be calculated based on the declared value. Each additional item, such as excess baggage, shall be treated separately and compensated according to the provisions of this Article
8. The provisions of this Article apply to cases where baggage is accepted by the air carrier, but circumstances then require their return to the passenger because he is unable to travel for any reason.

Article 16: Stops and Subsequent Journeys

1. For the purposes of these regulations, transportation carried out by successive air carriers shall be considered a single, indivisible transportation if the passenger and the air carrier agree to consider it as one transportation operation, whether the agreement to that effect is concluded in the form of a single contract or a series of contracts
2. When providing the service through commercial arrangements or strategic alliances such as codesharing, the contracting air carrier is obligated to disclose to the passenger, through a point of sale, the air carrier or carriers with whom the passenger has a contractual relationship for the completion of the journey
3. The airline is obligated to clarify all stopover points included in the itinerary, whether on the same aircraft or another, and to specify the actual carrier for each leg of the journey
4. If the airline cancels a destination specified in a confirmed booking itinerary, it must notify the passenger. The passenger then has the right to reschedule the flight as needed or to cancel the contract and request that the flight be treated as cancelled in accordance with the provisions regarding flight cancellations herein
5. The air carrier may not add stopovers not indicated in the confirmed booking and must specify whether the flight is direct or includes stopovers when the booking is made
6. The passenger is entitled to compensation at a rate of (5%) of the ticket price for each additional stopover not declared by the air carrier when the booking was made. Compensation is not waived in the event of flight delays
7. If the passenger is notified of an added stopover after the ticket has been issued, the passenger has the right to cancel the contract and receive a full refund without any deductions
8. Stopovers added for security and safety purposes or to address an emergency on board the aircraft are exempt from the provisions of this Article, provided they are documented in reports approved by GACA.

Article 17: Care and Support

1. When refusing boarding, cancelling or delaying a flight, the air carrier is obligated to provide care to passengers as follows:

    a. Refreshments and beverages starting from the first hour
    b. A suitable meal if the delay exceeds 3 hours from the departure time
    c. Hotel accommodation and transportation to and from the airport for each passenger if the delay exceeds 6 hours from the departure time.
2. The air carrier is obligated to provide the necessary support during the care period.

3. The air carrier must compensate the passenger if it fails to provide any of the care services to which the passenger is entitled, according to:

    a. (5%) of the ticket price if refreshments and beverages are not provided
    b. (10%) of the ticket price if suitable meals are not provided
    c. (50%) of the ticket price if hotel accommodation and airport transfers are not provided.

4. Financial compensation does not relieve the air carrier of its obligation to provide the necessary care and support.

Article 18: Passengers with Disabilities and Special Needs

1. Passengers with disabilities or special needs must clearly disclose their condition to the carrier when making their reservation and provide supporting documentation. This requirement does not apply to the elderly
2. The carrier is obligated to allow passengers with disabilities or special needs to bring necessary mobility devices and equipment free of charge, in addition to the standard baggage allowance, and to treat these items as priority baggage
3. If the passenger is accompanied by an assisting animal, the airline must agree to allow the animal to travel free of charge, provided that a written certificate is submitted by a competent authority proving that the animal has been trained to assist the passenger with a disability or special needs
4. If the assistive devices or equipment are of high value, the passenger must disclose this to the airline
5. In the event of damage to the assistive devices or equipment, compensation will be provided for the value of the resulting damage
6. Devices and equipment necessary for passengers with disabilities and special needs shall be excluded in all cases where the airline requires the aircraft to reduce its weight by offloading some baggage. The airline must ensure that these devices and equipment arrive with the passenger
7. The airline is obligated to provide a replacement wheelchair if the wheelchair does not arrive on the same flight. The passenger is entitled to compensation equal to (5%) of the ticket price if a replacement wheelchair is not provided. The provisions regarding checked baggage compensation stipulated herein shall apply to delays in the arrival of the wheelchair
8. A passenger with a disability or special needs who is refused boarding after a ticket has been issued with a confirmed reservation is compensated with an amount equivalent to (200%) of the total ticket price, in addition to a full refund of the ticket price for the unused part of the journey.

Article 19: Charter Flights

1. Without prejudice to the regulations and provisions in force in Syria, particularly those of the Ministry of Tourism, all provisions hereof shall apply to charter flights
2. When contracting with a passenger through a tour operator, the air carrier must provide the passenger with all necessary care and support services and compensate them in cases where compensation is warranted
3. Ticket refunds, in accordance with applicable regulations, shall be processed through the tour operator who made the booking.

