

Baggage policy

(valid on flights operated from 1 November 2018)

Weight and count limits

Baggage weight and count included in the fare may vary pursuant to the price package:

| Price Package | Checked Bag | Cabin Bag | Small Personal Item |
|------------------------------|--------------|-----------|---------------------|
| Economy Lite | Not included | 1 x 8 kg | Not included |
| Economy Plus | 1 x 23 kg | 1 x 8 kg | 1x 3 kg |
| Economy Semi Flexible | 1 x 23 kg | 1 x 8 kg | 1x 3 kg |
| Economy Flexible | 1 x 23 kg | 1 x 8 kg | 1x 3 kg |
| Business Lite | 2 x 32 kg | 2 x 8 kg | 1x 3 kg |
| Business | 2 x 32 kg | 2 x 8 kg | 1x 3 kg |
| Business Flexible | 2 x 32 kg | 2 x 8 kg | 1x 3 kg |

Checked bag is a registered bag carried in the cargo hold. The excess of free checked baggage allowance is subject to a fee pursuant to the carrier's pricelist. For technical reasons, it is not possible to check pieces of baggage in excess of 32kg and/or 250cm in combined length, width and height, including handles, side pockets and wheels.

Cabin bag is an **unregistered bag** with maximum dimensions of 56x45x25 cm and weight of up to 8 kg **or a musical instrument with weight not exceeding 8 kg**, maximum length of 90 cm, maximum width of 35 cm and maximum depth of 20 cm, all including the case.

If necessary, passengers can also take on board crutches or orthopedic support devices or a collapsible wheelchair that will be transported in the cargo hold.

Small personal bag shall mean a lady purse or a laptop with max. dimensions of 40x30x15 cm and weight of up to 3 kg.

Baggage pooling is not allowed.

Cabin baggage and small personal items that exceed the maximum permitted amount, size and/or weight will be transported as checked baggage for a fee pursuant to the carrier's price list in the aircraft cargo hold.

Other provisions for unchecked baggage

- a) The carrier shall be entitled to check the size of unchecked baggage and the total mass of all items taken by a passenger on board aircraft.
- b) The unchecked baggage must fit in space under the seat in front of a passenger, or in overhead bin. Items not meeting conditions of unchecked baggage shall be checked-in in addition as a checked baggage. Due to capacity reasons the unchecked baggage may be carried in the baggage compartment. The decision to carry the unchecked baggage in the baggage compartment may be taken by the crew.
- c) The carrier shall not be liable for a contingent loss, damage or destruction of unchecked baggage and personal items of a passenger, unless the loss, damage or destruction resulted from the fault of the carrier or that of its servants or agents.

Other provisions for checked baggage

- a) In confirmation of taking-over, the passenger shall receive a coupon of baggage tag for the baggage passed on for a carriage (checked baggage) by a passenger to the carrier. This coupon of baggage tag shall be kept by passenger for lodging a possible claim. The carrier shall not be liable for a baggage, which is not collected immediately after the arrival.
- b) Checked baggage must be packed appropriately and suitably for safe transport. Such baggage shall be closed/locked so that it doesn't open during the carriage.
- c) Before being checked in, any luggage must be provided with a tag containing the name of the passenger as well as their contact details (name and address of the hotel, permanent residence, etc.). The name given on the tag must match the name on the Ticket and travel document. The baggage including those with zip fastener must be closed to prevent its opening during the carriage.
- d) The checked baggage shall be carried in the cargo compartment of aircraft to be carried, as a rule, by the same aircraft as the passenger. Should not be such a carriage possible due to the lack of transport capacity or the aircraft overloading, it would be undertaken by the earliest possible connection with transport capacity, unless otherwise agreed.
- e) For carriage pursuant to Article 2.2 of the Conditions of Carriage (Charter Flights), the weight limit may be adjusted by the conditions specified in the lease agreement. In this case, the flight orderer shall be obliged to notify the passenger on the defined weight limit.
- f) In any case, a maximum weight of one piece of baggage must not exceed 32 kg and the baggage has to meet the following size limit: 250cm in combined length, width and height, including handles, side pockets and wheels.
- g) The buggies, baby beds, certified baby seats, wheelchairs with detachable dry or gel batteries for disabled persons shall be carried by air free of charge. (This paragraph is not valid for flights to/from the USA).
- h) The carrier shall not be liable for the following baggage:
 - poorly packed baggage,
 - bicycles not placed in a solid plastic pack,
 - buggies without package or plastic foil,
 - beach equipments (parasols, beach tents etc.).

