



General Conditions of Carriage - Legal information - Eurowings

Version: 08.11.2018

General Conditions of Carriage (GCC)

Detailed GCCs for reference

Article 1: Definitions and Interpretation

1.1 Title and Headings

The title and headings of the Articles and paragraphs of these Conditions of Carriage are set forth only to provide an overview and to aid navigation through the document, and do not affect how the text is to be interpreted.

1.2 Definitions

Unless a construction different from the immediate context is apparent beyond all reasonable doubt, the following terms used in these Conditions of Carriage have the following meanings:

1.2.1 (a) “We”, “our”, “us”

refer to Eurowings GmbH.

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1.2.1 (b) “You”, “your”

refers to the person who has entered into a carriage agreement with us, as well as for each person who, according to their Ticket, is or will be transported in an aircraft, apart from cabin crew (see also the definition of “Passenger”).

1.2.2 “Convention”

means that one of the following agreements is applicable, depending on each agreement’s scope of application:

Under all circumstances:

- The agreement of May 28, 1999 on the Unification of Certain Rules Relating to International Carriage by Air (“Montreal Convention”);
but in part also:
- The Convention for the Unification of Certain Rules Relating to International Carriage by Air, which was signed on 12 October 1929 in Warsaw (“Warsaw Convention”);
- the Warsaw Convention, amended by the Hague Protocol of September 28, 1955;
- the Convention Supplementary to the Warsaw Convention of Guadalajara, of September 18, 1961;
- the Warsaw Convention, as amended by Supplementary Protocol No. 1 of Montreal, of September 25, 1975;
- the Warsaw Convention, as amended by Additional Protocol No. 2 of Montreal, of September 25, 1975;
- the Warsaw Convention, as amended at The Hague and by Additional Protocol No. 4 of Montreal, of September 25, 1975;

1.2.3 “Airline Code” (Airline Designator Code)

refers to the two characters or three letters that identify a particular Airline. Our Airline Code is “EW”.

1.2.4 “Immediate Family”

are people directly related to you (children, grandchildren, parents, grandparents), or up to three times removed (siblings, nephews/nieces, uncles/aunts), your spouse, and people directly related to your spouse. Your life partner is understood to be your spouse if you live together in the same household.

1.2.5 “Authorized Agent”

is a sales agent whom we have selected to represent us in the sale of air travel services.

1.2.6 “Total Fare”

is the final price that you must pay for the flight that you have booked with us, and comprises the Fare as defined by Article 4.1 and the additional charges payable in accordance with Article 4.2.

1.2.7 “Confirmation Number”

is the number given to you by us or on our behalf, to identify your Flight Reservation, which we have confirmed.

1.2.8 “Booking Confirmation”

is a notification that will be sent to you by us or on our behalf by fax, e-mail or another method if you are traveling with an Electronic Ticket. It contains the Confirmation Number, the name of the Passenger, flight information and remarks.

1.2.9 “Check-in-deadline“

is the deadline set by the Airline by which time you must have completed Check-in formalities and obtained your Boarding Pass.

1.2.10 “Coupon”

refers to both the paper Flight Coupon and the Electronic Coupon. Both grant the named Passenger the right to travel on the flight named on the Coupon.

1.2.10 (a) “Electronic Coupon”

means the data stored in our database referencing the Flight Coupon or other important documents.

1.2.10 (b) “Flight Coupon”

refers to a Ticket bearing the wording “good for passage”, or in the case of an Electronic Ticket, the Electronic Coupon, which shows the places between which you are entitled to be transported.

1.2.10 (c) “Passenger Coupon”

refers to a Ticket marked “Passenger Coupon” or “Passenger Receipt” and which you ultimately hold.

1.2.11 “Passenger”

is each person who, according to their Ticket, will or should be transported in an aircraft, with the exception of the cabin crew (see also the definition of “you” and “your”).

1.2.12 “Airline”

refers to an Airline other than ours whose Airline Code is stated on your Ticket or on a Ticket for connecting flights.

1.2.13 “Ticket”

refers to both the document with the heading “Passenger Ticket and Baggage Check” and the Electronic Ticket. In all instances it is issued by us or on our behalf and contains the Agreement Conditions, remarks and Coupons.

1.2.13 (a) “Electronic Ticket”

refers to the following items taken together: the Booking Confirmation, the Electronic Coupons, and if appropriate to the context, the Boarding Pass.

1.2.14 “Baggage”

is the personal property that you take with you on your trip. Unless otherwise stated, this comprises both your Checked Baggage and your Carry-on Baggage.

1.2.14 (a) “Checked Baggage”

is Baggage that we take into our custody and on which we have performed an inspection.

1.2.14 (b) “Carry-on Baggage”

is your Baggage, with the exception of your Checked Baggage.

1.2.14 (c) “Baggage Check”

is the part of the Ticket referring to the carriage of your Checked Baggage.

1.2.14 (d) “Baggage Identification Tag”

is a receipt issued solely for the purpose of identifying Checked Baggage.

1.2.15 “Acts of God”

are unusual and unforeseeable circumstances outside your control, which even with due care and attention could not have been avoided.

1.2.16 “Loss”

refers to death, wounding or physical injury of a Passenger, as well as loss, partial loss, theft or other damage occurring in connection with the carriage of Baggage or other incidental services that we provide.

1.2.17 “SDR”

refers to the currency unit that the IMF (International Monetary Fund) uses for its accounting and for its transactions with member countries. The value of an SDR is based on the market value of a basket of the four most important world currencies (US Dollar, European Euro, Japanese Yen and British Pound). The daily value of the SDR in a particular currency can be calculated by means of a comparison of these currencies with the current rate of exchange. For example, on February 1, 2005, the value of one SDR was 1.16665 Euro.

1.2.18 “Days”

are calendar days, including all seven days of the week, not counting either the day on which a notification is sent or the day on which the Ticket is issued or the Flight is taken, owing to the fixed term of validity of the Ticket.

1.2.19 “Fares”

refers to the published Fares, Charges and/or relevant Conditions of Carriage of an Airline. Our Fares can be inspected on request.

1.2.20 “Agreement Conditions”

are the conditions that are provided to you with your Ticket or Booking Confirmation or are contained within them, that are labeled as such, and that refer to these Conditions of Carriage and notifications.

1.2.21 (a) “Stopover”

is a scheduled stop during your trip at a point between take-off and landing locations.

1.2.21 (b) “Agreed Stopover Locations”

are the places named on the Ticket or published in our timetables as scheduled stopover points on your route, not including the initial take-off and final landing locations.

Article 2: Applicability and Governing Law

2.1 Legal Basis

With the exception of the conditions in Articles 2.2, 2.4 and 2.5, these Conditions of Carriage are applicable only on Flights or Flight Sections that bear our name or our Airline Code on the Ticket.

2.2 Charter Transportation

If carriage is offered through a charter flight agreement, these Conditions of Carriage are only applicable to the extent that they have been incorporated into the charter flight agreement by way of reference or other form of referral.

2.3 Codeshares

For some services we have reached agreements with other Airlines known as “Codeshares”. This means that even if you have made your reservation with us and have a Ticket with our name or Airline Code on it, another Airline may be operating the aircraft. If such agreements do actually come into force, we will inform you of the airline operating the aircraft as early as possible.

2.4 Superseding Law

These Conditions of Carriage shall apply unless they conflict with our Fares, binding provisions of law or binding official regulations, in which case the Fares, binding provisions of law or binding official regulations shall apply. The validity of the remaining Conditions of Carriage shall remain unaffected.

2.5 Precedence of the Conditions of Carriage over Other Regulations

In the event of conflicts between these Conditions of Carriage and other rules governing certain special cases that we have issued to form the basis of this Contract and are listed in Article 16, the Conditions of Carriage shall prevail, unless expressly stated otherwise.

Article 3: Flight Tickets

3.1 General Conditions

3.1.1 When your booking is confirmed by us or by our Authorized Agent a carriage agreement is created, covering the Ticket issued to you, these Conditions of Carriage and any special conditions referred to. The essential details of the Ticket, in particular the flight number, date, arrival and departure airports, the Passenger name and the identity of the operating air carrier or carriers are also specified in your Booking Confirmation.

3.1.2 We transport only those people named as passengers on the Ticket (Booking Confirmation). The full first and last names of the passenger must be identical to that displayed on the Ticket. Please note that it is only possible to transfer the right to carriage to another person in accordance with the conditions set forth in Article 5.2. The same conditions also apply to subsequently completing or changing a first name or surname that was incomplete or not provided at the time of booking. The person that has concluded the carriage agreement with us is, however, still authorized, in accordance with § 328 paragraph 2 of the BGB (German Civil Code), to revoke or alter the passenger's entitlement as established in the carriage agreement without their approval.

3.1.3 The Passenger(s) named by you when booking and whose name appear on the Ticket are considered to be authorized to represent you in all contractual matters relating to this carriage agreement and are to be considered the full and final recipient of notifications and services provided by the airline, discharging the airline of any further duty with respect to these notifications and services. If, owing to the behavior of the Passenger, or owing to a subsequent arrangement with the Passenger that alters the agreement, we have the right to demand compensation for losses, extra payment or reimbursement for expenses in accordance with the terms of this agreement or statutory provisions, it is your responsibility to pay these in full. Any debts incurred by the Passenger must be paid for by you as if they were your own.

3.1.4 The right to withdraw from or cancel the carriage agreement, as well as a right to a partial or full refund of the Total Fare, exists only insofar as this is explicitly allowed by the Conditions of Carriage. We therefore advise you, if you are in any doubt about unforeseen circumstances, to purchase appropriate travel insurance.

3.1.5 If you have a wholly unused ticket, the Passenger named in the Ticket has been prevented from traveling by an Act of God, and rebooking in accordance with Article 5.2 is not possible; and if you inform us of this immediately and provide proof of the circumstances, we will provide you with a voucher that cannot be exchanged for cash, in the value of the Total Fare paid, less a fee equal to the rebooking fee in accordance with our table of charges (Article 17). We will then subtract the value of the coupon from the Total Fare of your next flight with our Airline. The coupon is valid for six months from the date issued and becomes invalid and irredeemable if not used within this period.

3.1.6 We issue Electronic Tickets only. You do not have the right to be transported until you provide us with conclusive proof of your identity in the form of a government-approved photo I.D. document (passport, national identity card). A valid Electronic Ticket must further have been issued in your name. The Electronic Ticket issued for you when you booked is identified by the Confirmation Number, which you should therefore have with you at check-in.

3.1.7 (1) If you have selected a fare that requires a certain flight ticket sequence, please note that if you do not travel on all the legs indicated on the flight ticket or in a different order, we reserve the right to adjust the flight price in accordance with your flight changes – even if no other travel data is changed.

3.1.7 (2) An exception to (1) is made for bookings via Italian booking platforms (ew.com/IT as well as EW ticket counters, EW call centres or travel agencies in Italy). The price will not be adjusted for these bookings if you inform us of changes to your travel plans at least 24 hours before the scheduled departure time for the leg(s) not travelled. You may inform us of these changes via the service hotline or in writing, such as with our contact form.

3.1.7 (3) An exception is made to (1) if you live in Austria and are unable to board all the flights on the ticket or are unable to board the flights in the order specified on the ticket due to acts of nature, health reasons or other reasons over which you have no control. The price for these bookings will not be adjusted if you inform us of the reason immediately after it is known to you and provide evidence. You may inform us of these changes via the service hotline or in writing, such as with our contact form.

3.2 Term of Validity

3.2.1 Unless superseded by terms in these Conditions of Carriage, the Ticket shall be valid for a maximum of 12 months from the date of issue (booking date).

3.2.2 If you are unable to take your flight either in full or in part during the term of validity as a result of a factor for which we are responsible, we will extend the term of validity of the Ticket or grant you the right to a refund according to Article 10.2.

3.2.3 We will also extend the term of validity of your Ticket if you are prevented from continuing your trip once you have started it because of illness. The extension will be granted until the first flight in the purchased Fare category is available from the location where you continue your trip once you regain your fitness to travel. All such illness must be confirmed by a medical certificate. We will also extend the term of validity of the Tickets of any Immediate Family who have accompanied you on your trip, to the same extent as we have extended yours.

3.2.4 If a Passenger dies after having started the outbound leg of the flight and before starting the return leg, we are able to change the term of validity of the return portion of the Ticket of the individuals accompanying the deceased Passenger by waiving any minimum stay rules or by extending the term of validity. If a member of

the Passenger's Immediate Family dies after the Passenger has started his or her travel, the term of validity of the Passenger's Ticket and of the Tickets of any other member of the Passenger's Immediate Family accompanying the Passenger can also be changed. Changes can only be made if a valid death certificate is presented. Extensions to the term of validity are possible up to a maximum of 45 (forty-five) days from the date of death.

3.2.5 Irrespective of these conditions, a Ticket becomes invalid once all flights referred to in the Ticket have been completed, unless these flights have been previously rebooked or the terms of Article 5.2 allow you to rebook them notwithstanding.

3.3 Name and Address of the Airline

Our name may be abbreviated in the Ticket to our Airline Code as EW, Eurowings or otherwise. The departure airport for the first section of the flight with our Airline given in the Booking Confirmation should be assumed to be our address.

Article 4: Total Fare And Payment

4.1 Fares

Unless expressly stated otherwise, Fares only cover carriage from the departure airport to the destination airport, including taxes, fees and duties charged by the government, other bodies entitled to do so or the airport operator. Ground transport services between airports and from airports and downtown locations are not included. Your Fare is calculated with reference to our rate structure and takes into account the standard prices on the issuing date for the flight date and route stated in the Ticket. Changes to your flight date or route – insofar as these are permissible at all – may therefore affect the Fare payable.

