



Guidance for Force Majeure requests

In case of a force majeure request ACNL takes into account the EUACA recommended practice and acts in a neutral, transparent and non-discriminatory way.

The airline must provide proof that there was an intention to operate in conformity with the allocated slot time, however did not do so due to at least one of the examples mentioned below, resulting in an irregularity which was unintentional and beyond the airlines control.

Force majeure can be requested for: time changes of series, cancellations having effect on the 80/20 calculation or not operated flights (NOOPS).

How to submit a request for Force Majeure

A requests for force majeure must be sent by email to: monitoring@slotcoordination.nl

A message must not exceed 10MB of data. (Including supporting documentation)

Requests for force majeure that are indicated in the supplementary information line (SI or GI) of SCR messages can and will not be considered.

A force majeure request should be submitted as soon as possible, but not later than 5 business days after the day of occurrence or 5 business days after receiving a flight discrepancy report. ACNL strives to review force majeure requests as soon as possible.

The force majeure request should at least contain the following information:

- Season (IATA)
- Airport code (IATA)
- Flight/slot date and time (allocated)
- Operated date and time (if applicable)
- IATA delay codes (if applicable). For definition codes, see defined codes in IATA Airport Handling Manual (AHM) chapter 730
- Reason of request for force majeure

Examples of Force Majeure

The following reasons could be accepted to be force majeure:

- Severe weather circumstances
- Technical defects & failures and no alternatives available within a reasonable time
- ATC directives & subsequent delays.
- Return to airport of inflight failure and subsequent departure on the same day (no new slot request required for departure on the same day)
- Foreseen capacity restrictions (e.g. work in progress) at departure station (and vice versa)
- Closure of airspace/airport
- Industrial actions
- Medical emergencies
- Technical diversions
- Other reasons beyond the airlines control which are not mentioned above.

Proof of Force Majeure

ACNL requires sufficient information in order to verify the force majeure request. Additional information such as, but not limited to, which can be added to support a force majeure request:

- Movement telex (including IATA delay codes)
- Screenshot(s) (incl. original situation of planned flight)
- Weather reports
- Crew reports
- Operations Control (Ops) briefing information
- NOTAM(S)
- Publications issued by (inter)national authorities
- Publications issued by airport authorities
- Official news publications
- Relevant technical/maintenance logs