



## Silver Air - Terms and Conditions of transport

Premises and definitions – Flights are operated by Carrier Silver Air from Czech Republic owing an Airline Operating Licence and flying according to the European rules, with SLD or SL or W2 as designator code of Silver Air or Flexflight (interline agreement).

Silver Air is using the booking web site [www.silverairtravels.com](http://www.silverairtravels.com) in order to promote services.

### Reservations and tickets

#### Reservations

Flights can be booked through the web site of the Company Silver Air Travels Sagl [www.silverairtravels.com](http://www.silverairtravels.com) . Silver Air Travels is the general sales agent of the Airline Silver Air.

Call center :

Italy +39 0565 971030 + mob + 39 333 5209158 or + 39 340 349 4210  
Switzerland +41 91 6001754

Reservations are only considered finalized after the ticket has been issued. Please advise in advance of any variation or cancellation regarding your reservations to avoid the possible penalties applicable to domestic or international tariffs.

Confirmation of booking - It is recommended to all passengers that they reconfirm their reservation before departure, when booking a lot in advance, calling the call center or sending a mail to [info@silverairtravels.com](mailto:info@silverairtravels.com) .

#### Tickets

Tickets may be purchased via Internet on the web site [www.silverairtravels.com](http://www.silverairtravels.com) or at the Call Center, or at the airport ticket offices (if authorized) or at Travel Agencies.

Travel agencies and airport ticket offices have the right to charge, at their discretion, an Agency Fee to the customer for reserving flights and issuing tickets.

Tickets are valid for one year starting from the booking date of flight departure. Such validity time can be reduced in case of purchase under reduced or limited conditions. Silver Air can deny air transport in case of non-payment of the ticket fare or any other due amount (charges, taxes or extra fees). Passengers are required to pay any due government tax and/or any other further fee not included in the ticket fare directly to Silver Air or to the relevant authorities.

For further information you can call the following telephone numbers:

Italy +39 0565 971030 + mob + 39 333 5209158 or + 39 340 349 4210  
Switzerland +41 91 6001754

### Changes of reservation and penalties

#### Amendments of the name of the passenger, itinerary, date and time of the flight

- Name changes are permitted upon payment of € 10,00 penalty per passenger per leg.
- Name changes are not permitted if any flight sector in your booking (including multi-leg reservations) is flown or past; in case of multi-leg reservations, all the flight sectors must contain the same name. Special Fares Return aren't refundable and cannot be modified.
- Changes of the itinerary, date or time of the flight are allowed, subject to availability, up to 14 days before departure, contacting our call-centre (during operating hours) upon payment of € 25,00 surcharge per passenger and per leg, plus the difference in fare between the original fare paid and the lowest fare available when the change is made. Should the available fare be lower than the original one, no refund will be made.



## Cancellations

Passenger has to contact immediately the call-centre to cancel a reservation (subject to call centre operating hours). The amount paid could be refund according to the following rules/conditions and surcharge payment (at the moment of cancellation):

### Domestic Croatian flights

- Payment of € 25,00 per passenger, per leg for cancellations up to 14 days before the departure
- After this term only airport taxes will be refunded
- NO SHOW: only airport taxes will be refunded

### International flights from Lugano

- Payment of € 50,00 per passenger, per leg for cancellations up to 21 days before the departure
- After this term only airport taxes will be refunded
- NO SHOW: only airport taxes will be refunded

## **Special Assurances**

Rights of people with disabilities and persons with reduced mobility on air transportation [CE Regulation 1107/2006](#).

Assistance to disabled, during their time at the airport, is now responsibility of airport operators of European Union. This includes any cause of disability, such as learning difficulties, but also the age.

Airlines must give information to airport operator in advance so that they can be offered an adequate service. To allow Silver Air to transmit all requests to the operator, please contact call center at least 48 hours in advance.

## **Passengers with reduced mobility**

### **Disabled Passengers**

In compliance with the provisions of security standards, Silver Air limits the number of passengers with reduced mobility in its aircrafts.