Article 20: Force Majeure

1. Ticket refunds, in accordance with applicable regulations, will be processed through the tour operator who made the booking.

    a. Informing the traveller of updates and changes related to the situation, from the time the situation is announced and around the clock, until its resolution
    b. Providing appropriate support services in these situations according to the requirements outlined herein.
2. An air carrier may not quote force majeure as excuse if the violation of the provisions of these regulations is due to a technical malfunction in the aircraft, operational or flight scheduling circumstances, misjudgement on its part or on the part of one of its employees, or if it results from negligence or dereliction of duty on the part of its agents
3. The passenger has the right to cancel the contract if the force majeure continues for more than 3 hours for domestic flights, or for more than 6 hours for international flights. Passenger has the right to a full refund of the ticket price without any deductions
4. In cases of force majeure, the air carrier is exempt from the compensation stipulated herein, according to reports approved by GACA.

Article 21: Refund and Compensation

1. The air carrier is obligated to complete the refund and/or compensation process stipulated herein within a period not exceeding 15 days from the date of the incident giving rise to the claim
2. The ticket price refund mechanism shall be in accordance with the payment method used to purchase the ticket, unless this conflicts with other relevant regulations.

Article 22: Filing Complaints

The air carrier must establish a clear and publicly available mechanism for receiving passenger complaints, notify them of their receipt, and explain how they will be processed and responded to. This mechanism must be approved by GACA.

Article 23: Protection of Travellers' Rights

1. The Passenger Rights Protection Department at GACA is responsible for applying and interpreting the provisions hereof and monitoring their implementation. To this end, GACA may undertake the following:

    a. Issuing the necessary policies, instructions, regulations, and implementation mechanisms
    b. Supervising the guidance of passengers regarding all matters related to their rights and how to exercise them, within the scope of provisions hereof
    c. Receiving, reviewing, analyzing, and processing passenger complaints against air carriers concerning matters related to the protection of passenger rights, in accordance with a policy issued by GACA.

2. The air carrier is obligated to submit reports to the Passenger Rights Protection Department at GACA, in accordance with its decisions regarding cases subject hereto, and how to handle them

3. The air carrier is obligated to enable the Passenger Rights Protection Department at GACA to access all relevant technical systems without restriction or condition, for the purposes of auditing and ensuring compliance with the provisions hereof

Article 24: Documentation

The air carrier bears responsibility for any failure to ensure that the passenger possesses the necessary documents for entry into or exit from Syria to their destination or transit airports. This includes covering the costs of returning the passenger to their point of departure, providing accommodation if necessary, and offering care and support.

Article 25: Fines

Without prejudice to the compensation due to the passenger stipulated herein, the air carrier shall be penalized with a financial penalty not exceeding US$15,000 for each violation of the provisions hereof, and whatever issued pursuant thereto. The operating approvals granted to the air carrier shall be reconsidered after the third violation.

Article 26: Indemnities

The passenger may file a lawsuit with the competent court to assess the extent of the damage suffered and the amount of compensation for damages resulting from the air carrier's failure to comply with the terms and conditions of the contract concluded with the passenger.

Article 27: Transport of Animals

1. The airline must inform passengers of the rules regarding the transport of pets before accepting them on its flights
2. In the event of cancellation of the transport of a ticketed animal, the airline shall bear the costs incurred due to the cancellation, not exceeding 150% of the ticket price.

Article 28: Exemption from Compensation

The air carrier is exempt from financial compensation related to flight advancements or delays due to air transport safety and security, based on reports approved by GACA, but shall not be exempt from the duty of support.

Article 29: The air carrier shall provide a system for protecting the rights of passengers in accordance with the provisions of these regulations as one of the conditions for granting it approval to operate to Syrian airports.

Article 30: Air carriers who have obtained operating permits to Syrian airports are granted a one-month period from the date of entry into force of this Resolution to submit a system about the protection of passengers' rights in accordance herewith.

Article 31: The Authority may increase the fines stipulated herein as the circumstances require.

Article 32: This Resolution shall be communicated to those responsible for implementation and shall be considered effective from the date of its issuance.

