

# QUICK REFERENCE

## CHECK IN MANUAL

Lumiwings is a point to point airline. We do not offer and cannot facilitate, the transfer of passengers or their baggage to other flights and therefore, will not be liable for losses or expenses arising from failure to achieve a self-arranged connection.

## CHECK-IN ON LINE

- Online check-in is available 48hours prior to the departure of the flight up to 3hours prior to departure.
- Customers can complete check-in, change their seat or purchase extra baggage or additional services **up to three hours before flight departure.**
- Passengers do not need to print their boarding pass. They can show it on their smartphone or tablet. Alternatively, they can collect their boarding pass from the airport check-in desk without charge.
- Customers are required to show their boarding pass (printed or App version) at the bag drop if they are checking in bags, at airport security and at the boarding gate.
- Customers should be at the boarding gate at least 30 minutes before the departure time of their flight
- Should their phone battery is dead or if they have forgotten their mobile phone, they can still print out a boarding pass at a check-in desk at the airport. This can be done **up until 35 minutes before departure.**



Carta d'imbarco / Boarding Pass


**FOG**  
 FOGGIA

**MXP**  
 MILAN

Volo / Flight

Data / Date

 Orario di imbarco  
 / Boarding Time

**L9 221**
**13DEC**
**07:15**

Cancello / Gate

Partenza /Departure

**DA CONFERMARE**
**0750**

 Nome del passeggero  
 / Passenger Name

ALOE/PATRIZIA

Posto / Seat

5C

Riga / Row

5

 | N° biglietto / N° Ticket  
 7810200042115

 | Documento / Foid  
 NI129910

 | SN  
 005

L WLXQAA

**Booking Class and PNR Circled (i.e. L Booking class designator / Pnr : WLXQAA)**
**The service is not available for**

- Children up to 12 years of age
- Unaccompanied minors
- Passengers who require special assistance
- Passengers travelling with special luggage (sports equipment) or with pets
- Passengers travelling with INF

## NON-EU/EEA CITIZENS CHECK IN

Non-EU/EEA Citizens and customers travelling from selected airports will not receive a boarding card either online or via the mobile app. They will receive a message or print out advising "This is not a boarding card. Go to Check-in for a visa check and boarding card" (see below sample).

Note:

- This is applicable for all visa check passengers.
- This is not a boarding pass and passengers cannot pass security with this notice.
- There is no additional fee for the printing of the boarding pass for the passenger.
- Irrespective of a customer's visa requirements, all non-EU/EEA citizens will have their travel documents checked, boarding pass issued and stamped before going through security (excluding Domestic, intra Schengen flights ).

## AIRPORT CHECK IN

Airport check in is available, free of charges

- Check in/Bag drop desks must open a minimum of 2 hours before the scheduled departure of the flight and;
- Close strictly 45 minutes before scheduled departure, unless otherwise specified for International flights and 35 minutes before departure for domestic flights.

## SPECIAL SERVICE REQUESTS (SSR's)

Every product and service has an associated code which is added to our system and then displays on a passenger's reservation. These codes are referred to as SSR's (Special Service Requests).

LIST OF SSR ACCEPTED BY CARRIER							
SSR	CH	STATUS	QUEUE	AG	PAX	TTY	AIRLINE DESCRIPTION
CAT./DESCRIPTION							
ABAG	\$	C		BG	AC	Y	UP TO 23KG BAGGAGE
TO 23KG BAGGAGE							AIRU/UP
AOXY	R		Q/HDQ46		AC	Y	AIRLINE SUPPLIED OXYGEN
MEDC/AIRLINE SUPPLIED OXYGEN							
AVIH	\$	I		BG	AC	Y	ANIMAL IN HOLD
ARPT/ANIMAL IN HOLD							
BGGF	\$	C		BG	AC	Y	GOLF EQUIPMENT
EQUIPMENT							BAGG/GOLF
BGMI	\$	C			AC	Y	MUSIC INSTRUMENT
BAGG/MUSIC INSTRUMENT							
BGSK	\$	C			AC	Y	SKI EQUIPMENT
EQUIPMENT							BAGG/SKI
BIKE	\$	C		BG	AC	Y	BICYCLE
BAGG/BICYCLE							
BLND	I			AS	AC	Y	BLIND PASSENGER
MEDC/BLIND PASSENGER							
BSCT	C				AC	Y	BASSINET OR CARRYCOT O...
BAGG/BASSINET OR CARRYCOT OR BABY				BASKET			