Therefore, whenever a passenger needs assistance when boarding, going up and down the steps and taking his/her place inside the aircraft, such requirements must be communicated while booking the flight.

Passengers with reduced mobility due to an ongoing clinical condition, with broken limbs and women in their last month of pregnancy require a medical certification to be accepted on board issued within 7 days before departure date.

Passengers with special needs should inform the airline at the time of booking through our call Center, so that the company may arrange for the necessary assistance. In order to ensure the best possible services when boarding, during the flight and disembarking, passengers with reduced mobility that need special assistance must check-in at least 60 minutes before departure within time limit check-in.

The company could decide to not accept passengers without medical certification, if request, or if it will be incomplete.

### **Blind passengers**

Unaccompanied blind passengers can be accepted in a limited number on each flight, in accordance with the security standards of the Airline. Requests for this type of assistance should be made during the reservation stage and only through our Call Centre in order for the Airline to be able to make all the necessary arrangements. Guide dogs travel free of charge and the request to board such pets on the plane must be made during the booking phase. Moreover, the dog must be leashed and muzzled. Up to two unaccompanied blind passengers are allowed on board Silver Air flights. There are no limits for the transportation of accompanied blind passengers.

## **Minors travelling alone**

Silver Air pays particular attention to all minors travelling on board their flights to guarantee their security and safety.

**All minors from 6 to 12 years old can travel if escorted by a person at least 18 years of age who assumes responsibility of the minor. Alternatively, it's possible to request assistance for unaccompanied minors through the Silver Air Call Center.**

### **Required Documents**

In order to certify the identity of a 12 year old child, a minor's identity card is required. This document certifies the minor's age and is required when travelling between countries within the European Union.

Children's ID documents are issued by the General Register Office of Births and Deaths at the City Hall and the parents must present their identity card along with two photos of the minor. Once the parents are given the minor's identity card, they must apply to the police authorities for relative permits so the child can travel within the European Union countries.

The rules for minors travelling abroad change according to the national laws.

Passengers should get further information on such regulations by visiting Embassies, Consulates or the Police station.

Silver Air disclaims all responsibility if children are denied boarding due to unsuitable or insufficient documentation .



### **Unaccompanied minors**

Silver Air accept **unaccompanied minors from 6 to 12 years of age** on board all their flights.

- It's possible to request assistance for unaccompanied minors through the Silver Air Call Center.

For information and reservations, contact the Call Center at [info@silverairtravels.com](mailto:info@silverairtravels.com) or calling to the dedicated numbers:

Italy +39 0565 971030 + mob + 39 333 5209158 or + 39 340 349 4210

Switzerland +41 91 6001754

The service cannot be booked on our website.

The cost of the service (ticket office fees excluded) for each unaccompanied minor is 60,00 euro per leg

The availability for such assistance is limited on each flight: it is therefore recommended to make such reservations as early as possible.

### **Boarding procedures:**

It is recommended to arrive at the check in for safety operations at least 1 hour before flight departure. Minors will be received by the check-in ground staff: they will wait with the ground staff before boarding and will be accompanied on board the aircraft where they will be handed over to the cabin attendant. Important: when making the reservation, the Customer must communicate the name and contact number (possibly a mobile) of the person that will be escorting the minor on departure and the person who will pick them up on arrival after presenting relative ID. The escort on departure will have to stay at the airport until the aircraft takes off, in case of flight cancellation. On arrival, the ground staff will take care of the minor until the arrival of the parents or relatives, it's required to be punctual.

### **Pregnant mothers**

For security and comfort of pregnant women travelling with us, the carrier will follow these rules:

- Up to 28 weeks: pregnant women are accepted on board the aircraft without any medical certificate. Anyway the carrier reserves the right to ask the passenger a certificate that confirms that pregnancy is less than 28 weeks

- Between 29 and 36 weeks: a medical certificate stating the health of the passenger and the supposed date of birth of the baby is requested

- After 37 weeks (30 weeks in case of twins): pregnant women are not accepted on board in any circumstances. Please note that the airplane IS NOT PRESSURIZED. The Carrier is not responsible if the expectant mother provides false information about the pregnancy status and the supposed date of birth of the baby.