Damascus, on 12 December 2025

(Signed & Sealed)

Syrian GACA's President

Mr. Omer Alhusari

Arab Republic
General Authority of Civil Aviation and Air Transport

Resolution No. 502

GACA's President,

pursuant to the provisions of the Syrian Civil Aviation Law No. 6 of 2004 and Decree No. 213 of 2025, on the establishment of the General Authority of Civil Aviation and Air Transport, and on the decision No. 297 of 2025, appointing the GACA's President, and in consideration of the requirements of the public interest,

decides as follows:

Article 1: Definitions

For the purposes hereof, the following words and phrases shall have the meanings assigned to them below, unless the context requires otherwise:

- **The Authority**: The General Authority of Civil Aviation
- **The President**: The President of the General Authority of Civil Aviation
- **Air Carrier**: An air transport company licensed to operate flights to airports or flights overflying Syrian airspace
- **Scheduled Flight**: A flight advertised on an approved schedule and open for public sale
- **Charter Flight**: Non-scheduled flight operated based on a specific request/contract/authorization and with operational approval/permit
- **Flight Cancellation**: Failure to operate the flight on the approved number/date/sector, after it has been opened for operation, sale, or operationally approved
- **Early Cancellation**: Cancellation of the flight at least 12 hours before the scheduled departure
- **Late Cancellation**: Cancellation of the flight within a period of 72 to 24 hours before departure
- **Very Late Cancellation**: Cancellation of the flight less than 24 hours before departure
- **No-Show:** Failure to operate the flight without prior cancellation, or cancellation after the scheduled departure time
- **Force Majeure**: An exceptional event or circumstance beyond the control of the airline, including sovereign decisions, air safety considerations, airspace or airport closures, by official decree

Article 2: The Goal

Ensuring the proper use of traffic rights granted to airlines and guaranteeing the efficient management of operational capacity at airports and airspace, in accordance with relevant international principles of non-discrimination and regulatory fairness.

Article 3: Scope of Application

This Resolution shall apply to all national and foreign airlines operating scheduled or unscheduled flights to/from, or overflying Syrian, without discrimination.

Article 4: General Rule

- The air carrier may not cancel a scheduled flight except for acceptable and documented reasons, and in a manner that does not infringe upon the rights of passengers
- Charter flights may be cancelled under specific conditions set by GACA, provided that the air carrier adheres to the notification, compensation, and care procedures stipulated herein, if this involves passengers/tickets/confirmed reservations.

Article 5: Prior Notification Procedures

When an airline wishes to cancel a flight, it is obligated to:

- The authority must be notified immediately through official channels of any cancellation or modification to the operating schedule, according to the following timeframes:
  - Early cancellation (≥ 72 hour)
  - Late cancellation (72 - 24 hours)
  - Very late cancellation (<24 hours)

- Notification to Passengers/Travel Agents/Organizers
- Notification must include reason for cancellation, available alternatives, refund/rebooking rights, and 24/7 contact point.

Article 6: Carrier's Obligations towards Passengers in Case of Cancellation

When a flight is cancelled with passengers who have confirmed bookings, the air carrier shall be bound by the passenger rights regulations approved by GACA.

Article 7: Compulsory Cancellation Report

- The airline must submit a cancellation report to GACA within 24 hours of the scheduled departure time, including:

  - A detailed reason for the cancellation along with supporting evidence (maintenance/safety/weather/NOTAM reports, etc.)
  - The number of passengers affected, and the actions taken (rebooking/refund/care/compensation)
  - The impact of cancellation on slots and on the integrity of operations.

- GACA has the right to request additional information within 3 days, and the air carrier must respond within 3 working days

Article 8: Fines

The following administrative fines shall be imposed for each cancelled or non-operated flight, without prejudice to any other obligations stipulated hereunder or in applicable regulations.

1. Early cancellation (more than 72 hour before departure): $100
2. Late cancellation (within 72 - 24 hours before departure): $750
3. Very late cancellation (less than 24 hours before departure): $2000
4. No-Show: $4000

These fines are of administrative and regulatory nature, aimed at promoting operational discipline and ensuring the optimal use of traffic rights.

Article 9: Capacity Component (seat capacity)

In addition to the fines stipulated in Article 8, a variable fee shall be imposed according to the approved seat capacity of the aircraft in the following cases:

1. Very late cancellation: $0.30 per approved seat
2. No-Show: $0.60 per approved seat

Article 10: Gradual Escalation

If the violation is repeated within 30 days:

- Second violation: Fine increased by 25%.
- Third violation: Fine increased by 50%.
- Fourth violation and beyond: Fine increased by 100%, with the possibility of additional regulatory action.