4.2 Additional Charges

4.2.1 Certain additional services that we provide at your request in connection with your carriage and special expenses incurred by us in fulfilling or complying with the carriage agreement reached with you, and/or those incurred by you or by a Passenger authorized by you on the basis of the carriage agreement made with you shall not be covered by the Fare. For these services we will charge you extra fees. Notwithstanding this definition, charges for services and operating costs (such as excess baggage fees or rebooking fees) shall fall into this category, as do refunds of expenses incurred and demands for compensation for losses incurred (for example, if bank debits are not honored).

4.2.2 These Conditions of Carriage set forth the conditions under which we are entitled to charge additional fees. Unless expressly stated otherwise, the amount is calculated according to our table of charges (Article 17). The latest published version of the table of charges applies.

4.2.2 (a) the time of booking, in the case of a service that we are already obliged to provide as a result of the booking itself, such as a rebooking (see Article 5.2.3) or the carriage of infants under 2 years of age (see Article 7.3.1).

4.2.2 (b) the time at which the service is provided or any other circumstance that would cause us to charge an additional fee in any other instance.

4.3 Currency

Fares, taxes, charges, fees and additional amounts (charges for carriage) are payable no later than at the time of booking in Euros, unless we or our Authorized Agent indicate a different currency.

4.4 Payments

4.4.1 Unless otherwise stated, the fare is due as soon as the contract of carriage is entered into (compare Art. 3.1).

4.4.2 You may choose from the following payment options:

4.4.2 (a) Cash payments are accepted without restrictions for all "Airport Sales".

4.4.2 (b) A RatePAY invoice allows you to pay the fare by bank transfer, to the inclusion any additional services subject to fees that were agreed on entry into the contract of carriage. You can pay using RatePAY invoices if the amount due is between € 20 and € 2,000, provided you have given your private residential address in Austria or the Federal Republic of Germany as the invoice and contact address during the booking process, and provided all other conditions in Article 23 have been met. Once we have approved your request to pay using RatePAY, the amount to be paid shall be due for payment into the account of the collecting entity on the 10th business day after booking, or no later than the last business day before departure.

4.4.2 (c) With a SEPA direct debit invoice you can pay the fare by bank transfer, to the inclusion of any additional services subject to fees and agreed on entry into the contract of carriage. Direct-debit transfers are possible from any Euro account if there are at least five banking days between the day of the booking and the day of the first flight. To do this, issue a SEPA direct-debit order that allows us to deduct the payment due from your account by means of a SEPA direct debit, and at the same time instructs your bank to pay the charge on redemption.

4.4.2 (d) There are no restrictions on payments made with credit cards that we accept or by PayPal. You simply authorize us to debit your credit card or PayPal account or send a payment order to PayPal.

4.4.3 If, by way of a Booking Confirmation, we have accepted the method of payment that you have chosen, the Total Fare is considered paid until we ascertain or have reasonable grounds to suspect that:

4.4.3 (a) the credit card, PayPal or bank account details provided by you are incorrect or incomplete;

4.4.3 (b) you are not the authorized owner of the credit card, PayPal or bank account;

4.4.3 (c) for any other reason, you are not entitled to access the bank account, PayPal or credit card, either completely or to the extent that it will prevent you from honoring the financial commitment you made to us on the basis of the carriage agreement;

4.4.3 (d) you have canceled the debit authorization that you granted us or have not promptly returned to us the SEPA direct-debit order fully completed by hand;

4.4.3 (e) the credit card company, bank or PayPal does not grant payment of the amount requested by us on the basis of the debit authorization you granted us;

4.4.3 (f) the amount that we debit from your credit card, PayPal or bank is transferred back into your account either in full or in part, or the funds are returned to you in any other manner;

4.4.3 (g) as long as the RatePAY amount has reached the recipient's account no later than the date due.

4.5 Consequences of Late Payment or Payment Default

4.5.1 Until the Total Fare is paid in full or according to Article 4.5.3 is deemed to be provisionally paid, we have the right to refuse to render any service that we have agreed to render in this agreement, and in particular to refuse to transport you.

4.5.2 If one of the events mentioned in Article 4.4.3 (a) to (g) above occurs, or if you do not comply with a payment deadline that we have agreed with you, we have the right

4.5.2 (a) to refuse to transport you until the outstanding payments are paid in full;

4.5.2 (b) to block your online user access to our website and to refuse further bookings from you or for you as a named passenger;

4.5.2 (c) to refer your unrecovered debt to a debt collection agency;

4.5.2 (d) to inform SCHUFA (German credit rating agency) of your delay, insofar as we have ascertained in individual cases that your conduct is due to an inability or unwillingness to pay,

4.5.2 (e) in cases mentioned in Article 4.4.3 (f) (returned funds), to charge you a reverse transfer fee according to our table of charges (Article 17 "CBF") to cover the extra time and labor that we incurred in this case, insofar as you are responsible for causing the return and you fail to prove to us that no loss, or a smaller amount of loss than the amount of the fee, was incurred by us,

4.5.2 (f) to demand that you reimburse any other losses that we incur.

Article 5: Reservations

5.1 Reservation Requests

5.1.1 We only issue tickets together with a reservation. In the unlikely event that this is not the case and you are issued a ticket without a reservation, a reservation can be subsequently for a flight, as long as there are still places available in the appropriate Tariff category.

5.1.2 We or our Authorized Agents will register your reservation(s). On request we will supply you with written confirmation of your reservation.

5.1.3 Our Fares are subject to conditions that limit or remove your right to change or cancel your reservation.

5.2 Changes to Bookings

5.2.1 In accordance with the following provisions, flights for the same route can

- (a) be transferred to passengers other than those authorized to be transported in accordance with Article 3.1.2, and their incomplete or missing first name or family name can be completed (change of passenger) or
- (b) be rebooked to another scheduled time, as long as there are free seats available on the new flight. Changes to the booked route are not possible. In the case of connecting flights, it is not possible to rebook individual legs.

5.2.2 Changes to bookings are allowed only up to before web check-in closes before the scheduled departure time of the (original) flight. Changes to bookings at a later time (changes to bookings retroactively) are only permitted in the situations described in Article 3.2.2, Article 3.2.3, Article 3.2.4, Article 5.5, Article 9.1.2, and Article 9.2.2, and only if the new booking occurs immediately upon the removal of the cause of the hindrance.

5.2.3 Except in the situations described in Article 3.2.2, Article 5.5.1, Article 9.1.2 and Article 9.2.2, we charge a flat fee per passenger and flight segment per booking change. You can find the amount in our table of charges (Article 17 "RBK" of "NC1"). In addition, the Fare is determined as the fare payable for the flight segment in question at the time of rebooking. If the Fare calculated in this way is higher, you must also pay the difference in addition to paying the rebooking fee. If the new flight

costs less, we will however not refund the difference. In respect of the extra costs payable by passengers in the case of rebooking, we make explicit reference to our right to deny the provision of services (Article 4.5.1).

5.2.4 Changes to bookings can be made online (only possible if the booking is made under the “Booking with Login” option), via the call center or in person at the departure airport. The new flight dates must fall within the period of validity of the Ticket, unless there are circumstances under which we will extend the period of validity of the Ticket, in accordance with Article 3.2. It is only possible to change a booking to a flight that, at the time of the booking change, is loaded into our reservation system and available for booking.

5.2.5 Provisions in Article 5.2 do not apply to changes to bookings made under the flex option in Article 19.1, unless there is explicit reference there to individual provisions.

5.3 Occupation and Reservation of Seats

5.3.1 Your seat is allocated when you check in. We hereby advise you that you have no right to influence the choice of seat nor can you occupy a seat other than the one allocated to you.

5.3.2 You may also reserve a specific seat or a seat with more legroom depending on availability for a small charge per passenger and route. Prices can be found in our table of charges. If you reserve a seat with more legroom, we will serve you a snack and a soft drink during the flight.

5.3.3 We do, however, reserve the right to refuse reservation requests and to reallocate at any time the seats allocated in accordance with Article 5.3.1 or the seats reserved in accordance with Article 5.3.2, if we deem it necessary for reasons of flight safety, security or operating reasons, or if the information about the passenger in question provided, as requested when reserving the seat, is incorrect or incomplete. If you are thus deprived of a reserved seat, we will refund you the reservation fee, as long as you are not solely or predominantly responsible for the seat being refused.

5.4 Reconfirmation of Reservations

You should verify whether reconfirmation is necessary with every Airline that is carrying you during your trip. If it is necessary, you must reconfirm with the Airline whose Airline Code appears on your Ticket for the flight in question.

5.5 Cancellation of Reservations

If we legitimately cancel your reservation your Ticket will become invalid at the latest after the completion of the flights concerned. The only case in which this does not apply is when these flights were previously rebooked, or if you have the right to rebooking regardless, according to the terms of Article 5.2. We expressly advise

you that in the case of your reservation being legitimately canceled by us you have no right to a refund of the Total Fare already paid by you and that your obligation to pay any still unpaid amounts remains unaffected, unless otherwise stated in these Conditions of Carriage.

5.6 Personal Information

We reserve the right to review payment transactions to prevent fraud and other fraudulent use. Therefore, we may use internal and external sources. If fraudulent activities are suspected and/or detected we further reserve the right to transmit information (personal data included) to other subsidiaries within the Lufthansa Group (among others Austrian Airlines, Eurowings, Germanwings, Brussels Airlines, SWISS Global Air Lines AG, Edelweiss Air AG, SWISS International Air Lines AG, Miles and More GmbH) that may review the data for its own purposes.

Article 6: Check-In and Boarding

6.1 Check-In

6.1.1 In general the check-in desks for short- and medium-haul flights open two hours before the scheduled departure time (for flights from Tel Aviv, Tunis, Casablanca, Marrakech: 2.5 hours / for flights from Algiers: 3.5 hours). We recommend that you arrive at check-in two hours before departure. Passengers who have not arrived at the check-in counter or presented themselves to the check-in staff 40 minutes before the scheduled departure of their flight (for flights from/to Tel Aviv, Tunis, Marrakech: 60 minutes / for flights from Casablanca, Marsa Alam: 50 minutes / for flights from Algiers: 90 minutes / for flights from London-Heathrow, London-Stansted: 45 minutes / for flights from Palma de Mallorca: 45 minutes / for flights from Moscow: 45 minutes) at the latest can no longer be checked in. If you have booked a one-stop flight we recommend that you use the specially marked transfer desks when you check in again at the airport where you catch your connecting flight, if such a transfer desk is available. One-stop passengers will as a rule be given priority treatment at a transfer desk and as such will be checked in more quickly.

The check-in counter for intercontinental flights usually opens three hours before the scheduled departure time. We recommend that you present yourself at check-in three hours before departure. Passengers who arrive at the check-in counter and present themselves for check-in later than 60 minutes before the scheduled departure time can no longer be checked in.

6.1.2 Notwithstanding the rules in Article 6.1.1 special check-in times and restrictions on checked baggage do apply.

6.1.2 (a) for children traveling alone using the unaccompanied-minor service as stipulated in Article 21. They must be at the check-in desk at least two hours before the scheduled departure time and made themselves known to the check-in personnel when checking in.

6.1.2 (b) for passengers wanting to check in at a special check-in terminal outside the Airport. The necessary time that passengers must be at the check-in terminal by and have made themselves known to the check-in personnel when checking in is longer than at our check-in desks at the airport and will be made available for each specific location. This is why these terminals are generally open all day, regardless of the specific flight time. Please be aware of this when you plan your trip to these special check-in terminals, because there may be restrictions on checked baggage that cannot be transported as free baggage as defined in Article 8.1 because of their bulkiness or other problems. We have published separately information on those airports with special check-in terminals and their relevant opening and lead times, as well as any restrictions on checked baggage they may have.

6.1.3 In the interest of passenger safety we took immediate action after the terrorist attacks in the USA on September 11, 2001. We introduced the stringent rules issued by the British Department of Transport, Local Government and the Regions (DLTR) for British airports and airlines, which led to more frequent, stronger safety measures. Please note that this may lead to certain delays.

6.1.3. (a) All passengers must produce a valid official photo-ID document when they check in. This also applies regardless of national immigration requirements for domestic flights and flights to and from states within the Schengen Area. For international flights national immigration and exit regulations must also be complied with and the necessary identity documents and any other required documents and visas provided. Without such documents you will not be allowed to check in for your flight. We ask for your understanding for the fact that in the case of one-stop flights the required checks are conducted before each flight segment individually and are limited to the requirements of that individual flight segment only.

6.1.3 (b) The names on the identity document and on your Ticket (Booking Confirmation) must be the same. Only Passengers who have made a booking can be checked in. You cannot make a change (in the passenger) at a later date.

6.1.3 (c) Passengers and their Baggage will be subjected to a thorough security screening by us. We are therefore entitled in accordance with Article 8.6 to search you and your Baggage. Certain items may not be carried into the cabin or are prohibited from being transported in the aircraft in any way. You should therefore closely observe these particular conditions set forth in Article 8 when packing your Baggage. This will make our job easier and will spare you any trouble at check-in. If necessary we will ask you to transfer items from your Cabin Baggage into a piece of your checked Baggage or even completely refuse to check your Baggage.

6.2 Boarding

At check-in you will find out from which gate you can board the aircraft and at what time you must be at the gate at the latest. Please note that at every airport there

are security and control procedures to pass through before the gate area can be reached, and that we have no control over how long these procedures can take. We recommend that you go through the security check as soon as possible, since waiting times can vary according to the prevailing circumstances.

6.3 Consequences of Late Arrival

We reserve the right to cancel your reservation if you do not adhere to the check-in deadline or you do not arrive at the gate by the time specified. This also applies if we were not able to check you in owing to a reason specified in Article 6.1.2.