### **Infants**

Young children up to 2 years of age must be accompanied by a parent or by an adult.

On board Silver Air flights, each adult passenger can travel accompanied by one infant only (children up to 2 years of age). Therefore, to travel with 2 infants, a second adult is required on board. Infants do not occupy seats since they travel on the lap of the adult that accompanies them and are entitled to have a hand baggage + pushchair. If the infant reaches 2 years of age while travelling (that is, on departure, he was under 2 years of age, on returning, he has already reached the age of 2), it will be necessary to book a seat on the flight from the date of his birthday.

The airplane where the infant is flying IS NOT PRESSURIZED.

### **Pet Carriage**

On board of Silver Air flights transportation of dogs, cats, singing birds, rabbits, guinea pigs, hamsters and ferrets is permitted of max Kg 10 including the cage. The service is subject to availability and It is charged.

It is important to check availability contacting in advance our call center numbers:

Italy +39 0565 971030 + mob + 39 333 5209158 or + 39 340 349 4210

Switzerland +41 91 6001754

We remind to our passengers:

Transportation in the **cabin** is subject to specific conditions:

- the animal must be cared for at all times by the passenger and should be kept in an appropriate container. Pet has to be carried in an appropriate passenger's own cage, which dimensions have not to exceed 115 cm (sum of length, height and width).

The aircraft is not pressurized.

### **Required Documentation**

The airline requires all passengers to provide a valid ID card or passport at check-in on all flights.

## Check-In and boarding

Passenger is requested to report to check in desks minimum one hour prior to scheduled departure time. Check in desks will strictly close 20 minutes before the departure time. Failure to comply with the check in deadline passenger won't be accepted on board and will have no right to refund. In case passenger would like to travel in another flight it would be possible to buy a new ticket paying the entire amount. In case passenger fails to report to check in desks within the deadline, the carrier reserves the right to cancel the booked seat and board another passenger.

## Baggage

### Hand baggage

Each passenger is allowed one hand baggage (unchecked baggage) not exceeding 5 kilos and the dimensions of 115 cm (sum of length, height and width)

### Checked baggage

The allowance of the checked baggage is one piece total 15 kilos. Infant passenger does not have right to checked baggage. Only the baby buggy is allowed. The carrier does not allow to carry as checked baggage those fragile, perishable items, money, jewels, silver and/or precious metals, securities, credit instruments, shares or others negotiable instruments of credit, commercial documents and/or office documents, pattern book, passports or others identity documents, computers or others electronic devices. The carrier has no responsibility for items not properly packed, perishable, damaged or fragile or for damages of minor importance to the surface of the baggage, such as scratches, spots or bruises derived from normal usage which is destined, or caused by contact with water or in case of non-waterproof baggage.

### Dimensions and weight



#### Weight (standard):

Each baggage that you check will have a maximum weight of 15 kg. If the baggage exceeds 15 kg and weighs up to a maximum of 32 kg an excess baggage charge will apply.

#### Dimension (standard):

The total height + length + width of each baggage must not exceed 158 cm, including strap, pocket and wheels.

#### Baggage tag:

All baggage pieces must be labelled with the passenger's name and address.

Excess baggage - Passenger will have to pay € 10,00 per every kilo exceeding the Kg15 that are allowed.

## General Information

### Transport of baby buggy for infant passenger

Passengers with infants (from 0 to 2 years) can carry 1 completely foldaway baby buggy or 1 car seat as checked baggage or as hand baggage (on condition there is available space in the cabin).

### Transport of power banks

Due to the change introduced by international regulations, power banks, having primary purpose s power source, must be considered as "BATTERIES, SPARE/LOOSE, INCLUDING LITHIUM METAL OR ION CELLS OR BATTERIES".

Therefore transport is not permitted in checked baggage . They can be transported in carry-on baggage and must be individually protected to prevent short circuit.

### Transport of Electronic Cigarettes

Due to a few episodes of accidental activation of electronic cigarettes in the checked baggage and in compliance with ICAO (International Civil Aviation Organization) Silver Air invites its passengers to carry these items only in hand baggage.



