Flight Delay Assistance: Terms & Conditions

Our Commitment to You

Flight Delay Assistance is designed to make your travel experience smoother. We begin monitoring your enrolled flight 48 hours before departure. If your enrolled flight is delayed by **three (3) hours or more**, we'll automatically send you an email with a complimentary voucher for one of the following:

- **Airport Lounge Access:** A voucher for access to a participating airport lounge.
- **Ground Transportation:** If a lounge isn't available, you'll receive a ground transportation voucher valued up to **$35** for your travel from the arrival airport to your destination.

Important Terms and Limitations

- **Voucher Validity:** All vouchers are valid for **24 hours** from the time of issuance.
- **Named Traveler:** Vouchers are non-transferable and can only be used by the traveler named on the voucher.
- **Redemption:** You must present your voucher along with your boarding pass for the delayed flight to the lounge staff or transportation provider at the specific airport.
- **Lounge Access:** Availability of an airport lounge isn't guaranteed. AirLegit isn't responsible if you're unable to access a lounge for any reason.
- **Authoritative Source:** This service provides notifications for your convenience. For official flight information, you must always contact your airline directly.

General Conditions

- **"As Is" Service:** This service and all notifications are provided on an "as is" basis. We don't make any guarantees or warranties regarding the accuracy or timeliness of the information provided.
- **Electronic Communications:** By enrolling in this service, you consent to receive electronic communications from us via email, WhatsApp, and/or SMS. You agree that these electronic communications satisfy any legal requirement that such communications be in writing.
- **Privacy:** Your use of the Flight Delay Assistance service is subject to our Privacy Policy, which can be found HERE.

Liability Disclaimer

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Your Agreement

If you're dissatisfied with any aspect of the service or these terms, your sole and exclusive remedy is to discontinue your use of the service.