Article 7: Refusal and Restriction of Carriage

7.1 The Right to Deny Carriage

We can refuse to transport you or your baggage or transport you further if we have reason to believe on the basis of certain facts that

7.1.1 this is necessary to observe applicable provisions of law, orders or regulations of authorities;

7.1.2 transporting you or your Baggage could endanger the health or safety of others or could interfere with the physical welfare of other Passengers or the crew;

7.1.3 your physical or mental state, including any impairment due to drugs or alcohol, poses a risk or a danger to you, other Passengers, the crew or the property of others;

7.1.4 you have committed an offense as described in Article 11.1 on a previous flight and we have reason to suspect that you could repeat such behavior;

7.1.5 you have refused to cooperate with a security check;

7.1.6 you have not paid in full any Fares or other fees charged by us;

7.1.7 you are not in possession of valid travel documents, you wish to enter a country which you are only entitled to travel through or for which you have no valid travel documents, you destroy your travel documents during the flight or you refuse to hand over your travel documents to the crew in exchange for a receipt when asked to do so;

7.1.8 you are unable to prove that you are the person named in the Ticket (Booking Confirmation);

7.1.9 you fail to follow our instructions relating to flight safety or security.

7.2 Passengers Who Require Special Assistance

7.2.1 Please note that we can only transport unaccompanied children, disabled people, pregnant women, people who are ill or other people who need special assistance if expressly agreed with us beforehand. Bookings for Passengers with special needs should therefore be made through our call center. This service is free of charge for you. If a booking has been made online, the call center must be informed as soon as possible and in detail of the assistance requested, along with the Confirmation Number of the flight concerned.

7.2.2 Pregnant women may travel up to and including the 36th week of pregnancy if they present a physician's statement confirming the stage of their pregnancy. This limit must also be respected on the return flight.

7.2.3 The following rules apply on an individual basis irrespective of the notification requirement, unless an arrangement has expressly been made to the contrary:

7.2.3 (a) Passengers with special needs may not sit next to emergency exits for safety reasons.

7.2.3 (b) We can only transport a maximum of one Passenger per flight whose disability requires the presence of an accompanying person, unless the Passenger travels with their own accompanying person who is there for this purpose. A person cannot be classed as an accompanying person if he or she is responsible for accompanying more than one Passenger.

7.2.3 (c) Passengers' folding wheelchairs will be transported at no extra charge and in addition to the free baggage allowance (Article 8.1). However, it is not possible for us to transport wheelchairs with wet batteries that are not sealed or leak-proof. If your wheelchair runs on a battery, please note that wheelchairs or other battery-operated mobility aids with a leak-proof dry or gel battery may only be transported if the battery is disconnected and not ready for use and if the battery terminal is insulated and protected from short-circuiting. The battery must also be securely attached to the wheelchair or mobility aid.

As a rule we can transport a maximum of five passengers with wheelchairs per flight (not applicable for flights to and from the U.S.). We can only transport larger groups of passengers with wheelchairs where specific arrangements have been made with us.

7.2.3 (d) For Passengers who have no mobility, or who cannot walk without help, or cannot climb the steps into the aircraft or cannot walk longer distances, wheelchairs are provided at the airport. It is not possible to transport ill people who must lie horizontally, i.e. who would require a stretcher, on our flights.

7.2.3 (e) Please understand that only one guide dog can be accommodated per flight (not applicable for flights to and from the U.S.). Guide dogs are transported free of charge and must be registered using the contact form provided. Please read

more about carriage of animals in Article 8.10.3. Special rules apply for the United Kingdom and Ireland relating to the import and export of animals. We would ask you to seek information from the British Embassy, either from their website at <https://www.gov.uk/pet-travel-travelling-with-assistance-dogs> or by post at:

Britische Botschaft/British Embassy
Wilhelmstr. 70-71
10117 Berlin
Germany
Tel +49 (0)30 20457-0

7.3 Transport of Children

7.3.1 We only transport children who are younger than 12 years old if they are traveling accompanied by a responsible adult. If the accompanying adult is not a parent or legally entitled guardian, the accompanying adult must produce a written declaration signed by all persons who are legal guardians of the child that indicates their consent to allow the child to take the flight under the supervision of the accompanying adult.

7.3.2 The above notwithstanding, statutory provisions in various countries make the entry and exit of children and young people under 18 contingent upon provision of proof by all persons authorized to care for children. The requirements for such proof may exceed those set forth in Article 7.3.1. It is of the utmost importance to note that compliance with national entry and exit requirements is the responsibility of each passenger. We therefore recommend that you give yourself sufficient time before you travel in order to ensure that you have the correct information about the above requirements and the necessary documents from the government authorities responsible.

7.3.3 Toddlers who are under 2 on the day of departure may only travel if:

7.3.3 (a) they are secured on the lap of the adult accompanying them with an additional loop belt, which our staff will explain how to use. In such cases we charge a flat service fee for transporting the child rather than the standard fare. You can find the amount of the service fee in our Table of charges (Article 17).

7.3.3 (b) they occupy their own window seat next to the adult accompanying them and if the child is secured in a special child restraint system explicitly approved by us. Please note that in this case we charge the full children's fare. We do not provide the required child restraint system, which you must provide yourself. A child restraint system may only be used if it is produced at the desk during check-in and is determined to correspond to one of the child restraint systems that we approve. The approved models can be found here. In this case, the child restraint system is considered as free luggage allowance within the meaning of Art. 8.1.2 (b). Please familiarize yourself with your child restraint system's operating instructions before

traveling, as the crew is not able to assist you with the installation. If you cannot secure the child restraint system properly then you must check it in as luggage.

Article 8: Baggage

8.1 Free Baggage Allowance

The carriage of your Baggage is included in the Fare, as long as it meets our conditions for the Baggage allowance.

8.1.1 The carriage of your baggage is included in the fare as long as it meets our conditions for the baggage allowance.

8.1.2 The following are accepted as free baggage:

8.1.2 (a) baggage up to a maximum of 8 kg with maximum dimensions of 55 x 40 x 23 cm (for folding garment bags, max. 57 x 54 x 15 cm) that has not been checked and that you take on board with you as carry-on baggage after having presented it to us as such at the check-in desk, provided it does not conflict with any statutory or official regulations or directives such as those issued by the UK Department of Transport or VO (EC) 1546/2006. In addition to this carry-on item, you can bring another personal carry-on item (max. 40 x 30 x 10 cm) (such as a laptop bag or purse) as well as one baby carrier or a child car seat or buggy per child (transport in the cargo hold possible) and wheelchairs/orthopedic aids (such as a walker).

8.1.2 (b) baggage that which qualifies as free baggage owing to a specific provision of these conditions of carriage, a special agreement with us or an explicit statutory provision or that is exempt from payment of a specific fee.

8.1.3 The transport of animals is regulated by Art. 8.10. Animals are not considered to be free baggage even if they otherwise fulfill the specifications in Art. 8.1.2. (a).

8.1.4 You may not declare that baggage belonging to third parties is your own, and such baggage cannot be checked as part of the free baggage allowance. Nor can it be checked for transport as special or excess baggage.

8.2 Baggage incurring a charge

8.2.1 Baggage, which does not qualify for inclusion in the baggage allowance, owing to its weight, its bulkiness or other difficulties to its being transported, can only be transported if an additional fee is paid.

The details are as follows:

8.2.1.1 Baggage surcharge: for every piece of checked baggage, we collect a baggage surcharge. This surcharge is reduced for a maximum of one piece of checked baggage (reduced baggage surcharge) if you register the items of baggage

that are subject to a surcharge no later than two hours before the scheduled departure time. You can do this either online or by contacting the call center. You must then pay the required surcharge using the method of payment indicated in the process.

8.2.1.2 Excess baggage surcharge: there is no obligation for us to transport checked baggage if the individual baggage item exceeds 23 kg (BIZclass: 32kg). If capacity is available, however, we generally accept up to five checked baggage items, none weighing more than 32 kg. In particular cases we require prior consultation.

If we agree to transport excess baggage on top of the baggage surcharge, we charge the following in line with Article 8.2.1.1:

8.2.1.2 (a) an excess baggage surcharge ("XBA/XMA") for the first baggage item up to max. 9 kg of excess weight.

8.2.1.2 (b) an excess baggage surcharge ("XBB-XBE/MB-ME") per baggage item for additional baggage items, up to a maximum excess weight of 9 kg.

8.2.1.3 Surcharge for bulky items: for the transport of checked baggage items not secured in cases or other similar compact receptacles, we collect special surcharges instead of the baggage surcharge in accordance with Art. 8.2.1.1 and the excess baggage surcharge in accordance with Art. 8.2.1.2. There is no obligation for us to transport bulky items. As a rule, however, if capacity is available, we will accept checked bulky items, if they are listed as a type in our Table of Charges (Article 17) and if the indicated surcharge has been paid. In individual cases we require prior consultation.

8.2.2 Please find the respective surcharge fees in the Table of Charges (Article 17) or by contacting our call center or check-in desks. The fees applicable are always those fees published on the day of the respective flight. For obligatory prior registration for services incurring charges the applicable fees are those published on the day of registration. The fees laid down are per leg and are thus calculated separately for the outward flight and the return flight. When booking flights with a connection all legs between the first point of departure and the final destination are counted as one leg.

8.2.3 Where we have the capacity to and if there is no safety concern for the flight, after prior consultation with us, we do allow you to use an "extra seat" to transport musical instruments, which due to their weight or size are not carry-on items as defined by Article 8.1.2 (a), nor should they be checked as special items.

8.2.3.1 This service can only be booked if there is an unoccupied seat directly next to the seat you have reserved, or if you are willing to be given a different seat, other than the one you reserved, which fulfills this condition.

8.2.3.2 You can only book an "extra seat" via the call center or at a Airport Sales for a supplement amounting to the fare at the time you add the extra seat in the relevant booking class in BASIC fare for the leg concerned. If you book the extra seat on the same day as the flight, the supplement will not be higher than the fare.

8.2.3.3 We expressly state that an extra seat is an extra service dependent on the flight booking, and therefore it cannot be rebooked or canceled by itself. Booking an extra seat does not entitle you to take another person on board, nor does it entitle you to be credited with miles on your Boomerang Club account.

8.3 Cargo

We do not carry cargo on our flights. Baggage can therefore only be carried as either Cabin Baggage or Checked Baggage, and must be carried together with a passenger.

8.4 Items Not Accepted as Baggage

8.4.1 Your Baggage must not contain Items which could be used to endanger the aircraft or people or property on board. These are individually listed in the Dangerous Goods Regulations of the International Civil Aviation Organisation (ICAO) and the International Air Transport Association (IATA). This applies in particular to

8.4.1.1 Articles prohibited from being carried in the aircraft cabin

8.4.1.1.1 Guns, firearms & weapons

Any object capable, or appearing capable of discharging a projectile or causing injury including:

- All firearms (pistols, revolvers, rifles, shot guns etc.)- Replica and imitations firearms
- Component parts of firearms (excluding telescopic sighting devices / sights)
- Air pistols, rifles and pellet guns
- Signal flare pistols
- Starter pistols
- Toy pistols of all types
- Ball bearing guns
- Industrial bolt and nail guns
- Cross bows
- Catapults
- Harpoon and spear guns
- Animal humane killers
- Stun or shocking devices e.g. cattle prods, ballistic conducted energy weapons (taser)
- Lighters shaped like a firearm

8.4.1.1.2 Pointed / edged weapons and sharp objects

Pointed or edged articles capable of causing injury, including:

- Axes and hatches
- Arrows and darts
- Crampons
- Harpoons and spears
- Ice picks
- Ice skates
- Lockable or flick knives with blades of any length
- Knives made of metal or any other material strong enough to be used as a potential weapon with blades of any length
- Meat cleavers
- Machetes
- Open razors and blades (excluding safety or disposable razors with blades enclosed in cartridge)
- Sabres, swords and swordsticks
- Scalpels
- Scissors
- Ski and walking / hiking poles
- Throwing stars
- Tradesman's tools that have the potential to be used as a pointed or edged weapon e.g. drills and drill bits, box cutters, utility knives, all saws, screwdrivers, crowbars, hammers, pliers, wrenches / spanners, blow torches.

8.4.1.1.3 Blunt instruments

Any blunt instrument capable of causing injury, including:

- Baseball and softball bats
- Clubs or batons rigid or flexible - e.g. Billy clubs, blackjacks, night sticks and batons
- Cricket bats
- Golf clubs
- Hockey sticks
- Lacrosse sticks
- Kayak and canoe paddles
- Skateboards, hoverboards
- Billiard, snooker and pool cues
- Fishing rods
- Martial arts equipment e.g. knuckle dusters, clubs, coshes, rice flails, num chucks, kubatons, kubasaunts

8.4.1.1.4 Explosives and flammable substances

Any explosive or highly combustible substance which poses a risk to the health of passengers and crew or the security of aircraft or property, including:

- Ammunition
- Blasting caps
- Detonators and fuses
- Explosives and explosive devices
- Replica or imitation explosive material or devices
- Mines and other explosive military stores
- Grenades of all types
- Gas and gas containers e.g. butane, propane, acetylene, oxygen - in large volume.
- Fireworks, flares in any form and other pyrotechnics (including party poppers and toy caps)
- Strike anywhere matches
- Smoke generating canisters or cartridges
- Flammable liquid fuel e.g. petrol / gasoline, diesel, lighter fluid, alcohol, ethanol
- Aerosol spray paint
- Turpentine and paint thinner
- Alcoholic beverages exceeding 70% by volume

8.4.1.1.5 Chemical and toxic substances

Any chemical or toxic substance that poses a risk to the health of passengers and crew or the security of aircraft or property, including:

- Acids and alkalis - e.g. spillable “wet” batteries
- Corrosive or bleaching substances – e.g. mercury, chlorine
- Disabling or incapacitating sprays – e.g. Mace, pepper spray, tear gas
- Radioactive material - e.g. medicinal or commercial isotopes
- Poisons
- Infectious or biological hazardous material – e.g. infected blood, bacteria and viruses
- Material capable of spontaneous ignition or combustion
- Fire extinguishers

8.4.1.2 Items forbidden in checked baggage

- Explosives, including detonators, fuses, grenades, mines and explosives
- Gases: propane, butane
- Flammable liquids, including gasoline, methanol
- Flammable solids and reactive substances, including magnesium, firelighters, fireworks, flares
- Lighters, electronic cigarettes
- Oxidizers and organic peroxides, including bleach, car body repair kits
- Toxic or infectious substances, including rat poison, infected blood
- Radioactive material, including medicinal or commercial isotopes
- Corrosives, including mercury, vehicle batteries
- Vehicle fuel system components which have contained fuel

If you are unsure about what items you may take with you, please call us or ask at the check-in desk.