DEAF	I	AS	AC	Y	DEAF PASSENGER	MEDC/DEAF
PASSENGER						
DEPU	R	Q/HDQ46	AC	Y	DEPORTEE-UNACCOMPANIED	
ARPT/DEPORTEE-UNACCOMPANIED						
DPNA	I		AC	Y	DISABLE PASSENGER WITH...	
ARPT/DISABLE PASSENGER WITH INTELLECTUAL DISABILITY						
ETFE	\$ C		AC	Y	TICKET FEE	
TRAV/TICKET FEE						
EXST	\$ R	Q/HDQ46	AC	Y	EXTRA SEAT	
ARPT/EXTRA SEAT						
INAD	R	Q/HDQ46	AC	Y	INADMISSIBLE PASSENGER	
ARPT/INADMISSIBLE PASSENGER						
INFT	C		AC	Y	INFANT	
STND/INFANT						
MAAS	I		AC	Y	MEET AND ASSIST	ARPT/MEET
AND ASSIST						
MEDA	R	Q/HDQ46	AC	Y	MEDICAL CASE	
MEDC/MEDICAL CASE						
NSSW	\$ C		AC	Y	EXCESS PIECE	
BAGG/EXCESS PIECE						
OBAG	\$ C	BG	AC	Y	ONE KILOGRAM BAGGAGE	AIRU/ONE
KILOGRAM BAGGAGE						
PBXS	\$ C	BG	AC	Y	BAGGAGE EXCESS BETWEEN...	
BAGG/BAGGAGE EXCESS BETWEEN 51LB 24KG AND 70LB 32KG						
PETC	\$ I	PT	AC	Y	ANIMAL IN CABIN	
ARPT/ANIMAL IN CABIN						
PNLF	\$ C		AC	Y	PENALTY FEE	
ARPT/PENALTY FEE						
PNNC	\$ R	Q/HDQ46	AC	Y	NAME CHANGE	ARPT/NAME
CHANGE						
POXY	R	Q/HDQ46	AC	Y	PASSENGER OWN OXYGEN	
MEDC/PASSENGER OWN OXYGEN						
SEAT	C		AC	Y	STANDARD SEAT	
ARPT/STANDARD SEAT						
SMSA	\$ C	BG	AC	Y	KITE SURFBOARD	BAGG/KITE
SURFBOARD						
SMSB	\$ C		AC	Y	SPORTS EQUIPMENT SURF	
BAGG/SPORTS EQUIPMENT SURF						
SMSR	\$ C	BG	AC	Y	SKI EQUIPMENT	BAGG/SKI
EQUIPMENT						
SMST	\$ C	BG	AC	Y	SPORTS EQUIPMENT SCUBA	
BAGG/SPORTS EQUIPMENT SCUBA						
SMSW	\$ C	BG	AC	Y	SPORTS EQUIPMENT WSURF	
BAGG/SPORTS EQUIPMENT WSURF						
SPEQ	\$ C	BG	AC	Y	SPORTS EQUIPMENT	
BAGG/SPORTS EQUIPMENT						
STCR	X		AC	Y	STRETCHER PASSENGER	
MEDC/STRETCHER PASSENGER						
TVOV	X		AC	Y	TELEVISION OVER 29 INCHES	
BAGG/TELEVISION OVER 29 INCHES						

TVUP	X	AC	Y	TELEVISION UP TO 29 IN...
BAGG/TELEVISION UP TO 29 INCHES				
UMNR \$ R	Q/HQ46	AC	Y	UNACCOMPANIED MINOR
ARPT/UNACCOMPANIED MINOR				
WCBD R	Q/HQ46	AC	Y	WHEELCHAIR NON-SPILLAB...
MEDC/WHEELCHAIR NON-SPILLABLE BATTERY				
WCBW R	Q/HQ46	AC	Y	WHEELCHAIR WET CELL BA...
MEDC/WHEELCHAIR WET CELL BATTERY				
WCHC I	AS	AC	Y	WHEELCHAIR-C FOR CABIN...
MEDC/WHEELCHAIR-C FOR CABIN SEAT				
WCHR I		AC	Y	WHEELCHAIR-R FOR RAMP
MEDC/WHEELCHAIR-R FOR RAMP				
WCHS I		AC	Y	WHEELCHAIR-S FOR STEPS
MEDC/WHEELCHAIR-S FOR STEPS				
WCLB R	Q/HQ46	AC	Y	WHEELCHAIR - LITHIUM I...
MEDC/WHEELCHAIR - LITHIUM ION BATTERY				
WCMP C		AC	Y	WHEELCHAIR MANUAL POWE...
MEDC/WHEELCHAIR MANUAL POWER TO BE TRANSPORTED				BY PSGR
WCOB I		AC	Y	ON BOARD WHEELCHAIR PR... MEDC/ON
BOARD WHEELCHAIR PROVIDED BY AIRLINE				
WESP \$ C	AS	AC	Y	SPORTING FIREARMS
ARPT/SPORTING FIREARMS				

