

# Travel service group check-in policy

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## 1. Generally

- a) The carriage of a passenger by the carrier may be effectuated subject to presentation of comprehensive and valid travel documents together with ID card/passport/visa or other alternate document, if the original documents were lost. The presentation of suitable ID document such as note in the passport of a person eligible for education or ID card of minor also applies to the minors and toddlers.
- b) Should not the entry regulations of the destination state be fulfilled, nor the transport documents (for example visas)/ID cards specific to the country would not be able to present, the carrier should be authorized to deny the carriage. In case of carriage to the countries outside the Schengen space, according to Article 2.2. of the Conditions of Carriage (Charter Flights) the carrier shall be authorized to deny the carriage also when the passenger flying to the country outside the Schengen area did not meet the entry requirements of return to the departure airport, if the country of such final destination outside the Schengen space required the confirmed return reservation as an entry condition.
- c) The passenger shall be obliged to be prepared for boarding at the time specified in the boarding pass the latest and present together with a valid boarding pass in the boarding area/at the boarding gate of his/her flight. Should not the boarding time be specified in the boarding pass, the passenger would be obliged to be present in the boarding area/at the boarding gate of his/her flight 20 minutes prior to departure of his/her flight the latest.
- d) If a passenger, after checking in, has not presented themselves at the entrance of the aircraft, and for this reason the flight is delayed because of the necessity of offloading the checked baggage, the passenger is bound to bear all resulting costs and expenses.
- e) The exact departure times shall be specified in the air ticket/relevant confirmation of a reservation.

## 2. Minimum time for check-in

- a) To allow boarding of a passenger, the booked flight for the short- and long-distance flights up to 5,000 km, he/she shall be obliged to come to the check-in counter to collect boarding pass 40 minutes prior to departure the latest (not applied at Dubai International Airport/DXB).
- b) To allow boarding of a passenger, the booked flight for the long-distance flights above 5,000 km and all flights leaving Dubai International Airport (DXB) and Tel Aviv Ben Gurion Airport (TLV) he/she shall be obliged to come to the check-in counter to collect the boarding pass 60 minutes prior to departure the minimum.
- c) Passengers with electronic ticket who do not require special assistance may check-in online for particular scheduled flights according to the conditions published on the website [www.smartwings.com](http://www.smartwings.com).

## 3. Liability

- a) The carrier shall not be liable for damage occurred to the passenger as result from passenger's violation of obligations set forth in Article set forth in the Check-in Policy.
- b) Should the additional costs occur to the carrier that are connected with breach of obligations mentioned above pursuant to the Check-in Policy, such as breach of customs and passport regulations of the departure or arrival country, costs of a passenger deportation, costs billed by the state authorities of the country relating to the breach of law of the departure or arrival country, flight delay due to late arrival of a passenger to the boarding area/boarding gate, etc., these additional costs would be exacted by the carrier from the passenger.

## 4. Seat allocation in the aircraft

- a) The carrier shall not guarantee that a requested seat be allocated to a passenger in the aircraft. The carrier is eligible to change the passenger's allocated seats without prior notice for safety or operational reasons regardless the valid reservations. Should the passenger not check-in for the flight on time or be unable to board the aircraft for any other reason, the carrier is eligible to cancel his/her seat reservation on the flight concerned. The seats in the aircraft shall be confirmed in the boarding pass, and they shall, as a rule, be allocated to passengers according to the sequence at check-in counter.