8.4.1.3 Items, whose carriage is forbidden owing to the national legislation or official regulations of a country, via which or to which the aircraft is flying.

8.4.1.4 Items that are justifiably adjudged by us to be unsuitable for carriage in the type of aircraft being used for the flight because they are dangerous or because of their weight, odour or content, their size or shape or because they are in any way delicate, fragile or perishable, or because they will unacceptably affect the comfort of other Passengers.

8.4.1.5 Firearms and explosives, handguns, automatic weapons, ammunition including blanks, gun sights, fireworks, flares, smoke canisters and fire-crackers.

8.4.2 Firearms for sporting and competition purposes and a maximum of 5 kg of ammunition may be carried in Checked Baggage when it is declared at check-in and appropriately packed. The regulations of the ICAO and IATA as referred to in Article 8.4.1.1. apply here. Special check-in times apply in this case, which you should enquire about with us beforehand.

8.4.3 Weapons, such as antique firearms, swords, knives and similar items can also be accepted as Checked Baggage at our discretion. They are, however, not allowed in the aircraft cabin.

8.4.4 Your checked baggage must not contain any cash, jewellery, precious metals, computers or other electronic equipment, negotiable documents, documents of financial value or other valuables, fragile objects, optical aids or perishables, keys, medicines, classified business documents, prototypes or models, passports or other identity cards and passes.

8.4.4.1 Televisions will not be accepted as checked baggage. However, they may be transported in the cabin if they do not exceed a maximum size of 55 x 40 x 23 cm and a weight of 8 kilograms and are securely packaged against breakage. In this case, the television set is considered carry-on baggage as defined by paragraph 8.1.2 (a) and reduces your free baggage allowance accordingly.

8.4.5 We will not carry wheelchairs unless they have sealed and leak-proof batteries (see also Article 7.2.3 (c)), we also will not carry extra oxygen for personal use, stretchers, baby carriages or motors.

8.4.6 Baggage equipped with a lithium battery, other than lithium button cells (e.g. smart baggage) must meet the following requirements:

- if the baggage is to be checked in, the lithium battery must be removed from the baggage and the lithium battery must be carried in the cabin; or

- if the baggage is carried in the cabin, the lithium battery must be removed anyhow.
- baggage where the lithium battery cannot be removed is forbidden for carriage.

8.5 Right to Refuse Baggage

8.5.1 Apart from the exceptions mentioned in Articles 8.4.2 and 8.4.3 we will refuse to transport or transport further the items described in Article 8.4.

If all or part of your baggage is not transported as a result of the circumstances described in Article 8.4 we cannot be held responsible for the cost of storing and/or delivering those baggage items. You will be charged the cost of storing and/or delivering such items in a separate invoice.

8.5.2 We can refuse to transport Baggage when we justifiably consider it not to be suitably or securely packed in a container appropriate for the purpose. Information about packaging and unsuitable containers can be provided on request.

8.6 Right to Search

For reasons of flight safety and security we can ask to search and examine you and to search, examine and x-ray your Baggage. If we cannot contact you, your Baggage can be searched in your absence. This happens in order to ascertain whether your Baggage contains an item described in Article 8.4.1, or a firearm, piece of ammunition or other weapon which was not declared to us in accordance with Articles 8.4.2 or 8.4.3. If you do not consent to such a request we can refuse to transport you and your Baggage. If a search or examination causes damage or injury to you or an x-ray or examination damages your Baggage, we are only liable for such losses if we have caused them as a result of negligence in our duties.

8.7 Checked Baggage

8.7.1 After you have presented your Baggage to us, we will take custody of it and attach a baggage identification tag to each piece of Baggage.

8.7.2 Each piece of Checked Baggage must have your name or other personal identification attached to it.

8.7.3 If at all possible, checked Baggage is transported on the same aircraft as you unless we decide for safety, security or operational reasons to transport it on an alternative flight.

8.8 Carry-on Baggage

8.8.1 If your Baggage does not meet the requirements set forth in Article 8.1.2, it must be checked. In addition the following items may not be taken into the cabin of the aircraft:

- Toy weapons or replica weapons (whether plastic or metal)
- Nail files longer than 6 cm (paper files are permitted)

- Slingshots
- Cutlery
- Knives, whatever the length of blade
- Paper knives
- Razor blades
- Tools
- Darts
- Scissors
- Syringes
- Knitting needles
- Sports bats and racquets

8.8.2 Each passenger will be able to take on board one carry-on item weighing up to 8 kg (in BEST and BIZclass, two items of hand luggage up to 8 kg each) and no larger than 55 x 40 x 23 cm (and for folding garment bags a maximum of 57 x 54 x 15 cm) and additionally to this carry-on item another personal carry-on item no larger than 40 x 30 x 10 cm (e.g. laptop bag or handbag) as well as one baby carrier or a child car seat or buggy per child (transport in the cargo hold possible) and wheelchairs/orthopedic aids (such as a walker).

8.8.3 In addition to other restrictions on hand luggage, carrying liquids and gels through security control is as a rule prohibited within the European Union and many other countries (such as Switzerland, Russia, Iceland, Croatia, Israel, Egypt, Morocco, Tunisia and Norway). For security reasons, they must be disposed of at security control.

The following exceptions apply:

- Liquids (such as cosmetics and toiletries, gels, toothpaste, creams, lotions, liquid/solid mixtures, perfumes, pressurized containers, cans, water bottles, etc.) and waxy or gelatinous substances in containers of up to 100 ml or 100 g.
- These liquids/solids must be packed in a transparent, resealable plastic bag (with a capacity of max. 1 liter) that is completely closed. Passengers must purchase these bags themselves before departure. They are available in many supermarkets, for example in the form of freezer bags. It is currently not possible to purchase or obtain such plastic bags at check-in.
- Prescription medications and baby food: The passenger must prove that the medications and baby food are needed during the flight.

For security control at airports within the EU, Switzerland, Norway or Iceland: Liquid duty-free goods must be packed in transparent bags sealed by sales staff (known as STEB bags). The bag must include adequate documentation visible from the outside indicating that the purchase was made that day as well as the point of sale. The bag must also remain closed and sealed through the end of the last leg of the flight.

Products and bags that do not meet requirements or that are closed only with an elastic band or similar closure must be handed over.

Please present liquids and gels during hand luggage check without prompting.

To ensure fast boarding, please store any liquids and gels that you do not urgently need during your flight in your checked luggage if possible.

8.8.4 Carrying

liquids/gels/drinks purchased from travel-value or duty-free shops after security control is permitted until leaving the security area for the first time. For connecting flights that require another security check, please note the restrictions listed under paragraph 8.8.3. After that point, it may be prohibited to carry those objects on the connecting flight. Security controls at airports within the EU, Switzerland, Norway and Iceland represent exceptions to this rule: At those airports, carrying liquids/gels/drinks purchased from travel-value or duty-free shops during the previous flight is permitted if they are packed in a transparent (STEB) bag sealed by the sales staff, if the bag includes documentation of the same-day purchase and the point of sale visible from the outside, and if the bag remains closed and sealed up to the end of the last leg of the flight. We strongly recommend getting informed about the regulations specific to the destination or transit country prior to the flight.

8.8.5 Eurowings assumes no liability for objects that passengers are not allowed to carry in their hand luggage and must thus be handed over at security control. Please note that these restrictions apply only to the transport of the above items in hand luggage and not to luggage that is checked.

8.8.6 We will only transport objects that are not suited for transport in the cargo hold (such as delicate musical instruments) and that do not meet the requirements of Article 8.1.2 in the cabin if you notify us and we have given our permission beforehand. Under certain circumstances, we will charge a special fee. For the amount, please see Article 8.2.3, "Extra Seat".

8.9 Collection and Delivery of Checked Baggage

8.9.1 You are required:

To collect your Baggage as soon as possible at the destination or a stopover. If you do not collect your Baggage within a reasonable time, we will charge a storage fee in accordance with our Tariffs.

8.9.2 We have the right to give Checked Baggage to the holder of the Baggage Check, if issued, and the Baggage Identification Tag, without further checks as to this person's entitlement to the Baggage. This is unless circumstances have been made known to us which give us cause to doubt the entitlement of the Baggage Check holder to the Baggage.

8.9.3 If a person who requests a piece of Checked Baggage cannot produce the Baggage Check, if issued, and the Baggage Identification Tag, in order to identify the Baggage, we will only issue the Baggage to this person if he or she can prove to our satisfaction their entitlement to the Baggage.

8.10 Animals

The Carriage of Animals is only possible with our express permission. We will only grant permission for the transport of cats and dogs. If we grant permission, we will only transport animals under the following conditions:

8.10.1 You must ensure that animals to be transported are accommodated in a suitable closed, watertight and bite-proof transport bag, which may not exceed 40 x 40 x 25.5 cm in size and 8kg (including animal) in weight. You must ensure that you have all the health and vaccination certificates, import permits and other documents required by the countries you are traveling to or through. The animal must have enough room to stand up, turn round and lie in a natural position. The animal may not be taken out of your bag at any stage of the flight. The bag is to be stowed under the seat in front of you for take-off and landing. Only one animal is allowed per bag and person. Otherwise, the animals will not be accepted for carriage. Carriage of animals can also be subject to further requirements, which you can obtain from us on request.

8.10.2 Even when we have agreed to transport an animal, the animal and its transport bag and food are not counted as free baggage. This means you must pay a specific charge in accordance with our Table of Charges (Article 17 "PETC"). We can only transport animals in the cabin.

8.10.3 Assistance dogs (guide dogs) that are accompanying handicapped Passengers are transported free of charge on top of the the normal Free Baggage allowance. Passengers who wish to travel with a guide dog must inform our Reservation Center in advance by phone at 0871 7029987. In order to ensure that all of the necessary measures are taken, you must also check in at least two hours before the planned departure time of your flight. Please also note Article 7.2.3 (e).

8.10.4 We are not responsible for an animal whose export, import or health certification documentation or other documents – necessary for the import or transit of the animal into a country, state or territory – are incomplete or not in order. You and the Passenger traveling with the animal are liable and responsible for all fines, costs, losses and obligations that we incur or are forced to pay because of the incomplete documentation.

8.11 Carriage of Urns, Human Corpses and Organs

It is not permitted to transport urns, human corpses and parts of corpses, or human organs on our flights.

Article 9: Schedules, Delays, Cancellation of Flights

9.1 Schedules

9.1.1 Flight times given in schedules can change between the date of their publication and the date of departure. We cannot guarantee them.

9.1.2 Before we accept your booking we will indicate to you the scheduled flight time, which is applicable at this time and this will be given on your Ticket. It is however possible that we will have to change the scheduled flight time after we have sent you your Booking Confirmation. If you give us a way of contacting you we will make an effort to inform you of these changes. If a major change in the timing of the flight occurs once you have already purchased your Ticket, which is not acceptable to you, and it is not possible for us to rebook you onto another flight, you are entitled to a refund of the Total Fare in accordance with Article 10.2.

9.1.3 Please note when planning your trip that we are a point-to-point airline offering direct connections at low prices. We therefore do not offer connecting flights and auxiliary services. If you still want to combine more than one of our flights, or combine one of our flights with a flight from another airline, you do so at your own risk.

9.2 Non-carriage, Cancellation and Delays

9.2.1 We will take all necessary measures to carry you and your Baggage without delay. In order to achieve this to the best possible satisfaction of our Passengers, in particular to avoid flights being canceled, we have the right in exceptional circumstances to allow a flight to be operated by another Airline on our behalf and/or with another aircraft.

9.2.2 If your flight is canceled, the departure time is delayed by at least two hours or we fail to carry you despite your will to be carried, you have the right in certain circumstances to compensation and supplementary services. Your rights in this case, in particular the exact conditions and the type and extent of services are determined by the Regulation (EC) No. 261/2004 of the European Parliament and European Council dated 11.02.2004. Written information about this can be obtained at the check-in desk or at the gate.

9.2.3 Our liability for further losses remains unaffected by this and is governed by Article 15.

Article 10: Rules Governing Refunds

10.1 Reimbursement claim processing

The provisions of this article solely determine how reimbursement claims are to be processed. Reimbursement of the flight price is granted if a particular provision allows such reimbursement. Reimbursement of taxes and fees not incurred is granted in every case. For this scenario, the following applies:

10.1.1 Unless this Article states otherwise, we are entitled to make a refund either to the Passenger named in the Ticket or to the person who has paid for the Ticket – upon production of conclusive proof of payment. When payment is made by credit card or by bank debit we will transfer the amount of the refund back to the credit card or bank account unless agreed otherwise.

10.1.2 If a Ticket has been paid for by a person other than the Passenger named on the Ticket, and it states on the Ticket that there is a refund restriction, we will only make the refund to the person who paid for the ticket or on the instructions of this person, we will make the refund to another person.

10.1.3 To file a reimbursement claim, please use our online reimbursement form or send us an email (accounting@eurowings.com) (be sure to include your booking number). The reimbursement will be made within 30 days of filing the claim. You will not be charged a processing fee.

10.2 Amount of Obligatory Refund

Unless otherwise expressly stated in these conditions of carriage, the amount of the refund complies with statutory provisions.