Article 11: Additional Regulatory Actions

If violations are repeated during a single operating season, GACA may take one of the following actions:

1. Issue a formal warning and require the air carrier to implement a corrective action plan
2. Temporarily suspend traffic rights to the destination in question
3. Restrict the number of flights granted
4. Requirement to provide a financial guarantee for operational commitment.

Article 12: Exceptions

- Sovereign decisions issued by the State
- Officially established air safety considerations
- Force majeure cases recognized by GACA

Article 13: Objection

The airline may submit a written, reasoned objection within 15 working days from the date of notification of the violation. GACA will issue a decision of acceptance or rejection within 15 days, and the decision shall be final.

Article 14: The Principle of Proportionality

When applying penalties, GACA shall consider the principle of proportionality between the violation, its operational impact, its frequency, and the air carrier's compliance behaviour.

Article 15: Force Majeure Assessment

Force majeure cases and aviation safety considerations are subject to documented technical evaluation by GACA in accordance with the approved risk-based assessment methodology and in compliance with the standards of the International Civil Aviation Organization (ICAO).

Article 16: The Right to Hear

No action shall be taken to suspend or restrict traffic rights, except after formal notification and granting the air carrier an opportunity to present its defences within a specified period, provided that the decision is reasoned.

Article 17: Miscellaneous

1. If the actual utilization rate falls below 80% of scheduled flights within the operating season (IATA Summer or Winter Season) without a force majeure reason approved by GACA, the air carrier shall lose priority of the historic precedence in the following season
2. The airline is obligated to submit a monthly report (number of slots allocated, number of flights operated, utilization rate, and reasons for cancellations)
3. Any arrangements aimed at monopolizing peak hours in a manner that violates the principle of fair competition are prohibited
4. Any slot granted is considered a conditional operational right and does not create any ownership or permanent vested right. GACA may withdraw or reallocate it if it is found to be not being used within the approved percentage or exploited in a manner that violates competition or the general regulations of civil aviation.

Article 18: Enforcement

This Resolution shall be effective from the date of its issuance and shall be communicated to all operating airlines through the official approved channels.

Damascus, on 16 March 2026

(Signed & Sealed)

Syrian GACA's President

Mr. Omer Alhusari

Syrian Arab Republic
General Authority of Civil Aviation and Air Transport

Resolution No. 145

GACA's President,

Pursuant to the provisions of the Syrian Civil Aviation Law No. 6 of 2004 and Decree No. (213) of 2025 on the establishment of the General Authority of Civil Aviation and Air Transport and Decree No. 297 of 2025 on the appointment of the president of GACA and in accordance with the requirements of the public interest

decides as follows:

Article 1: Definitions

For the purposes hereof, the following words and phrases shall have the meanings assigned to them below:

The Authority: The General Authority of Civil Aviation and Air Transport

Airline: An air transport company holding a valid Air Operator Certificate issued by a competent civil aviation authority.
Foreign Airline Agent: An agent authorized by the Authority to conduct the commercial or the operational activities, or both, on behalf of the airline within the scope of their authorized representation.
Airline Regional Office: A permanent representative unit of a foreign airline licensed in its country of registration, established in another country for the purpose of managing the commercial, the operational, or the coordination activities, without being a legally independent company in the Syrian Arab Republic.

License: A certificate issued by the Authority allowing the applicant to conduct business representing an airline, provided that it does not conflict with applicable laws and regulations.
The Scheduled Flight: This refers to regular and scheduled operations on a specific route between two airports for passengers/combination and all- cargo services.
Charter Flight: This refers to non- scheduled operations for passengers/combinations and all- cargo services.

Article 2: Scope of License

The agent is licensed, in accordance with the provisions of this decision, to engage in one or more of the following activities:

a) Commercial Representation and Marketing
b) Selling Tickets and Managing bookings
c) Representing the Air Cargo
d) Submitting and Following Up on Applications for Overflight, and/or Landing, and/or Aircraft Parking Permits on behalf of the airlines the agent represents for scheduled, charter, or private flights in the Syrian airspace or airports.
e) Customer Service

f) Collecting and transferring revenues and paying all fees and charges related to other governmental and private entities.
g) Supervising all services provided for the company's flights the agent represents and facilitating passenger procedures at airports.
h) Informing the company of the Authority's guidelines and requirements and the instructions contained in the applicable regulations in Syria.
i) Submitting the schedule of scheduled flights and following up on its approval and securing charter flights in accordance with applicable laws and regulations.
j) Representing the airline before the official bodies in the Syrian Arab Republic within the limits specified in the agency agreement approved by the Authority.