### **Samsung Galaxy Note 7**

Samsung Galaxy Note 7 mobiles banned onboard following US Government order

Starting from October 15th, 2016 Samsung Galaxy Note 7 mobile devices are banned from all the Silver Air's flights for safety reasons. Silver Air customers will not be able to travel with the Samsung Galaxy Note 7 devices on their person or in a carry-on baggage.

The transport of this mobile device is not even allowed in a checked-in luggage.

### **Special Baggage**

there are restrictions and transportation costs for carrying baggage such as sport equipment, firearms and ammunitions, etc. Passenger is asked to write an e-mail to [info@silverairtravels.com](mailto:info@silverairtravels.com).

### **Firearms and ammunitions**

Passengers carrying firearms and ammunitions (PAX WAM) are strictly not allowed on board our flights with the sole exception of passengers belonging to Police corps. Passengers allowed on board with firearms will always be pre-boarded

### **Liquids on board**

Transportation of liquids in hand baggage is reduced for security reasons.

In the hand baggage liquid substances contained in containers with maximum capacity of 100 millilitres (1/10 of litre) or equivalent (es: 100 grams); the containers must be insert in a plastic transparent bag that can be closed again with maximum capacity of 100 millilitres (or with equal dimensions for instance 18 cm x 20 cm). It will be allowed the transport of one and only one plastic bag of the indicated dimensions for every passenger (inclusive infant); there can be transported out of the bag and are not subject to the volume, the medicines and the liquids prescribed for diet, for example the foods for children, for which there could be necessary to furnish proof of the real necessity and authenticity of such articles to the authority. Liquid substances are:

- Water and other drinks, soups and syrups
- Creams, lotions and oils
- Perfumes
- Sprays
- Gel, included those for the hair and the shower
- Containers under pressure, included shave foams, other foams and deodorants
- Substances in paste, included the toothpaste
- Mixtures of liquids and solid
- Mascara
- Every other product of analogous consistence
- Personal smoking material when carried on passenger's person. The carriage of lighter fuel, refills and lighters containing unabsorbed liquid is still strictly forbidden
- Pacemakers containing radioactive material such as plutonium batteries
- Small carbon dioxide gas cylinders worn by passengers including spare cylinders necessary for the journey
- Catalytic hair curlers containing hydrocarbon gas, in the checked baggage only. Safety cover must be fitted over the heating element. Gas refills are not allowed
- With the Carrier's approval small gaseous oxygen and cylinders required for medical reasons

FOR MORE INFORMATION:

[http://www.enac.gov.it/repository/ContentManagement/information/N1423113948/Doc\\_7706\\_flyer\\_LAGs.pdf](http://www.enac.gov.it/repository/ContentManagement/information/N1423113948/Doc_7706_flyer_LAGs.pdf)

### **Prohibited items**

Please note that as a result of security restrictions brought in by the National Security Program, it is forbidden for passengers to carry the following items in their hand baggage:

- Liquids
- Toy guns.
- Slingshot, Cutlery, Knives (of any size).
- Paper-knives, Razor blades.
- Work tools.
- Javelins, Scissors, syringes(\*)
- Knitting needles.
- Baseball bats.
- Billiard Cues.

Note (\*) Passengers may carry syringes in their hand baggage if they are in possession of a medical certificate.

Passengers carrying the above-mentioned items must advise the check-in staff.

Items you must not carry in your checked baggage:

- Explosives, ammunitions, fireworks and flares.
- Flammable liquid substances such as lighter refills, paints, thinners or flammable solid substances such as matches.
- Compressed gases, corrosive materials, flammable liquid or solid materials.



- Oxidizing materials, such as oxygenating substances and peroxides.
- Corrosive materials, such as mercury, acids, alkalis, and car batteries.
- Poisonous substances and pathogens.
- Radioactive materials, foul smelling and other hazardous materials must not be brought on board.

### **Overbooking (denied boarding) - flight cancellation - long delay**

No overbooking policy is applied to Silver Air flights.