10.3 Fee for Cancellation of Contract

If you are solely or predominantly responsible for a circumstance, which means it was impossible for us to transport you as agreed and we are released from our duty to provide service (section 275 of the German Civil Code), or if you are either solely or severally responsible for this circumstance at a time when you default on acceptance, we retain our right to the Fare. However, we must claim a credit for any costs we save or for any other use of our service (section 326 of the German Civil Code).

10.4 Right to Refuse Refunds

We may refuse to refund a Ticket presented by us or a government official as proof of your intention to leave a country until you can conclusively prove that you have permission to stay in the country concerned or that you are leaving this country using a different Airline or another mode of transport.

10.5 Currency

We reserve the right to pay the refund in the same manner and in the same currency in which the ticket is normally paid for.

10.6 Other Refunds

Other refunds are provided only by the Airline that originally issued the Ticket or by their Authorized Agents.

Article 11: Conduct on Board the Aircraft

11.1 General

If in our objective opinion you are conducting yourself on board the aircraft in such a way that you are endangering the aircraft, any person or property on board, or that you are obstructing the crew in the performance of their duties or failing to comply with any instructions from the crew, including instructions on smoking (also electronic cigarettes), alcohol or the use of drugs, or if you behave in such a way as to cause objections, disturbance, damage or injury to other passengers or crew members, we may take such measures as we deem necessary to prevent such conduct from continuing, including physical restraint. We may remove you from the aircraft and refuse to transport you further. You may be prosecuted for offenses committed on board the aircraft.

11.2 Electronic Equipment

For safety reasons we may limit or prohibit the use of electronic equipment, including but not limited to mobile telephones, laptops, recording equipment and radios, CD players, electronic games or transmitting devices, including radio-controlled toys and walkie-talkies. The use of hearing aids and heart pacemakers is permitted.

11.3 Alcoholic Drinks

The consumption of alcoholic drinks brought on board by Passengers is not allowed.

Article 12: Agreements for Additional Services

12.1 If we make an agreement with a third party relating to additional services for you, in order to provide services other than carriage on board the aircraft, or if we issue a Ticket or Coupon/Receipt for carriage or services (other than carriage by air) to be provided by a third party – such as hotel reservations or car rentals – we shall be acting exclusively as an agent of the third party.

12.2 If we also offer you ground transport services, they may be subject to other conditions. These conditions are available from us on demand.

12.3 Travel Media: If you book this directly through eurowings.com, this exclusive offer allows you to download digital publications (newspapers/magazines). The number of complimentary downloads depends on the Fare. Once you have downloaded the maximum number of free publications, you may of course purchase extra digital newspapers and magazines. Prices vary depending on the publication and reflect market prices.

The number you can download free of charge is limited per booking but does not depend on the number of passengers.

There is no legal entitlement to this free offer.

The offer and sale of digital media are handled through Media Carrier GmbH, Muthmannstr. 1, 80939 Munich.

Article 13: Administrative Formalities

13.1 Travel Documents

13.1.1 You are responsible for obtaining all of the necessary travel documents and complying with all applicable laws, regulations, orders, directives and travel requirements of the countries to which, from which and through which you are traveling.

13.1.2 Before you start your travel you must submit all exit, entry, health and other documents required by the country concerned on the basis of its laws, regulations, orders, injunctions or other requirements, and you must allow us to make and keep photocopies of these documents. We reserve the right to deny carriage to you if you do not meet these requirements or your travel documents do not appear to us to be in order.

13.2 Responsibility for Fines, Detention Costs, etc

13.2.1 If we are required to pay fines, detention costs, or other outlays due to your failure to respect or abide by the laws, regulations, orders, directives or other travel requirements of the countries concerned, or your failure to produce the necessary documentation, you are required to reimburse us on demand for any expenses that we incur. We may use the value of the unused portion of your ticket or the property belonging to you that is in our custody in partial settlement of this payment.

13.2.2 If you are refused entry into a country, you are responsible for paying us for the cost of transporting you out of that country. The price payable for transportation to the place where entry was refused or denied will not be refunded by us.

13.3 Customs Inspections/Searches/Audits

If required, you must allow customs or government officials to search your Baggage. We are not responsible for any loss or damage that you suffer as a consequence of this search or as a consequence of your failure to comply with this demand.

13.4 Security Search/Inspection

You are obliged to undergo any and all security searches by representatives of authorities, airport officials, carriers or us.

13.5 Personal Information

13.5.1 You acknowledge that your personal information will be passed on to us for the following purposes:

Making a reservation, acquiring a Ticket, obtaining additional services and effecting payment, preparing and offering services, simplifying immigration and customs procedures and making this data available to government officials relevant for your trip. Toward this end, you grant us the authority to gather, store, and use this data and to transmit it to our offices, our Authorized Agents, government officials, other Airlines or those who are providing the services mentioned above.

13.5.2 Eurowings does not sell or rent your personal information to third parties. We will only disclose your personal information, including payment and flight booking information, to the institution issuing the credit or bank card that you use to complete your booking. Eurowings will disclose your data to trustworthy third parties only on your request. For example, we will transfer data from the Eurowings booking form to the booking form of our cooperative partners so that you can book hotels, reserve rental cars or purchase travel insurance quickly and easily. Naturally, we will always obtain your consent before transmitting any data. Data are collected or transmitted to government institutions or authorities only as required by law.

13.5.3 In line with EU directive 996/2010, Eurowings offers every passenger the option of appointing a contact person to be informed in the event of an emergency. They can appoint this person through our call center. This information is linked to the booking and only used for the purposes stipulated in directive 996/2010. It will be deleted 48 hours after the final flight listed in the booking.

You will find more information in our data protection provisions.

Article 14: Transportation Sequence

Carriage by us or by other Airlines on one Ticket is seen as one instance of carriage in accordance with the Convention. However, please see Article 15.1.5.

Article 15: Liability for Loss

15.1 General

15.1.1 The liability of other Airlines involved in your travel is unaffected by the regulations set forth in this Article and is governed by their own terms or applicable statutory provisions.

15.1.2 In no case does our liability exceed the amount of a demonstrated loss.

15.1.3 We are only liable for indirect or consequential losses if we have caused them intentionally or through gross negligence. This does not apply to indirect or consequential losses arising from a person's death, injury or health impairment arising from neglect of our duties. The terms of the Convention remain unaffected.

15.1.4 If the loss was caused by or exacerbated by the actions of the person who suffered the loss, we may be exonerated wholly or in part from our liability in accordance with applicable law. This also applies if the person who suffered the loss failed to uphold their obligations to limit losses.

15.1.5 We are liable only for losses occurring on our flights or on flights of another airline who is providing, on our behalf or in our stead, the flight that the passenger booked with us. Furthermore, if we issue a Ticket for carriage on the flights of another Airline or accept Baggage for carriage on the flights of another Airline, we are acting solely as agent for that Airline. Nevertheless, in the case of Checked Baggage you have the right to seek damages from the first or last Airline in a consecutive series of carriages as you see fit.

15.1.6 We are not liable for losses arising from our compliance with any laws or government regulations, orders or requirements or for losses that occur if you or the Passenger do not comply with them.

15.1.7 Unless caused intentionally or through gross negligence, we are not liable for errors or omissions in flight schedules or other publications of flight times or for information provided by our Authorized Agents, their employees or other representatives, relating to flight departure or arrival information or the operation of flights.

15.1.8 Any exclusion or limitation of our liability shall apply to and be for the benefit of our Authorized Agents, employees or other representatives and any third party whose aircraft we use, including the third party's Authorized Agents, employees and other representatives. The total amount that can be recovered from us and from such others as compensation for losses may not exceed the amount of liability applicable to us.

15.1.9 Unless expressly stated to the contrary, the conditions of this Section also apply without restriction to the specific cases set forth below.

15.2 Personal Injury or Death

15.2.1 If a Passenger is killed, wounded or in any other way injured while on board the aircraft or while boarding or disembarking, our liability is based upon

- the EC Council Regulation 2027/97 of 9.10.1997 on air carrier liability while carrying passengers and their baggage by air, as drafted in Regulation (EC) No. 889/2002 of the European Parliament and the European Council dated 13.05.2002.
- in the case of international flights, it is extended according to the terms of the Convention and
- these Conditions of Carriage.

15.2.2 (a) We are not liable for losses exceeding the equivalent of 113.100 SDR in euros if we are able to prove that we or our staff took all necessary measures to prevent these losses or if these measures could not be taken, especially if a third party is solely at fault for the losses as a result of wrongful acts or negligence.

15.2.2 (b) Furthermore, the exclusions set forth in the Convention and in applicable national law apply in full. We shall, however, not be liable for further loss if we prove that the loss does not result from fault, negligence or illicit behavior on our part or that of our staff, or that they exclusively resulted from the fault, negligence or illicit behavior of a third party.

15.2.3 In the case of such loss we will immediately, and in any event no later than 15 days after the identity of the natural person(s) entitled to compensatory damages has been established, make such advance payments as may be required to meet the immediate financial needs of that/those person(s) on a basis proportional to the hardship suffered. In the event of death this advance payment will be at least the equivalent in Euros of 18,096 SDR per Passenger. This advance payment is in no way an admission of liability by us and may be offset against any subsequent sums payable if we are later held liable. The advance payment is not refundable unless it is ascertained that the Passenger is also partly or fully responsible for the loss or if it is subsequently proven that the person(s) who have obtained the advance payment caused or contributed to the loss by negligence or the person(s) who received the payment was/were otherwise not eligible for it.

15.2.4 If we carry a Passenger whose age, mental or physical condition is such that carriage poses a danger to the Passenger himself or herself, we shall not be liable for any kind of personal injury or loss (including death), insofar as it is caused by this condition. Passengers for whom carriage could pose a risk on these grounds must inform us beforehand so that we can check whether and under what circumstances they may be carried without danger.

15.3 Damage to Baggage

15.3.1 Our liability for losses due to damage to and destruction or loss of Baggage and of items of personal property belonging to passengers is in accordance with Regulation (EC) of the Council dated 09.10.1997 governing the liability of airline companies for the carriage of passengers and their baggage by air transport, as worded in Regulation (EC) no. 889/2002 of the European Parliament and the Council dated 13.05.2002, supplemented in the case of international travel as defined by the terms of the Agreement and these Conditions of Carriage.

15.3.2 If Checked Baggage is destroyed, damaged or lost while it was on board an aircraft of otherwise in our charge, we will not be liable for losses if we prove that the loss was not caused by the negligence, fault or illicit conduct on our part or that of our staff or that it was exclusively caused by the negligence, fault or illicit conduct on the part of a third party.

15.3.3 In other cases, in particular in the case of damage to unchecked baggage and to the personal property of passengers, we shall only be liable insofar as the damage was caused by us or our staff.

15.3.4 In any case we reserve the right to prove that the person suffering loss was wholly or partly responsible for causing the loss, and in providing such proof we shall be exempt from liability.

15.3.5 We shall further not be liable if and to the extent that the damage

15.3.5 (a) is caused by the nature of the baggage or an inherent defect thereof,

15.3.5 (b) means the loss or damage of items that may not be contained in baggage according to Article 8.4, such as fragile or perishable items contained in checked baggage, optical aids, computers or other electronic equipment, jewelry, silver items, money, documents of financial value, securities or other valuables, keys, medicines, business documents or samples, passports or identity documents; unless we have given express permission in exceptional cases for the carriage of the concerned items contrary to the regulations in Article 8.4.

15.3.5 (c) is caused by items in the passenger's baggage. If these items cause damage to the baggage of another passenger or to our property, the passenger must compensate us for all losses and expenses incurred by the air-freight carrier.

This limitation of liability does not apply if we or our staff caused the damage intentionally or through gross negligence.

15.3.6 Furthermore our liability shall be limited:

15.3.6 (a) in the case of transport solely within the Federal Republic of Germany and for international transport within the area covered by the Montreal Convention up to an amount in euros equivalent to 1,131 SDR per passenger,

15.3.6 (b) in other cases

- for Checked Baggage to the amount of 27.35 € per kilogram and
- for baggage not checked to the amount of 547.08 € per passenger.

15.3.7 The limitations of liability mentioned in Article 15.3.6 do not apply, if

15.3.7 (a) You prove that the damage was caused by an action or negligence on the part of us or of our staff, inflicted either with the intention to cause damage or negligently and with the knowledge that damage would probably occur, or

15.3.7 (b) You indicated to us when you checked your baggage an amount of money equivalent to the high level of interest attached by you to the delivery of your baggage at your destination, and you paid the supplement that we charged for this; in such cases we will be liable for the amount of money that you indicated, unless we prove that your interest in the baggage being delivered was in fact lower than that indicated by you.

15.4 Losses Due to Delay, Non-carriage and Cancellation

15.4.1 Insofar as we must compensate losses caused by delay of the carriage of Passengers or Baggage by air, our liability is limited to a maximum amount equal to

- the equivalent in Euros to 4,694 SDR per Passenger or
- if only Baggage is affected by the delay, the amounts listed in Article 15.3.6

15.4.2 We shall, however, be exempt from liability for losses caused by delay if we prove that we or our staff took all reasonable measures to avoid the losses or that it was not possible to take such measures.

15.4.3 The measures in Article 15.3.4 and 15.3.7 apply accordingly.

15.4.4 These regulations apply accordingly, given that we must compensate losses caused by non-carriage of Passengers or Baggage or by the cancellation of a flight. To the extent that Regulation (EC) no. 261/2004 of the European Parliament and Council dated 11.02.2004 (cf. Article 9.2.2) provides for such compensation, it will be included in the calculation of any entitlement to damages.

15.5 Deadlines for Claims for Losses and Complaints

15.5.1 The acceptance of Baggage by the owner of the Baggage receipt at the time that the Baggage is surrendered is sufficient proof that the Baggage was surrendered in good condition and in accordance with the carriage agreement, unless you demonstrate the contrary. If you wish to claim damages or file a complaint relating to damage to checked Baggage, you must inform us as soon as you have discovered the damage, and in any event no later than seven (7) days after claiming the Baggage. If you wish to claim damages or file a complaint relating to delayed checked Baggage, you must inform us within twenty-one (21) days from the day when your Baggage was once again in your possession. All notifications of this type must reach us in written form. A damage report registered at the airport does not replace the need for a written statement to be sent to us.