**REFERENCES:**

C: CONFIRMED

I: INVENTORY CONTROL

W: INVENTORY CONTROL (REQUIRED STATUS WHEN LIMIT EXCEEDED)

X: REJECTED

R: REQUIRED

\$: CHARGEABLE

#: ESPECIFIC RESTRICTIONS

**Passenger Types**

## INFANTS

- A baby under the age of 2(24 months) is considered an Infant (INF).
- Infants are not accepted within the first 7 days after birth.
- Infants under two years old travel on the parent's lap secured using an infant seatbelt provided by the crew during boarding. The infant does not require a seat as they will be seated in the parent's lap.
- Passengers travelling with infants may not be seated in an exit row, or in the row directly in front of or behind an exit row.
- Every infant must be accompanied by an adult. Maximum one (1) infant per accompanying adult is permitted.
- Purchasing a ticket for an infant is required. Please bear in mind the if the child will turn two (2) before the trip ends, ticket should be purchased at the "Child" fare for the whole flight.
- Infants have no baggage allowance however the adult may carry a maternity bag in the cabin as a replacement for the hand baggage.

## CHILDREN

- Children over 2 years up to 15 years are required to have their own seat.
- Always make sure that children sit next to one of their parents during the flight.
- All children require travel documents for their journey.

## ADULTS

- Any passenger aged 16years or over is classed as an adult

## MOMS-TO-BE

### **Expectant mothers are accepted:**

- Without any restriction, up to 28 weeks of pregnancy
- With more than 28 but less than 32 weeks of pregnancy will be accepted under a Medical Certificate and a Liability Release Declaration must have singed by the expectant Mother

### **Expectant mothers are NOT accepted:**

Under any circumstances in the last 4 weeks of pregnancy

### **ATTENTION:**

Expectant mothers will only be accepted for travel if the return date does not exceed the above mentioned limitations.

## Pets

## GENERAL CONDITIONS

- Pets must always be accompanied by their owners or authorized representatives.
- Pets that are younger than three months old cannot travel
- It is the owner's responsibility to ensure that all documentation and pet passport(s) is(are) in order before departure
- Pets/Animals must be presented at the check-in counter for acceptance at least 1 hour before the flight departs
- Booking must be made at least 48 hours before departure
- Transport is subject to an additional ticket charge, which will vary depending on the pet's weight as well as to whether it will travel within the cabin or the cargo hold.

### Documents for Pets

#### Travelling in the European Union:

- European Pet Passport issued by a veterinarian listing the vaccinations your pet has received
- Be identified with a microchip or tattoo
- Be vaccinated against Rabies with a valid vaccine at the time of the trip

### Domestic Flights

Pet Health Card or Passport

### Pets in the Cabin

Cabin transport is subject to the following conditions:

- Only cats and dogs are allowed onboard for health reasons
- They may accompany passenger in the cabin if they don't weigh more than 8 kg including their travel bag or pet carrier
- The travel bag/carrier must be leak-proof, of a max. size 45cm x 35cm x 20cm and the pet must remain in the bag/carrier, for the whole duration of the flight
- The animal must be able to stand up, turn around and lay down comfortably while in the container/bag
- The pet bag/carrier should be stowed under the seat in front of the passenger

### Charge per flight:

Domestic Flight	International Flight
FREE OF CHARGE	FREE OF CHARGE

### Pets In the Hold

Animal transport in the hold is subject to conditions:

The passenger must provide their own animal rigid carrier. We only accept animals in IATA-approved crates.

Pet carriers must have ventilation holes on all sides.

If the carrier has wheels, these must be removed. If they are retractable, they must be locked.

It must be comfortable for the size of the animal, enabling it to stand in a natural position, turn round and lay down.

### **Recommendations for the transportation of brachycephalic races in the hold**

Snub-nosed dogs and cats have trouble in high altitudes and during hot weather. It is recommended not to travel with dogs or cats with snub-noses if it is too hot because they have trouble maintaining normal body temperature in hot weather. The stress caused by transportation and/or high temperatures at the departure, transfer and destination airports can cause circulatory issues that may result in breathing problems. As a result, pet could suffer serious health problems or even die during the journey.

