

## **Terms and conditions of booking and sale of airline tickets**

The ticket is the contract of carriage between the airline company and the person named on the ticket. Bookings and tickets are nominal.

Issuing the electronic ticket means accepting the air transportation contract, detailed in "General Conditions of air transportation", and the "General ticket sales conditions".

The passenger has the obligation to check the validity of the documents required for check-in (ticket, passport and visa) for him and for the minors.

You should arrive at the airport up to at least 2 hours before take-off. The check-in closes 45 minutes before takeoff.

Romanian citizens can travel without a visa in the Member States of the European Union and the Schengen area for a period of max. 90 days within a period of six months provided they have an identity card or passport.

Romanian citizens can travel only with the identity card in the following countries: Austria, Belgium, Bulgaria, Cyprus, Denmark, Estonia, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, UK, Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Hungary.

Please check on <http://www.politiadefrontiera.ro/> or at the phone number 9590 if you fulfill the conditions for leaving the country.

Please reconfirm your return flight at least 48 hours before departure.

Please contact our travel agency or the airline for any change regarding your travel period, your itinerary or your name in order to find out about the applying changing conditions of the mentioned information.

Aerotravel advises you to check the accuracy of the information on your travel documents (names, travel intervals, destinations) as you receive them.

Aerotravel does not assume responsibility for any complaint, formulated after receiving the travel documents, nor does it assume any kind of responsibility for the clients' wrong carried out requests.

Thank you!

If the passenger did not fly in the terms mentioned below Aerotravel does not assume responsibility and the said passenger cannot claim compensation:

- Passenger does not board on time
- The passenger is denied boarding due to problems with his personal documents (including lack of entry visa for the destination country, fake visa, passport ban etc) or in case of an unjustified refusal of the authorities to allow the trip.
- Other circumstances or force majeure the agency could not foresee or forestall