15.5.2 A claim for damages of any kind in the case of international carriage must be made within a 2 year period from the day on which the aircraft landed at the destination or from the day on which the aircraft should have arrived, or from the day on which carriage stopped. The method of calculating the period of limitation shall be determined by the law of the court hearing the case. This is also the case for national air carriage when enforcing claims that are by their nature governed by the Montreal Convention.

15.6 Supervision and Arbitration

The supervisory authority in charge is the

Luftfahrt-Bundesamt
Hermann-Blenk-Strasse 26
38108 Braunschweig, Germany.

If you are traveling for personal reasons, you have the right to contact the neutral German Conciliation Body for Public Transport (Schlichtungsstelle für den öffentlichen Personenverkehr e.V., or SÖP) in the event of disputes regarding flights: soep-online.de

[Online complaint form](#)

Article 16: Other Conditions

For certain special cases supplementary special regulations govern the carriage of you and your Baggage, which shall also become part of the carriage agreement and are therefore also important. They apply to the following points:

- The carriage of unaccompanied minors, pregnant women and Passengers who are ill,
- restrictions on the use of electronic equipment and items,
- the consumption of alcoholic drinks on board.

The regulations and conditions applicable in these circumstances are available from us on request and can be consulted and downloaded on our website.

Article 17: Table of Charges

Unless expressly stated otherwise, the charges indicated apply per person and flight segment.

If you have booked a one-stop connection, the individual flight segments will be charged separately. This applies to the following additional services provided: BIKE, INF, PETC, SPEQ, GOLF, SEF and WEAP.

Carriage of Baggage

Description	Short and medium-haul route (Charges per person and flight segment)	Long-haul route (Charges per person and flight segment)
Reduced baggage surcharge for one checked baggage item maximum	BAG € 15 / £13 / CHF 17 / \$17 / CZK 386 / SEK 154 / NOK 143 / PLN 65 / HUF 4,785 (depending on route)	€ 50 / £44 / CHF 60 / \$60 / CZK 1,286 / SEK 512 / NOK 477 / PLN 215 / HUF 15,951 / AED 236 / THB 2,100
Baggage surcharge for one checked baggage item maximum	BAG / £26 / CHF (SM) \$35 / CZK 771 / SEK 307 / NOK 286 / PLN 129 / HUF 9,571 (depending on route)	€60 / £53 / CHF 69 / \$70 / CZK 1,543 / SEK 615 / NOK 572 / PLN 258 / HUF 19,142 / AED 283 / THB 2,500
Baggage surcharge per additional checked baggage item	BAG available 2	€90 / £79 / CHF 100 / \$100 / CZK 2,314 / SEK 922 / NOK 858 / PLN 387 / HUF 28,712 / AED 424 / THB 3,700
Baggage surcharge per additional checked baggage item	BAG NOT SUPPORTED PLACEHOLDER: CMS.BAG 2- 5 5	not available
Baggage surcharge per additional checked baggage item	BAG available 3 - 5	150 € / £131 / CHF 174 / \$175 / CZK 3,857 / SEK 1,536 / NOK 1,430 / PLN 645 / HUF 47,854 / AED 707 / THB 6,200
Excess baggage surcharge for the first baggage item up to 9 kg in excess weight	BAG / £44 / CHF 58 / (SM) \$64 / CZK 1,286 / SEK	100 € / £88 / CHF 116 / \$117 / CZK 2,571 / SEK 1,024 / NOK 953 / PLN

	512 / NOK 477 / PLN 215 / HUF 15,951	430 / HUF 31,903 / AED 471 / THB 4,200
Excess baggage surcharge for additional baggage items up to 9 kg in excess weight	512 / £44 / CHF 58 / 512 / CZK 1,286 / SEK 512 / NOK 477 / PLN 215 / HUF 15,951	100 € / £88 / CHF 116 / \$117 / CZK 2,571 / SEK 1,024 / NOK 953 / PLN 430 / HUF 31,903 / AED 471 / THB 4,200
Transport of ski equipment weighing up to 32 kg maximum (skis/snowboards – max. 3 pairs/boards per person) incl. accessories such as poles and ski/snowboarding boots (depending on availability)	512 charge	no charge
Transport of sporting firearms per item (incl. ammunition) up to 32 kg	512 / £44 / CHF 58 / \$58 / CZK 1,286 / SEK 512 / NOK 477 / PLN 215 / HUF 15,951	€100 / £88 / CHF 116 / \$117 / CZK 2,571 / SEK 1,024 / NOK 953 / PLN 430 / HUF 31,903 / AED 471 / THB 4,200
Transport of set of golf equipment up to 32 kg	512 / £44 / CHF 58 / \$58 / CZK 1,286 / SEK 512 / NOK 477 / PLN 215 / HUF 15,951	€100 / £88 / CHF 116 / \$117 / CZK 2,571 / SEK 1,024 / NOK 953 / PLN 430 / HUF 31,903 / AED 471 / THB 4,200
Transport of bicycle (packed securely for transport) for each bicycle Packing material is not provided by us (depending on availability) up to 32 kg	512 / £44 / CHF 58 / \$58 / CZK 1,286 / SEK 512 / NOK 477 / PLN 215 / HUF 15,951	€100 / £88 / CHF 116 / \$117 / CZK 2,571 / SEK 1,024 / NOK 953 / PLN 430 / HUF 31,903 / AED 471 / THB 4,200
Transport of the following specialized equipment up to 32 kg: bodyboard, surfboard, diving equipment (depending on availability)	512 / £44 / CHF 58 / \$58 / CZK 1,286 / SEK 512 / NOK 477 / PLN 215 / HUF 15,951	€100 / £88 / CHF 116 / \$117 / CZK 2,571 / SEK 1,024 / NOK 953 / PLN 430 / HUF 31,903 / AED 471 / THB 4,200

Please note:

If your booking consists of an etix® ticket number and/or a Eurowings flight booked via one of our partner airlines or at a travel agency, baggage rules may vary. Please contact the relevant airline or travel agency for more information.

Service for disabled passengers

Description	Short and medium-haul route (Charges per person and flight segment)	Long-haul route (Charges per person and flight segment)
Boarding and deplaning assistance for visually impaired passengers	512 charge	no charge
Boarding and deplaning assistance for deaf passengers and sign language users	512 charge	no charge
Assistance for passengers with impaired mobility on airport ramp	512 charge	no charge

Assistance for passengers with impaired mobility on aircraft steps	WCHS no charge	no charge
Carrying passengers with impaired mobility to seat on aircraft	WCHG no charge	no charge
Transport of manually operated wheelchair	WCMR no charge	no charge
Transport of a motorized wheelchair operating on dry batteries	WCMR no charge	no charge
Transport of an assistance dog	Assistance dog no charge	no charge

Specific services

Description	Short and medium-haul route (Charges per person and flight segment)	Long-haul route (Charges per person and flight segment)
Additional service fee charged on a booking or booking change (flight date) as per Article 5.2.3 of the GCC, if booked through the call center, at our airport sales desk or through a commercial agent	€20 / £18 / CHF 23 / \$23 / CZK 514 / SEK 205 / NOK 191 / PLN 86 / HUF 6,381 (per booking, not per person and per journey)	€20 / £18 / CHF 23 / \$23 / CZK 514 / SEK 205 / NOK 191 / PLN 86 / HUF 6,381 / AED 94 / THB 900 plus difference in current flight price
Call centre service fee when subsequently booking additional services that can be booked online (e.g. additional luggage)	€10 / £9 / CHF 12 / \$12 / CZK 257 / SEK 102 / NOK 95 / PLN 43 / HUF 3,190 (per booking, not per person and per journey)	€10 / £9 / CHF 12 / \$12 / CZK 257 / SEK 102 / NOK 95 / PLN 43 / HUF 3,190 / AED 47 / THB 500 (per booking, not per person and per journey)
Fee for changing flight date before web check-in closes	€90 / £61 / CHF 81 / \$82 / CZK 1,800 / SEK 717 / NOK 667 / PLN 301 / HUF 22,332 (plus difference in current flight price)	€90 / £79 / CHF 104 / \$105 / CZK 2,314 / SEK 922 / NOK 858 / PLN 387 / HUF 28,712 / AED 424 / THB 3,700 (plus difference in current flight price)
Fee for name change, per person and per booking	€120 / £61 / CHF 81 / \$82 / CZK 1,800 / SEK 717 / NOK 667 / PLN 301 / HUF 22,332 plus difference in current flight price	€120 / £105 / CHF 139 / \$140 / CZK 3,086 / SEK 1,229 / NOK 1,144 / PLN 516 / HUF 38,283 / AED 566 / THB 5,000 plus difference in current flight price
Transport of pets up to 8 kg in an appropriate carrier (we do not provide carriers for transporting pets)	€53 / £48 / CHF 64 / \$64 / CZK 1,414 / SEK 563 / NOK 524 / PLN 237 / HUF 17,546 (no additional charge for assistance dogs)	not available (assistance dogs available, no charge)
Service charge per leg for children up to 2 years of age	€19 / £17 / CHF 22 / \$22 / CZK 489 / SEK	€75 / £66 / CHF 87 / \$87 / CZK 1,929 / SEK

	195 / NOK 181 / PLN 82 / HUF 6,061	768 / NOK 715 / PLN 323 / HUF 23,927 / AED 353 / THB 3,100
Supervision of children between 5 and 11 traveling alone (unaccompanied minor service in accordance with Article 21) only within Germany and on flights from Germany to Zurich and Vienna	€50 / £44 / CHF 58 / \$58 / CZK 1,286 / SEK 512 / NOK 477 / PLN 215 / HUF 15,951	not available
Transport of strollers on airport ramp, on aircraft steps, in the airport	no charge	no charge
Seat reservation – standard	€5 / €4 / £4 / CHF 5 / \$5 / CZK 103 / SEK 41 / NOK 38 / PLN 17 / HUF 1,276 (depending on route)	€20 / £18 / CHF 23 / \$23 / CZK 514 / SEK 205 / NOK 191 / PLN 86 / HUF 6,381 / AED 94 / THB 900
Seat reservation – standard for subsequent bookings at the airport desk	€15 / £13 / CHF 17 / \$17 / CZK 386 / SEK 154 / NOK 143 / PLN 65 / HUF 4,785	€20 / £18 / CHF 23 / \$23 / CZK 514 / SEK 205 / NOK 191 / PLN 86 / HUF 6,381 / AED 94 / THB 900
Seat reservation with more legroom (in BASIC fare, including snack & drink)	€10 / €10 / £9 / CHF 12 / \$12 / CZK 257 / SEK 102 / NOK 95 / PLN 43 / HUF 3,190 (depending on route)	€90 / £79 / CHF 104 / \$105 / CZK 2,314 / SEK 922 / NOK 858 / PLN 387 / HUF 28,712 / AED 424 / THB 3,700
Seat reservation with more legroom (in BASIC fare, including snack & drink) for subsequent bookings at the airport desk	€15 / £31 / CHF 41 / \$41 / CZK 900 / SEK 359 / NOK 334 / PLN 151 / HUF 11,166	€90 / £79 / CHF 104 / \$105 / CZK 2,314 / SEK 922 / NOK 858 / PLN 387 / HUF 28,712 / AED 424 / THB 3,700
Seat reservation with more legroom (in SMART fare, including snack & drink)	€5 / €4 / \$5 / CHF 5 / £4 / CZK 103 / SEK 41 / NOK 38 / PLN 17 / HUF 1,276 (depending on route)	€50 / £44 / CHF 58 / \$58 / CZK 1,286 / SEK 512 / NOK 477 / PLN 215 / HUF 15,951 / AED 236 / THB 2,100
Seat reservation with more legroom (in SMART fare, including snack & drink) for subsequent bookings at the airport desk	€15 / £13 / CHF 17 / \$17 / CZK 386 / SEK 154 / NOK 143 / PLN 65 / HUF 4,785	€50 / £44 / CHF 58 / \$58 / CZK 1,286 / SEK 512 / NOK 477 / PLN 215 / HUF 15,951 / AED 236 / THB 2,100
Extra seat: empty center seat (valid for the transport of musical instruments larger than a guitar)	Extra ticket (same price as existing ticket if booked by midnight on the same day; otherwise the fare on the day the private seat is booked)	Extra ticket (same price as existing ticket if booked by midnight on the same day; otherwise the fare on the day the private seat is booked)

Other charges

Description	Short and medium-haul route (Charges per person and flight segment)	Long-haul route (Charges per person and flight segment)
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Save Your Price	€7 £2 / CHF 2 / \$2 / CZK 51 / SEK 20 / NOK 19 / PLN 9 / HUF 638	€10 / £9 / CHF 12 / \$12 / CZK 257 / SEK 102 / NOK 95 / PLN 43 / HUF 3,190 / AED 47 / THB 500
Processing fee per returned direct debit	€2,65 / £7 / CHF 9 / \$9 / CZK 197 / SEK 78 / NOK 73 / PLN 33 / HUF 2,441	€7,65 / £7 / CHF 9 / \$9 / CZK 197 / SEK 78 / NOK 73 / PLN 33 / HUF 2,441 / AED 36 / THB 400
Booking changes and cancellations subject to fees with Flex option fares as per Article 19.1.1 ABB	€75 / £66 / CHF 87 / 887 / CZK 1,929 / SEK 1768 / NOK 715 / PLN 323 / HUF 23,927	€90 / £79 / CHF 104 / \$105 / CZK 2,314 / SEK 922 / NOK 858 / PLN 387 / HUF 28,712 / AED 424 / THB 3,700

Eurowings accepts no responsibility for the accuracy of this information.

