

July 31, 2026

Peach Aviation Limited

Introduction of a Compensation Program for Major Delays and Flight Cancellations Attributable to Peach

- Enhancing Convenience and Peace of Mind with the Simultaneous Launch of a Dedicated Application Form -

- **New Program to Compensate for Accommodation and Transportation Expenses for Major Delays and Flight Cancellations Attributable to Peach**
- **Start of operation: August 19, 2026**
- **Dedicated Application Form to Launch Simultaneously for Faster Processing**
- **Strengthening Service Quality While Building a Support System That Gives Customers Greater Peace of Mind**

Osaka, July 31, 2026 – Peach Aviation Limited (“Peach”; Representative Director and CEO: Kazunari Ohashi) will introduce a new compensation program effective August 19, 2026, under which the Company will reimburse accommodation and transportation expenses incurred by customers due to major delays or flight cancellations attributable to Peach, within the limits prescribed by the Company.

In addition to providing casual air travel, Peach has been committed to company-wide efforts to improve operational quality, including enhancing on-time performance. At the same time, when sudden major delays or flight cancellations attributable to Peach occur, they may cause inconvenience and additional expenses for our customers. Believing that our customers should enjoy the same peace of mind even in such unforeseen circumstances, in addition to our ongoing efforts to enhance operational quality, we have decided to introduce this new program.

Under this program, when major delays or flight cancellations attributable to Peach occur, we will reimburse customers for accommodation and transportation expenses they incur, based on submitted receipts, through a post-travel claims process, up to JPY 10,000 per person for domestic flights and JPY 20,000 per person for international flights. In addition, to minimize the burden of the application process, we will simultaneously launch a dedicated Application Form on our website. This enables customers to complete the application simply by uploading images of their receipts from a smartphone or computer, with reimbursement generally completed within approximately three weeks.

Please refer to the following page for details of the compensation program.

Peach will prioritize safe operations, further refine our fundamental quality and unique value, continue to evolve by improving on-time performance during normal operations and providing sincere, prompt customer service in unforeseen situations, to strive to be an airline that customers can choose with peace of mind.

<Compensation Program for Major Delays and Flight Cancellations Attributable to Peach>

[Program Start Date]: August 19, 2026

• **Eligible Flights**

-Eligible for Compensation:

Flights subject to major delays or cancellations decided within 24 hours before the scheduled departure time and before departure due to reasons attributable to Peach, such as aircraft maintenance or system failures under the Company's control.

-Not Eligible for Compensation:

Flight disruptions caused by force majeure beyond Peach's control, such as severe weather, natural disasters, or air traffic control instructions. Also, flights for which a schedule change or cancellation has been decided by 24 hours before the scheduled departure time.

• **Main Compensation Items and Maximum Amounts (per person, tax included)**

For major delays or flight cancellations attributable to Peach, we will reimburse the following expenses incurred by customers, based on submitted receipts and within the limits prescribed by the Company, through a post-claim reimbursement process.

-Eligible Domestic Flights: Up to JPY 10,000

-Eligible International Flights: Up to JPY 20,000

-Main Eligible Expenses:

1. Taxi fares and similar transportation expenses incurred when arriving at the destination late at night after scheduled public transportation has ceased operating (domestic flights only)
2. Accommodation expenses required due to rebooking on a flight departing the following day, round-trip transportation expenses between the airport and the accommodation, and the fare difference when transferring to another airline or the Shinkansen
3. Hotel expenses incurred when arrival on a rebooked flight is late at night and accommodation near the airport becomes necessary because scheduled public transportation has ceased operating (domestic flights only)

• Application and Reimbursement Process (Online Application)

1. **Individual Notification:** Customers with reservations for eligible flights will receive an email at their registered email address with information on the compensation procedure.
2. **Online Application:** Within 30 days of the scheduled departure date, access the dedicated Application Form on the Peach website, enter your reservation information (boarding date, flight number, and reservation number), upload your receipt(s) (PDF or PNG image format), and submit your application. You can apply for up to 9 people at once.
3. **Reimbursement:** Reimbursement will be completed within approximately three weeks after your application is received. Residents of Japan will receive an email with instructions on the reimbursement method, while payments to residents outside Japan will be made by bank transfer to the designated account.

<Website Image>



<Application Form Image>

A screenshot of the Peach application form for compensation. The form is titled '補償のお申し込み' (Compensation Application). It includes a section for '申請者ご本人さまの氏名' (Applicant's Name) with fields for '姓' (Surname) and '名' (Given Name). Below this, there are fields for '生年月日' (Date of Birth) and '性別' (Gender). A note at the bottom states: 'Peachの個人情報を取り扱いに際してはプライバシーポリシーにもご同意いただき、ご同意のうえ、送信をお願いします。' (When handling Peach's personal information, please agree to our Privacy Policy and send the information with your agreement). There is a '次へ' (Next) button at the bottom right.

About Peach (www.flypeach.com/sg)

Peach is based at six airports: New Chitose, Narita, Chubu, Kansai, Fukuoka, and Naha, and services 25 domestic routes and 15 international routes. Under the new corporate message, "Beyond us who we were yesterday," Peach will continue to take on challenges and evolve to deliver new value, building on its accessibility and ease of use. With safe operations as our top priority, we will further refine our fundamental quality and unique value to become an airline that many customers can choose with confidence.