Baggage carried under specific conditions

- a) Pursuant to conditions and regulations of the carrier and with consent of the carrier, the weapons and the ammunition shall be accepted for carriage as checked baggage. The weapons must not be loaded, they shall be ensured by the safety cap and packed accordingly. The carriage of weapons and ammunition shall be subject to ICAO and IATA regulations on carriage of dangerous goods. The carriage of weapons and ammunition shall be subject to charges pursuant to applicable price list of the carrier.
- b) The antique weapon, sword, knife and similar antiquities can be accepted as the checked baggage pursuant to conditions and regulations of the carrier, albeit their carriage in the cabin of aircraft shall not be permitted.
- c) Subject to previous consent of the carrier, the valuable, fragile or easily breakable items such as musical instruments, chandeliers, etc., packed in the cover can be taken as a baggage by a passenger to the cabin for passengers and be carried on a single seat. For such a baggage, a seat together with a seat of passenger must be confirmed in advance. For seat reservation of a baggage, its size and mass must be notified. The notification to the carrier/of seat reservation must be made 48 hours prior to departure as a minimum. For sake of safety carriage on the seat, the mass of a baggage must not exceed 20 kg and the size must not exceed the width of 42 cm, the depth of 41 cm and the height of 120 cm for all type of aircrafts. The subject baggage has to be placed on the seat according to the carrier security procedures. There shall be a charge levied for carriage of a baggage on the seat amounting to the applicable fare of adult passenger.
- d) The passenger shall have a possibility of 24 hours as a minimum prior to handing over a baggage to the carrier to declare the value of checked baggage for the higher than the air carrier's liability, and pay the established charge for the higher declared value pursuant to applicable price list of the carrier.

Excess baggage

- a) Excess baggage shall be as follows:
 - baggage exceeding free limit,
 - sporting equipment such as:
 - bicycle, scooter,
 - ski equipment, i.e. 1 pair of skies including sticks or 1 snowboard and ski boots or 1 skibob,
 - diving equipment – equipment necessary for diving such as pressure cylinder with accessory, one pair of fins, mask, diving suit, bathometer, etc. The equipment for snorkelling, i.e. 1 glasses, snorkel, 1 pair of fins shall not be considered the diving equipment,
 - windsurfing equipment, i.e. 1 board with 1 sail and 1 mast,
 - kiteboard + kite,
 - surfboard,
 - golf bag,
 - parachute, paraglider, hang glider,
 - fishing rod, etc.
- b) The sporting equipment in terms of the Baggage policy must be reported to the carrier 24 hours prior to departure as a minimum, it must be packed separately and must be recognizable as such at the check-in counter. The equipment must be packed to ensure damage-free transportation.
- c) The carriage of the following sport equipment in terms of the Baggage policy shall always be subject to previous consent of the carrier:
 - bicycle, scooter,
 - windsurfing equipment,
 - golf bag.
- d) The carriage of excess baggage shall be subject to charges pursuant to applicable price list of the carrier.

Cariagge of living animals

- a) The living animals can be carried subject to prior consent of the carrier only, under conditions set by the latter and subject to own passenger's liability, who shall carry them to destinations permitted by applicable regulations and the carrier. The dogs and cats in suitable crates only shall be accepted for carriage, provided they have valid health and vaccination certificates, entry permissions and other documents required for entering the animal in country of destination place. The carriage of other animals shall be subject to an individual solution with the carrier. Due to security reasons the carriage of reptiles and rodents shall not be permitted.
- b) There shall be 2 animals as a maximum carried in the cabin for passengers provided the weight of animal including the crate is not exceeding 8 kg and the size of crate is 43x30x27 cm as a maximum. The crate must have an impermeable bottom, must be placed under the passenger's seat and the animal must not leave it during the flight. In other events, the animals shall be carried as checked baggage in the baggage compartment only, if allowed by technical parameters of the aircraft.
- c) The carriage of living animals shall be subject to applicable price list of the carrier. The escort dog, if accompanying the blind, deaf or other disabled person, and the service dog can be carried in the cabin for passengers free of charge and without crate. These dogs must wear harness, leash, have a training certificate and required documents, muzzle shall be recommended to be put on, if necessary. Passengers with an assistance dog shall be provided with an extra seat free of charge if purchased in advance, subject to the seats availability.
- d) The Carrier is responsible for the transport of animals under the terms of the Convention, relating to the carriage of baggage and cargo. The Carrier is not liable beyond the responsibility as determined in the preceeding sentence, for any injury, loss, illness or death of the animal, unless the damage was caused by the fault of the Carrier.

Forbidden items

Passenger may not carry by air the following:

- a) baggage and items that may threaten safety of the flight, security of persons and property as well as baggage and items that might easily be damaged during the carriage, the package of which is not suitable, or may menace passengers,
- b) items specified by regulations of the International Civil Aviation Organisation (ICAO), International Air Transport Association (IATA) and regulations of the carrier as dangerous goods,
- c) items forbidden for carriage according to applicable law, directives or regulations of relevant state,
- d) items in view of the carrier not suitable for carriage due to their weight, size or nature,
- e) items included on the **List of forbidden items** and substances available on the carrier websites.