Article 18: Group Bookings

18.1 Subject Matter

A group booking consists of a flight booking for more than 9 people under one single booking number in line with the specific conditions in this Article. As long as no specific conditions in our General Conditions of Carriage are infringed, they are still applicable.

18.2 Making a Group Booking

18.2.1 Group bookings can only be made online. They cannot be made through the call center or at the Airport Sales desk.

18.2.2 To make a group booking you must fill out the group booking form on our webpage. Fill in the passenger data fields and the flight dates and instead of filling in the passenger names, simply enter the number of passengers. Fill out the whole form and send it to us online by following the indications that appear on the screen.

18.2.3 We will then send you an individual, non-binding quote by email. If you agree with the quote, you must send a signed fax to us requesting the conclusion of a binding carriage contract based on our quote. The requested group carriage contract is concluded, if we confirm the quote to you via email within two working days (Monday to Saturday) in an email with a booking confirmation.

18.2.4 Please note that you are the single contract partner, even if you yourself are not in the list of passengers. The passengers you specify (later) are the ones entitled to be carried. However, you are our sole contact person when executing the air

transport contract and for any resulting obligations, in particular for the obligation to pay the carriage charge. You must ensure that the necessary information, such as the General Conditions of Carriage (GCC), flight schedule, changes to flights, etc., is forwarded to group members in a timely and complete fashion.

18.3 Specifying Passengers / Changing Bookings / Cancellations

18.3.1 Passenger names must be filled out by using the link within the booking confirmation. The names may be changed and/or replaced free of charge until 4 days prior departure. Please make sure all passenger names are entered correctly.

18.3.2 The right to carriage can be transferred free of charge to people other than those already named as passengers, and missing or incomplete given or surnames can be supplemented (change of passenger) until the point stated in Article 18.3.1. After this time we charge a flat-rate fee for a change of passenger, the amount of which you can find in our Table of Charges (Article 17 'NC1').

18.3.3 As long as there are seats available on the new flight, flight bookings can be changed to another scheduled flight. Changes cannot be made to the booked route. Except for the cases outlined in Article 3.2.2, Article 5.5.1, Article 9.1.2 and Article 9.2.2 we charge a flat-rate fee for each change to a booking per passenger and per leg, the amount of which you will find in our Table of Charges (Article 17 'BKG'). The fare depends on the applicable fare bracket for the leg concerned at the time the booking is changed. For changes to bookings for up to 9 people the fare for individual bookings applies. For groups of more than 9 people a new group rate is calculated and applied. If that fare is higher, as well as paying the flat-rate fee as stated in paragraph 3 ('BKG'), you must also pay the difference. However, we do not allow refunds if the amount is lower. Concerning any additional payment obligations arising from booking changes, we would specifically refer to our right to refuse services (Article 4.5.1).

18.3.4 Please note that a passenger change under Article 18.3.2 is only possible up to two hours before the scheduled departure time of the first leg (outbound flight). Changing a booking under Art. 18.3.3 is only possible up to two hours before the scheduled departure time of the flight to be changed. Passenger changes and changes to bookings are only possible in the cases outlined in Article 3.2.2, Article 3.2.3, Article 3.2.4, Article 5.2, Article 9.1.2 and Article 9.2.2 and when the change to the booking occurs immediately once the cause of the hindrance has been removed.

18.3.5 It is not possible to subsequently increase the number of group members in the group-booking process. On group bookings for 12 or more passengers you have the right to cancel 10% (rounded down in line with the number of passengers) of people's reservations up to one month before departure and be refunded the appropriate portion of the airfare.

18.4 Payments

Payments are to be made in line with the rules in Article 4.4.

18.5 GDS Group Conditions

The following conditions apply to GDS Groups:

- Ticketing time limit: Eight days before departure. For bookings made within eight days of departure, the ticketing time limit is 24 hours after the booking
- Cancellation of 10 % of the group size of the original PNR (rounded down in line with the number of passengers, i.g. 19 PAX = 1 PAX / 20 PAX = 2 PAX) are allowed to original conditions, before ticketing
- No child discounts
- Infant without seat free of charge
- No discounts for Infant with seat
- Feeder Fare on domestic routes 25 EUR net per flight segment
- Feeder Fare on international routes 40 EUR net per flight segment
- Rebooking Fee 65 EUR per passenger and per flight segment plus fare level difference from EW/4U current published fare
- A one-time processing fee of €100 will be charged to rebook a flight route if ticketing time limit has not been observed
- Conditions are valid for EW/4U itineraries only. Mixed OAL itineraries are not allowed
- Smart tariff includes 1 bag, 1 snack and seat reservation free of charges
- Name changes are not possible after tickets have been issued

18.6 ("School Trips")

The following supplementary rules apply to bookings for school trips:

A PDF or photo of the school badge must be provided on booking. One companion may fly at no charge with every 10 students. The price offered will be reserved for 30 days subject to availability. We will try to reserve blocks of seats in the rear of the aircraft for school groups, subject to availability.

Article 19: Fare options

19.1 Flex-option

19.1.1 Flights booked with a fare with the Flex option may / Fares combined with the flex option can

(a) be rebooked as many times as you require for the same route and passengers to another scheduled time within one year after the day of the (original) booking, where there are seats available on the new flight. You may not change the route and you can only change the passenger up to two hours before the scheduled departure time in line with the provisions in Article 5.2.1 a) and Article 5.2.3.

(b) be cancelled by terminating the booking without having to state the reason. You can also just cancel individual legs or passengers covered by the same booking number (e.g. outward or return flight). If you cannot take the flight, you can cancel it within one year of the date of the (original) booking even after the scheduled departure time. If you exercise this right, we will reimburse you the fare of the legs and passengers affected by the cancellation minus any applicable flat-rate cancellation fee in line with Article 19.1.3.

19.1.2 Changes to bookings and cancellations are possible via the call centre, in person at a Airport Sales desk up to 40 minutes before the scheduled departure time of the flight in question or before web check-in closes online via our website.

19.1.3 Changes to bookings are free, before the end of the calendar day of the (last) booked scheduled departure time (Article 193 German Civil Code (BGB) does not apply). Thereafter we levy a flat-rate rebooking or cancellation fee, which you can find in the Table of charges (Article 17, "RBX Flex"), unless you can prove that the fee payable to us in the case of a cancellation where there is a replacement available, in accordance with Article 649 paragraph 2 of the German Civil Code (BGB), would be significantly less.

19.2 Connecting-flight fare

19.2.1 Connecting-flight fares allow you to book several consecutive legs within our network in one booking (connecting flights). This means you can fly to destinations in our network where there is no direct flight from your departure airport. You don't have to trawl through flight connections and routes looking for flights that connect; we do that for you.

19.2.2 You can only book connecting fares if our system offers this fare for the route desired. This is also true if you want to combine BASIC, SMART, BEST or BIZclass fares and the flex option. If you want to combine other routes, you can book each route separately. In such cases our general conditions apply.

19.2.3 Unless expressly indicated otherwise, the provisions in our general conditions of carriage apply without restrictions for flights booked at this fare.

19.3 Changing between fares

Unless otherwise provided for in special provisions you are not allowed to alter the booked fare at a later date.

Article 20: Rail&Fly Terms of Use

20.1 Scope

Conditions for online ticket sales for Deutsche Bahn AG apply, unless otherwise stipulated in the following provisions. When you register with “My Eurowings” and every time you log in to our homepage, you accept these terms of use in the respective valid version as the only applicable terms. Any amendments to these terms of use will be sent to you via email. If you do not object to said amendments within four weeks after receipt of the notice, the amendments will be taken as acknowledged by you. In the case of an amendment to the terms of use, you will still be informed separately of your right to object and the legal consequences of not doing so.

The contracting party for your Rail&Fly online tickets is Eurowings GmbH (click to print). Booking, payment and, where applicable, reimbursement of Rail&Fly online tickets are handled exclusively by Eurowings GmbH.

When tickets are checked on the train, you need to have with you the Rail&Fly online ticket, the Eurowings booking confirmation showing the Eurowings flight you are booked on and headed for, and a photo ID. The Rail&Fly ticket is not valid without these documents.

The traveler whose name is on the Rail&Fly ticket must be present on the train. If the ticket is invalid due to the reason stated above, the passengers must pay the cost of the regular ticket including the surcharge for buying a ticket on board the train.

Passengers themselves are responsible for catching the booked flight on time. Please understand that we do not provide any information on possible train connections nor accepts any liability for delays.

20.2 Purchasing tickets

20.2.1 You can only purchase Rail&Fly online tickets to print off individually if you have accepted these terms of use.

20.2.2 Rail&Fly online tickets can only be purchased in step four of booking the flight at eurowings.com. You cannot book Rail&Fly tickets when you book a blind-booking flight. Once you have completed the booking process you can only then book Rail&Fly tickets online in the “My Eurowings” section up to 1 hour before the first flight. You will receive your Rail&Fly online tickets after payment by clicking on

a link, which is clearly visible on the online booking confirmation as well as in the booking confirmation sent by email. You are required to click on this link to receive your Rail&Fly online ticket. To use the Rail&Fly online ticket you are required to click on the download link to obtain the Rail&Fly online ticket and print out the PDF document on standard white DIN A4 paper (the barcode must be legible!). No tickets are sent by post.

20.2.3 Rail&Fly online tickets cannot be transferred to other persons nor can they be canceled. They are only valid with a photo ID and a printed copy of the booking confirmation for the international flight. The traveler must be the same person as on the photo ID. If multiple travelers are traveling with the Rail&Fly ticket, only the person who booked the trip is required to prove his or her identity using a photo ID.

20.2.4 Rail&Fly online tickets can currently be booked for up to nine persons. If the flight has been booked for two to nine passengers, only one Rail&Fly online ticket valid for multiple persons can be purchased (either to or to and from airport).

20.2.5 The Rail&Fly offer can only be used in connection with an international flight booked at eurowings.com to or from a German airport, or to and from any airport outside Germany with the exception of Amsterdam, Brussels, Paris, Salzburg, Vienna or Zurich. You can only book train tickets for routes paid in Euros. If you fail to use your flight tickets, the Rail&Fly ticket is no longer valid. We reserve the right to charge an additional fee in the event of incorrect use.

20.2.6 Rail&Fly tickets cannot be booked if the airport chosen as the destination of your return flight is different from the airport you are departing from.

20.3 Data protection/data security

20.3.1 To process the carriage agreement the following pieces of personal information are needed and will be forwarded by Eurowings GmbH to the Deutsche Bahn Distribution Company (DB Vertrieb GmbH): first name, surname, address, telephone number, email address. For the rest the other Eurowings GmbH data protection provisions apply. They can be viewed here.

20.3.2 The Deutsche Bahn Distribution Company (DB Vertrieb GmbH) promises to collect, process and use this personal information, using an automated system, for the exclusive use of carrying out the carriage agreement in accordance with the applicable data protection provisions.

20.4 Inspection/Misuse

20.4.1 When booking a Rail&Fly ticket, your booking information will be encoded in a certificate and included on the printed copy. Upon presenting your ticket for

inspection, a device is used to read the data and the certificate; the device decodes the certificate and displays the ticket information.

20.4.2 Please ensure you have with you on board the train the BahnCard, EC or credit card indicated as identification in the booking process. Without the identification indicated in the booking process the ticket is invalid and all passengers must purchase a ticket at normal on-board fare on the train.

20.4.3 In cases of misuse (such as unauthorized multiple use of an online Rail&Fly ticket) the trip shall not be covered by a valid ticket. In such cases Eurowings will require the normal fare plus a handling fee of €50 and the offending passenger will be banned from using the online ticket process at both Eurowings GmbH and at <http://www.bahn.de/> . Furthermore we reserve the right to bring a charge for misuse. Control data records are automatically deleted after 7 months.

20.5 Ticket validity

The Rail&Fly online ticket is valid only in conjunction with the online booking of an international Eurowings flight as defined in Article 20.2.5 and with the accompanying documentation set forth in Article 20.2.3. It is only valid for arrival to and from all German airports serviced by Eurowings.

Depending on the type of Rail&Fly online ticket (one-way or return) you can use it on the day before the departure date, on the day of departure as well as the day of the return and the day after that. The period between outbound and inbound flights cannot exceed two months. Outbound and return train travel must proceed directly to the destination airports/home station. Departure and return airports do not necessarily have to be the same.

The ticket allows for first- or second-class travel within Germany on all scheduled Deutsche Bahn AG trains (InterCityExpress, InterCity, EuroCity, InterRegioExpress, RegionalExpress, RegionalBahn and S-Bahn (urban trains)). IC, EC supplements and ICE surcharges are included. Tickets are not valid on DB car transport trains, special trains, InterConnex, Cisalpino and non-federally owned railways (NE railways). Standard surcharges are applicable on ICE Sprinter and DB night trains/ CityNightLine services. Please reserve your seat before departure at your nearest DB travel center or at any DB agency.

The reservation fee is currently €4.50 (second class) and €5.90 (first class) per direction for a maximum of two trains (reservation includes one connection). Rail&Fly tickets are not valid within integrated public transport networks. When accompanied by parents/grandparents, children under the age of 2 travel for free.

20.6 Arrival by Bus and Train

You can use all Deutsche Bahn AG trains as well as all means of local transport of the participating Rail&Fly transfer partners to and from the airport. Due to the fact that delays can never be completely ruled out on public transport, you should choose the connection that allows you to arrive at the latest two hours before your plane departs. Each passenger is responsible for their own punctual arrival at the airport. If you miss your plane, we accept no liability for the late arrival of buses or trains.

20.7 Changing reservations and cancellation

The Rail&Fly online ticket cannot be canceled or refunded. The Rail&Fly online ticket can only be changed when a flight is changed (only travel date) online at eurowings.com. When a flight is changed, the additional charge is automatically transferred to your new flight. Previously issued tickets are thus rendered invalid and do not authorize travel.