Article 3: **Licensing Documents - Agent for a Foreign Airline**

The applicant for a license shall submit the following documents:

a) Certified copy of the parent airline's license, (the franchisee), its Article of Association (AOA), a company profile, and proof that it is engaged in air transport operations in the date of application. The license application shall include:
b) the applicant's name and nationality / the founders, the current and permanent residence
c) The permanent address of the agent's office, telephone and fax numbers, P.O. Box, and email address
d) A criminal record certificate (no convictions) for the applicant and founders
e) Registration of the agency on behalf of an airline (the franchisee) at the Ministry of Economy and Industry, after attestation by the Ministry of Foreign Affairs and Expatriates. The agency agreement between the agent and the airline shall include (scope of authorization, geographical area, contract duration, contract termination mechanism, applicable law, and dispute resolution mechanism).
f) Merchant Certificate registered with the Chamber of Commerce, or a license issued and registered with the Ministry of Tourism.
g) A certificate of trademark registration.
h) Ownership Proof of the premises or a valid lease agreement for a minimum of one calendar year, with a minimum area of 30 square meters.
i) A commitment to comply with Civil Aviation Law No. 6 of 2004, its regulations, executive instructions, amendments, and all the relevant local and international laws.
j) Providing the Authority with official statements regarding the agents of the airlines (the franchisee) outside Syria and their accreditation documents, duly certified by the competent official authorities in the foreign country, for the approval of applications submitted through them.
k) A commitment to complete all tasks related to flights for which permits have been obtained and not to transfer them to others.
l) A work manual for the company, outlining its purpose, objectives, organizational structure, and work plan.
m) The name and signature of the responsible manager or the legally authorized signatory.
n) A sample of the agent's official stamp.

Article 4: Licensing Procedures

a) Reviewing all documents specified in Article 3 and ensuring they meet the requirements.

b) Conducting a preliminary audit of the agent's office in Syria and verifying its compliance with the required specifications.
c) Providing proof of the agent's financial solvency.
d) Providing a bank guarantee of US$100,000 (one hundred thousand US dollars) in favour of the Authority, deposited with Syrian government banks, as guarantee to the payment of the agent's fees and obligations. This guarantee will be returned upon expiry of the license. A clearance certificate from the relevant financial directorate must also be submitted. The Authority may increase this guarantee as necessary, depending on the agent's activity. The guarantee will remain valid for the entire license period and will be renewable annually. It must be payable in full or in part upon request to guarantee the applicant's fulfilment of their obligations to the Authority.

Article 5: **License Validity**

a) The license is valid for three calendar years from the date of issuance and will be effective immediately upon issuance.
b) The license certificate may be renewed immediately upon expiry for a similar period, provided the applicant meets the financial and tax obligations, and subject to the following conditions:
c) Maintaining the obligations arising from the initial license
d) Fulfilment of the conditions stipulated in Article 3 of this decision
e) Obtaining a clearance certificate from the Authority

Article 6: **License Issuance and Renewal Fees**

a) A local agent license for an airline shall be issued for a period of three years upon payment of a fee of US$25,000 (twenty-five thousand US dollars), payable to the Authority's account.
b) The agent's license certificate shall be renewed for a similar new period upon payment of a cash fee of US$15,000 (fifteen thousand US dollars) to be deposited into the Authority's account.

Article 7: **Penalties and Fines**

a) The agent shall be subject to the penalties and fines stipulated in Civil Aviation Law No. 6 of 2004, particularly Articles 177, 178, and 179 thereof and its implementing regulations, without prejudice to any penalties imposed by the competent Syrian courts when the related matter is referred to them.
b) If the agent breaches the obligations stipulated in Article 3, the Authority shall implement penalties progressively as follows: (Initial warning – Financial penalty – Temporary suspension of the license – Permanent revocation of the license upon repetition).
c) The agent shall not be exempt from liability for any damage caused to the third parties as a result of the aforementioned penalties.

Article 8: **License Revocation**

The Authority shall revoke the license in any of the following cases:

a) Breach of any of the licensing requirements
b) Damage to the reputation of Syrian civil aviation or the airline
c) Failure to pay the fees and charges stipulated by applicable regulations and laws
d) Failure to commence service within the first year of the license or in the event of a continuous year of absence from work.