Silver Air informs its passengers that in case of denied boarding, flight cancellation or a minimum delay of two hours, passengers can reach the check-in counters or the airline exit gates where will be provided with a booklet containing all the passengers' rights as regards compensation and assistance, according to Regulation EU n. 261/2004.

### **Compensation and Assistance to Passengers**

Common regulations on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights.

To download the document, please click here:

[http://www.enac.gov.it/Servizio/Info\\_in\\_English/Passenger%27s\\_Bill\\_of\\_Rights/index.html](http://www.enac.gov.it/Servizio/Info_in_English/Passenger%27s_Bill_of_Rights/index.html)

Silver Air does not assume responsibility for material or contents that may be present in third party web sites which are reachable through links present on this web page.

Passenger's Bill of Rights ENAC

To download the document, please click here:

[http://www.enac.gov.it/repository/ContentManagement/node/P1322673326/CdP\\_english\\_24112010.pdf](http://www.enac.gov.it/repository/ContentManagement/node/P1322673326/CdP_english_24112010.pdf)

### **Airline Responsibility for passengers and baggage**

This information summarizes the liability rules applied by the European Community Carriers as required by Community legislation and the Montreal Convention.

#### **Compensation in the case of death or injury**

There are no financial limits to the liability for passengers injury or death. For damages up to 113.100 SDRs, the air carrier cannot dispute claims for compensation.

If it exceeds such amount, the airline can defend itself against a claim by proving that it was not negligent or otherwise at fault.

#### **Advance payments**

In the event of death, wounding or other bodily injury resulting from an air accident, the person(s) entitled to compensation, when identified, shall be offered an advance payment to cover their immediate needs and on a basis proportional to the damages caused. In the event of death, this advance payment must be no less than 16,000 SDRs per Passenger. The advance payment shall be made within fifteen (15) days of the official identification of the person(s) entitled to compensation, shall not imply acknowledgement of liability and shall be deductible from the final amount payable for any liability in accordance with this Section, but shall not be reimbursable except in cases provided for in Art. 20 of the Montreal Convention or if the person(s) had no entitlement to compensation.

#### **Transportation delays**

In case of flight delays, the carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for such a damage is limited to 4.694 SDRs.

#### **Baggage delays**

In case of baggage delay, the airline is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for baggage delay is limited to 1.000 SDRs.

#### **Mishandling, loss or damage to baggage**

The carrier is liable for the mishandling, loss or damage of the baggage up to 1.000 SDRs.

In case of checked baggage, the airline is liable, unless the baggage was evidently faulty. In case of unchecked baggage, the carrier is liable only if at fault.

#### **Higher limits for baggage**

A passenger can benefit from a higher liability limit by making a special declaration at the latest at check-in and by paying a supplementary fee. To ask for the "**Maximum Value Declaration**" document, please contact the call center.





### **Baggage complaints**

If the baggage is damaged, delayed, lost or destroyed, the passenger must write and complain to the air carrier as soon as possible. In case of damage to checked baggage, the passenger must write a complaint within seven days, whereas in case of delay, within 21 days from the date of withdrawal of the baggage by the passenger himself.

### **Liability of contracting and actual carriers**

If the carrier actually performing the flight is not the same as the contracting carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of a carrier is indicated on the ticket, that carrier is the contracting party.

### **Deadlines for compensation claims**

Any compensation lawsuits must be filed in court within two years from the date of arrival of the aircraft, or from the date on which the aircraft should have arrived.

The rules described above are based on the Montreal Convention of 28 May 1999, which has been implemented in the Community through Regulation (EC) No 2027/97 (as amended by Regulation (EC) No 889/2002) and through the national legislation of the Member States.

Air transportation of persons and baggage is regulated in Italy by European Union laws, current international agreements and the Air Navigation Code. Airline companies in the European Union are subject to (EU) Regulation no. 2027/97, as modified from (EU) Regulation no. 889/02, on the responsibility of the carrier; to (EU) Regulation no. 261/04 regarding monetary compensation for denied boarding; to (EU) Regulation no. 1107/06 on the rights of persons with disabilities and reduced mobility; and to the 1929 Warsaw Convention and the 1999 Montreal Convention regarding international air transportation.