20.8 Limitation of Liability

Given the current state of technology, it is not possible to guarantee that communication of information online will be error-free and/or available at all times. Eurowings is therefore neither liable for the continuous and uninterrupted availability of the online booking system nor for any technical and/or electronic errors during a booking, over which we have no influence, particularly with regard to the delayed processing or adoption of offers.

Article 21: Care for Children Traveling Alone

21.1 Subject Matter

This service allows children aged 5 or over up to and including 11 to travel as an unaccompanied minor without being accompanied by a responsible adult as laid down in article 7.3.1. The care service for children traveling alone is an additional service we provide for a fee. On top of the regular fare there is a fee to be paid, which you can find in the Table of Charges (article 17).

21.2 Availability

21.2.1 Our unaccompanied minor service for children traveling by themselves is only offered on selected direct flights in limited numbers. It can thus not be combined with connecting flights (Article 19.2).

21.2.2 The care service for children traveling alone can only be booked by phone at the call center or in person at an airport counter. Internet bookings are not possible.

21.3 Special Provisions

21.3.1 As well as being in possession of the booking confirmation and a valid official photograph identity document in accordance with article 6.1.2 (a), the child traveling alone can only board if the personally signed care service form for children traveling alone, completed by the legally responsible adult, is presented at check-in and the required proof is produced. You can obtain a care service form for children traveling alone online or at any airport counter.

21.3.2 On the care service form the legally responsible adults must confirm for children traveling alone that Eurowings has the right to exercise the rights and duties of parental care toward the child traveling alone during the flight, in particular to look after, supervise and act for the child, and oversee their travel. The name of the person the child traveling alone is to be handed over to at the destination airport should also be given.

21.3.3 Proof that the legally responsible adult is said person must be provided by the presentation of the appropriate documentation, with copy attached. If this is the child's parents, in principle an excerpt from the family register or birth certificate are sufficient. When handing over the child, the legally responsible adults or those people delegated by them must prove their identity by presenting a valid official photo ID. When the legally responsible adults do not appear in person at the departure airport, a copy of their official photo ID must also be attached.

21.3.4 The child traveling alone must be accompanied to the check-in counter at the airport and then to the departure gate by the legally responsible adults or a responsible adult chaperone authorized by the legally responsible adults in writing on the care service form for children traveling alone. At the check-in counter the legally responsible adults or the authorized chaperones will receive an authorization to allow them to accompany the child traveling alone through the security controls to the departure gate. Only at that point will the child traveling alone be left in the charge of us and a staff member designated by us. To pass security, please remember the applicable security provisions on carrying dangerous objects and liquids. The chaperone must remain at the airport until the plane has departed.

21.3.5 Please be aware that the required formalities will lead to a longer check-in time. Notwithstanding article 6.1.1, those children traveling alone that do not arrive at the check-in counter and present themselves for check-in to the check-in staff at the latest two hours before the scheduled departure time will no longer be checked-in.

21.3.6 The person the legally responsible adults authorize on the care service form for children traveling alone to pick up the child traveling alone must present a valid official photo ID to prove their identity to Eurowings.

21.3.7 If the child traveling alone cannot be handed over as foreseen to the person authorized by the legally responsible adults because said person did not come to

the destination airport or did not arrive at the right time, or cannot prove their identity to Eurowings by means of a photo ID, Eurowings is authorized to take all steps to ensure the welfare of the child. This includes the right to carry the child back to the departure airport to hand them back over to the legally responsible adults.

21.3.8 The legally responsible adults must reimburse Eurowings the additional costs and expenses arising from article 21.3.7, unless those costs can be attributed to a breach of duty on the part of Eurowings. If the child must be returned to the departure airport, the regular fare at the time of the decision to send the child back is due, as well as the surcharge for the care service for children traveling alone.

21.3.9 Otherwise the general provisions of these conditions of carriage apply to the transport of the child traveling alone.

Article 22: Blind Booking

22.1 Subject Matter

Blind booking allows you to book flights at attractive fixed fares. You simply choose the departure airport, the travel date and a group of destinations and the actual destination is revealed once you have completed the booking process.

22.2 Booking

22.2.1 Blind-booking flights can only be booked on the German-language website specifying your valid email address. Simply follow the indicated booking steps.

22.2.2 Blind booking flights are always return flights. You can book flights for a maximum of nine people up to 45 days in advance.

22.2.3 Please note that the flight times and corresponding routes stated by Eurowings are binding. You will find out the times and routes of the destinations we have selected for you from the booking confirmation, which we will send you via email immediately after the booking process is completed. You need this booking confirmation and your valid photo ID to obtain a boarding pass at airport check-in. The booking confirmation is also your invoice showing all taxes and fees in detail.

22.2.4 We recommend you check your booking information carefully and print it out. If you do not receive a booking confirmation from us by email (due to an incorrect email address, for example), please contact the call center.

22.3 Customizing Destination Groups

For an additional €5 per passenger and destination you can exclude destinations from the blind booking group and thus customize it to your preferences.

22.4 Validity of Tickets

Blind booking tickets cannot be refunded.

22.5 Availability

Blind booking flights can only be booked if our system has made flights available for the desired destination group.

22.6 Changing Reservations and Cancellation

22.6.1 Reservations can only be changed by contacting the call center. Costs per person are as follows:

- a) for changing the travel date, a fee of €65 / £59 / CHF 86 / \$90 / CZK 1,820 / SEK 650 / NOK 533 / PLN 273 / HUF 21,450 plus the difference from the current fare.
- b) for changing the passenger name, a fee of €65 / £59 / CHF 86 / \$90 / CZK 1,820 / SEK 650 / NOK 533 / PLN 273 / HUF 21,450 plus the difference from the current fare.

22.6.2 We do not allow cancellations for blind booking flights.

22.7 Provisions

Unless expressly stated otherwise the arrangements of our general conditions of carriage apply without restrictions to your blind booking flight.

Article 23: Additional Conditions for RatePAY Payment Methods

23.1 Scope and General Conditions of Use

The following additional terms and conditions of trade apply between you and Eurowings for all contracts of carriage concluded with Eurowings paid for with a RatePAY payment type. In case of dispute, these additional terms and

conditions take precedence over any contradictory Eurowings general conditions. There is no contract concluded between you and RatePAY Ltd (abb. RatePAY) unless specifically stated. RatePAY payment types are only available to customers as defined in § 13 of the German Civil Code (BGB) who are at least 18 years of age. Eurowings reserves the right to check your creditworthiness. For further details please consult the RatePAY data protection declaration. If the RatePAY payment type you selected is not available due to Eurowings' or the purchaser's turnover threshold being reached, Eurowings reserves the right to offer you an alternative method to settle your invoice. Eurowings has delegated to RatePAY all claims and related ancillary rights arising from the use of RatePAY payment types.

23.2 RatePAY Invoice

With the aim of providing attractive payment methods we have joined forces with RatePAY GmbH, Franklinstraße 28-29, 10587 Berlin (hereafter "RatePAY"). When you opt for a RatePAY payment, a valid contract of purchase between you and us. Nevertheless, we transfer our right to claim payment to RatePAY. If you opt to pay your RatePAY invoice in installments, we again transfer our right to claim payment to the partner bank of RatePAY GmbH. If you choose one of the methods of payment offered here by RatePAY, when you confirm your purchase you authorise the transfer of your personal details and the details of your invoice to RatePAY GmbH for them to be able to verify your identity, your creditworthiness and to process the transaction. For full details please consult the additional terms and conditions and data privacy notice for RatePAY payments, which are part of these general terms and conditions, which apply if you opt for a RatePAY payment. Customers purchasing in Austria are also subject to the following additional general terms and conditions and data protection notice for RatePAY payments there (AT).

Article 24: Save Your Price

24.1 Save Your Price Option

The Save Your Price option offered by Eurowings on selected flights allows you to reserve a fare for 72 hours for a fee. Select the flight number, date, time and number of passengers as usual on eurowings.com. After this, you have 72 hours to convert the flight reserved at the guaranteed price into a binding booking.

24.2 Use of the Save Your Price Option/Charge

24.2.1 You can use the Save Your Price Option exclusively on eurowings.com. All you need is a valid email address and your contact details. If you choose to

convert the option into a final flight booking within the 72-hour period, you can do so either via eurowings.com or our call center. Please note that for telephone bookings additional service charges apply.

24.2.2 For all short- and medium-haul flights, Save Your Price can be purchased at a charge of €2 per passenger and per leg of the trip. For all long-haul destinations, there is a charge of €10 per passenger and per leg of the trip.

Example: Two passengers, Hamburg – Palma de Mallorca via Cologne = 2 passengers x €2 = €4

24.2.3 Save Your Price can only be used for flights up to three weeks (21 days) before departure.

24.2.4 The 72-hour period of Save Your Price starts once the fee has been paid. Within this period, we will use your personal details to communicate information about the "Save Your Price" product by email.

24.2.5 We recommend that you carefully check and print out your booking information. If you do not receive your booking confirmation from us by email (for example due to an erroneous email address), please contact the call center.

24.3 Validity of Save Your Price

Save Your Price expires automatically after 72 hours if not used. The fee charged is not refunded.

If you still require more time after the 72 hours have passed, you will have to purchase a new Save Your Price option. The current fare at the time on eurowings.com applies. Save Your Price cannot be extended.

24.4 Availability

Save Your Price can only be used for flights up to three weeks (21 days) before departure. Furthermore, Eurowings reserves the right to limit the availability of the option.

24.5 Rebooking and Cancellation

A paid and purchased Save Your Price ticket cannot be canceled. If not used it expires automatically. The €2 or €10 per Save Your Price fee per passenger and per trip is not refundable.

During the Save Your Price period, the number of passengers, the flight routes, the date and/or the time of the flight and the passenger types (adults, children etc.) cannot be changed. Changes can only be made after the option expires in accordance with the normal conditions applying to booking modifications.

24.6 Provisions

Except where specifically otherwise stated, the regulations of our General Conditions of Carriage apply in full to your flight purchased by Save Your Price.

Article 25: Bid for Upgrade

25.1 Bid for Upgrade

Bid for Upgrade lets you bid for an upgrade to the BIZclass fare immediately after booking until about 73 hours before your flight's departure. You cannot place a bid after this deadline. To participate, you must purchase a SMART or BEST fare ticket for a direct Eurowings flight for which BIZclass seats are offered. You will not be charged any booking or registration fees for upgrade bids.

25.1.2. Additional information:

Unfortunately, for technical and legal reasons, it is not possible to place an upgrade bid for group bookings, bookings with other airlines or bookings for unaccompanied minors.

Your bid is only valid if you have not yet checked into your flight. You will keep your original booking class; only the service class will be upgraded. This means that the fare conditions for your original SMART or BEST fare ticket – including terms of cancellation, rebooking fees and mileage credit – remain unchanged. Any additional services you have booked will also be unaffected. Accepted upgrade bids are non-transferable and non-refundable and are only valid for the flight and date indicated. This also applies for flights originally booked in the SMART Flex or BEST Flex fare.

25.2 Saving the contract text, language

We will save the contract text. You can view the terms of the contract at eurowings.com by entering your log-in information or your name and booking code in the "My flight/My Eurowings" area of the website. Independent of this contract, you may also view our General Terms and Conditions at any time and save them for your own purposes.

Unless agreed upon otherwise, we will process this contract in German or English.

25.3 Conditions

Bid for Upgrade is an additional offer that is legally independent of the contract of carriage and is subject to special terms and conditions, which the customer can view after logging in.

Article 26: Upgrade on board

26.1 Upgrade on board

You have the opportunity to purchase an upgrade to the More Legroom, Best or BIZclass area once on board our long-haul flights.

* Our long-haul flights: <https://www.eurowings.com/en/information/route-network.html>

26.2 Conditions of on-board upgrades

26.2.1 You may only purchase the upgrade on board. To do this, please contact our crew directly. You may pay by credit card or cash. Our crew on board will be happy to inform you about the exact prices.

26.2.2 The price of the upgrade depends on the fare in which you originally booked your flight. Our crew on board will be happy to inform you about the exact prices.

26.2.3 You will receive the same amount of Boomerang Club or Miles & More miles for on-board upgrades as you would have received for your original booking class and ticket price. Upgrades do not come with additional miles in relation to the ticket/fare originally booked.

26.3 Availability

On-board upgrades are subject to the availability of More Legroom, BEST and BIZclass seats.

26.4 Cancellation

Upgrades that have been booked and paid for are binding and cannot be cancelled. They are automatically forfeited if not claimed.

26.5 Conditions

The regulations in our General Conditions of Carriage apply unconditionally to your flight unless explicitly stated otherwise.

Article 27: Conciliation Body for Public Transport

If you are traveling for personal reasons and a dispute arises, you can appeal to the German Conciliation Body for Public Transport (SÖP, registered association), an independent arbitrating body that operates across airlines, Fasanenstrasse 81, 10623 Berlin,

soep-online/welcome
Online complaint form

To be used in the event of:

- denied boarding, delay or flight cancellation;
- destruction, damage, loss or delayed transportation of baggage;
- destruction, damage or loss of items worn or carried by the passenger;
- problems faced by disabled passengers or passengers with reduced mobility when using air transport services;
- any more general disputes arising when the consumer alleges that the business is not trading fairly;

if,

- you have already contacted Eurowings and have not received an answer within two months or
- you have not reached agreement with Eurowings on the processing of your complaint or the satisfaction of your claims.
- your monetary claim is between 10 € and a maximum of 30,000 €.
- your complaint has not already been processed by a national supervisory authority, e.g. the Federal Office for Civil Aviation, is or was not pending before a court of law, and has not been settled in a similar way.
- you were traveling for personal reasons.

We would also draw your attention to the rules of procedure of the German Conciliation Body for Public Transport (registered association).

The European Commission is also preparing a platform for online dispute resolution (ODR). You can find the platform at <http://ec.europa.eu/consumers/odr/>. This platform may be used to resolve complaints.

