

## **P/H Procedure**

### **Meal Care amount and Meal voucher value update**

We have listened to our customers, both internal and external, and have updated the meal Care amounts and voucher values that we offer our passengers in IRR situations, to increase customer satisfaction and decrease complexity.

#### **The below will be effective from 01DEC2024.**

Instead of offering 15 different values depending on short haul vs long haul and service class as well as length of delay, we will offer 4 different (increased) values depending on service class and length of delay.

**The table applicable for both short haul and long-haul flights:**

Delay	Amount in DKK/ NOK/ SEK (EUR)	
	Business/ Plus	Go and SK Charter
2-4 hours	150 (13)	100 (10)
> 4 hours	200 (20)	150 (13)

**Note:** SPM Table 20.31 and 20.32 will be updated accordingly in the next revision.