### **Useful information on the procedures to be followed both on the ground and on board in relation to safety**

TO ENSURE THE SAFETY OF THE FLIGHT AND OF YOUR CO-PASSENGERS, PLEASE READ THE FOLLOWING INFORMATION CAREFULLY

In compliance with Italian and international legislation, the Captain is authorized to implement any measure considered appropriate for the safety of the flight and passengers: every passenger on board is obliged to follow the instructions of the Captain, also communicated to them through the Flight Attendant. It is therefore essential to comply with the instructions of the Captain and the instructions given by ground staff in order to avoid breaching a rule or in some cases possibly also committing a crime.

There are several forms of behavior which are inappropriate and not acceptable in terms of safety both on board and during ground operations (prior to boarding and on board).

#### **On the ground**

Our staff will warn anyone demonstrating behavior that is inappropriate or dangerous and that is not acceptable. Should such behavior continue, those responsible will not be permitted to board and they will be reported to the Airport Authority whereupon relevant action will be taken.

#### **On board**

Our crews are professionally trained to manage a variety of situations of danger resulting from, for example, the abuse of alcohol, drugs, from the use of offensive language, violent and/or threatening behavior. Anyone on board demonstrating inappropriate behavior will receive a "Regulatory Infringement Warning" from the Captain (also through the Flight Attendants) who may, if this behavior persists and threatens the safety of others and/or the safety of the flight, also order a limitation of personal freedom of the passenger. At the destination, the passenger will then be handed over to the local authorities for relevant action .

#### **Smoking / Electronic Cigarettes**

For flight safety and the health of passengers, smoking aboard the aircraft is strictly prohibited. Specifically, smoking in the toilets (and in other defined areas) is therefore punishable by law. This prohibition includes electronic cigarettes in accordance with the IATA (International Air Transport Association) procedure of reference from 1 April 2013.

#### **Alcohol and drugs**

Boarding will not be permitted to any persons under the influence of alcohol or drugs. Alcoholic beverages will not be served on board to passengers under the age of 16 or to those manifesting signs of potentially dangerous and/or unruly behavior.

#### **Emergency equipment**

It is forbidden to damage, tamper with or remove emergency equipment (e.g. life jackets, safety belts, etc.). Such behavior may endanger the safety of the flight and other passengers and as such are punishable offences.

#### **Cabin and passengers**

The Company will take legal action against any passengers responsible for damaging/removing any system/part of the cabin (e.g. seats, entertainment system, etc.).



#### Electrical/electronic apparatuses

The use of electric/electronic apparatus that may interfere with the performance of on-board systems is strictly prohibited. The use of such apparatus is only permitted on the basis of the information from time to time provided by the crew: upon closing of the doors on the ground passengers must ensure that such apparatus is switched off.

#### Dangerous materials/items

It is strictly forbidden to bring on board materials, hazardous substances or prohibited items, as per the list contained in the information shown on the flight ticket and in notices displayed in the airport reception areas.

False information, offensive language and harassing behavior

It is strictly forbidden to disseminate false information that may endanger the safety of the flight, cause annoyance to passengers, crew members or ground staff, offend the integrity of the Captain or show disrespect towards crew members.

### COMPLAINTS

Passengers who wish to make a complaint may do so by sending written notice to the Carrier at: [management@silverairtravels.com](mailto:management@silverairtravels.com) , within a reasonable time from the time and date of the flight specified on the ticket. This is in order to allow the Carrier to take any necessary action, and is also in the Passenger's own interests.

Complaints must be accompanied by all supporting documentation relating to any expenses incurred, and to any personal injury and damage sustained, to enable the Carrier to make a fair assessment of any request for compensation.

In order to reduce time and legal costs in the definition of complaints, the Carrier promotes the amicable settlement of disputes through the use of alternative dispute resolution means, which may also involve communication at a distance. Passengers decide to undertake this on their own initiative or with the assistance of the Network of European Consumer Centres by consulting [www.ecc-net.it](http://www.ecc-net.it) .

Ed. April 2018