Article 9: Re-licensing

The same procedures used for obtaining a license shall be followed after verifying that the reasons for the license withdrawal have been resolved.

Article 10: **Miscellaneous**

a) The agency shall be subject to the Commercial Agencies Law of the Syrian Arab Republic.
b) The parent company (the franchisee) shall hold a quality certificate such as ISO 9001 or one of the quality certificates related to air transport, and the agent shall take all local measures to comply with its standards.
c) The agent must appoint a responsible manager after providing the Authority with proof of experience in the field of aviation or its services, and then obtaining approval from the Authority.
d) The Authority shall issue airport entry permits to the agent's employees after collecting the required fees and charges.
e) The agent must use electronic systems for managing operations and exchanging data with the Authority – AFTN or AMHS – a flight tracking system – official email).
f) The agent shall disclose its contractual relationships to avoid conflicts of interest.
g) The agent is solely responsible for monitoring and tracking flight operations.
h) The agent must organize annual training programs for its employees in the fields of air safety, aviation security, and customer service.
i) An annual audit shall be conducted to ensure the agent's continued operation and readiness, and the Authority reserves the right to conduct an audit when necessary.
j) The agent shall submit an audited annual financial report prepared by a certified public accountant.
k) The licensed agent shall notify the Authority of any significant changes affecting the agent or its parent company (the franchisee) related to the scope of activities carried out, or in the event of a decision to suspend operations.
l) The holder of a local agent license for an airline may not use the license for any purpose other than that for which it was issued, assign it to another party, delay its use, mortgage it, or sell it without the prior approval of the Authority.
m) The agent's activities are subject to the Authority's oversight.
n) The agent shall conclude a commercial agreement with the parent company (the franchisee) and the air carrier it represents, which shall include the following clauses:

1. Liability and Compensation: Joint and several liability between the parent company (the franchisee), the agent, and the air carrier towards third parties, and the obligation to pay compensation and fulfill obligations arising from their provision of services.
2. The agent shall ensure that any contractual responsibilities incurred as a result of representing the foreign air carrier and its operations, as outlined in the contractual agreement, are subject to Syrian civil aviation law and all applicable regulations and bylaws.

o) The provisions of this resolution shall be applied without prejudice to the provisions of applicable international agreements.

Article 11: Aviation service offices licensed under Resolution (181) dated 21 August 2025, shall be exempt from all administrative and financial provisions mentioned in this decision, provided their license remains valid, including the guarantee and license fee, should they wish to act as agents for a foreign airline.

Article 12: A license applicant may not represent more than three airlines.

Article 13: Each airline must have representation, either directly or through an airline agent.

Article 14: The Legal and Regulatory Requirements for the company representation itself:

1. A valid Air Operator Certificate (AOC)
2. An International Operating License from the Civil Aviation Authority of the State of Registration
3. An official letter of authorization specifying the type of representation
4. A lease agreement for the office premises within the Syrian Arab Republic
5. The airline's operations shall comply with:

a) A bilateral or multilateral Air Service Agreement between the two countries
b) The principle of reciprocity, if applicable

6. The role of the regional office is limited to commercial, administrative, or technical representation. It may not operate flights, sell air transport in its own independent legal name, or engage in independent air transport activities.

7. A formal application shall be submitted to the Authority for approval to open a regional office, attached by the following:

a) A certified copy of the following:

    1. The Air Operator Certificate (AOC)

    2. The parent company's commercial license

    3. The company's Articles of Association

b) An organizational chart for the regional office

c) The designation of a legal representative

1. The appointment of a regional manager or resident legal representative
2. Setting of their powers and responsibilities before national authorities

d) A commitment to comply with Civil Aviation Law No. 6 of 2004 – procedures related to aviation safety and security and the decisions concerning the Passenger Rights Regulations – and to exchange the operational information with the General Authority of Civil Aviation.

e) A bank guarantee of US$100,000 (one hundred thousand US dollars) in favour of the Authority, deposited with a Syrian government bank, as security for the fulfilment of the applicant's obligations. This guarantee will be returned upon termination of operations after submission of a clearance certificate from the relevant financial directorate. The guarantee will remain valid for the duration of the license, renewable annually, and will be payable in full or in part upon demand, as a guarantee for the applicant's fulfilment of their obligations to the Authority.

Article 15: This Resolution shall be communicated to those responsible for implementation and shall be considered effective from the date of its issuance.

Damascus, on 21 January 2026

(Signed & Sealed)

Syrian GACA's President

Mr. Omer Alhusari