**Based on ATA Regulations, its includes the following races:**

#### **Dogs:**

- Affenpinscher
- American Pit Bull Terrier
- American Staffordshire Terrier
- Bichon Frise
- Boston Terrier
- Boxer
- Brussels Griffon
- Bulldog
- Bull Mastiff
- Bull Terrier
- Cane corso
- Cavalier King
- Chihuahua
- Chow Chow
- Dogo Argentino
- English Mastiff
- English Toy Spaniel
- Frech Bulldog
- Japanese Chin
- Japanese Spaniel
- King Charles Spaniel
- Lhaso Apso
- Maltese
- Neapolitan Mastiff
- Newfoundland
- Pekinese
- Pit Bull
- Shar Pei
- Shih Tzu
- Staffordshire Bull Terrier
- Tibetan Spaniel
- Valley Bulldog
- Yorkshire Terrier

**Cats:**

- British Shorthair
- Burmese
- Exotic Shorthair
- Himalayan
- Persian
- Scottish Fold

**Charge per flight:**

<b>Domestic Flight</b>	<b>International Flight</b>
60€ per route up to 75kg	90€ per route up to 75kg

**Dogs breeds classified as dangerous**

Dog breeds classified as potentially aggressive can only be carried in special dog carriers. Puppies between 3 and 8 months of age are excluded.

The following breeds and crossbreeds are classified as potentially aggressive:

Pit Bull Terrier, Staffordshire Bull Terrier, American Staffordshire Terrier, Rottweiler, Argentine Dogo, Brazilian Mastiff, Tosa and Akita.

**Guide dogs or assistance dogs for disable passenger**

Lumiwings allows guide dogs or recognized assistance dogs to travel in the cabin free of charge and without weight limits.

European Regulation 1107/2006 requires airlines to accept recognized assistance dogs free of charge, in the cabin or in the hold. The definition of recognized assistance dogs is indicated in DOC 30 of ECAC Part I Section 5 Facilitation of the transport of persons with reduced mobility.

Recognized assistance dogs refer to all guide dogs and any assistance dogs that have been trained to assist a wide range of disabled people in everyday activities. Guide dogs, which are mainly trained to provide assistance for the mobility of the blind or partially blind, are trained by an organization that is recognized or affiliated with the International Guide Dog Federation (IGDF). Assistance dogs are trained by organizations that meet the requirements of Assistance Dogs International (ADI).

**CHILDREN TRAVELLING ALONE**

Unaccompanied Minors (UM)

Lumiwings offers a guidance services for children travelling alone .  
Children under the age of 5:

Children under the age of 5 are not allow to travel unaccompanied.

Children aged between 5 and 11 travelling alone :

It's mandatory for children aged 5 to 11 years to travel as an unaccompanied minor if they're travelling alone or without an adult ( 16 years or over)

Restrictions:

- Unaccompanied minor service required
- Gate escort and guardian contact requires
- Nonstop flights only

Children between the ages of 12 to 16:

Children aged 12 to 16 years travelling alone are consider young passengers and it's optional for them to use our Unaccompanied Minor Service. If you choose not to book them on this service, they will travel independently.

Restrictions:

- Unaccompanied minor service optional
- Gate escort and guardian contact required

Notes:

The Unaccompanied minors service cannot be booked online.

Documents:

- A valid travel document for the minor
- A photocopy of the identity document of the person accompanying the minor to the airport
- A photocopy of the identity document of the adult picking up the unaccompanied minor at the arrival airport
- The "Unaccompanied Minor Form" completed in full

Some countries have specific requirements for minors who wish to travel into, out of or within their country.

At The Airport:

Documents:

- Identity card or other official document of the child traveling alone
- Government-issued photo ID or Passport of the adult dropping off the child traveling alone
- The "Unaccompanied Minor Form" completed in full

Boarding and Takeoff:

- Unaccompanied minors always board the plane first. That gives them more time to get settled on the flight and our cabin crew can help them to stow their hand luggage and make them comfortable.

On Arrival:

- Airport staff will escort your child through the border control and the baggage claim area to the arrival

Child will only be released into the care person you have nominated in advance, and the identity of that person will be verified before your child is handed over. The adult picking up the unaccompanied minor should also show a government-issued photo ID or Passport.

## Fares Types

### SHINE LIGHT

**Fare Basis Q L U-S-V-W-O-M**

#### What's included

- **Hand Baggage**

1 x 8 KGS / + 1 small bag

- **Checked baggage**

Not included

- **Booking change date**

Permitted up to 72H before departure with penalty of 30EUR. Not permitted after departure. The new fare must be equal of higher than the fare originally paid.

- **Refund**

Not permitted

- **Choice of seat**

Free

- **Snack on board**

Free

- **Children discount**

Not permitted

- **Infants discount**

Infants pays 20%

- **No show**

Refund is not permitted in case of an no show passenger

### SHINE-CLASSIC

**Fare Basis N K D X E B**

#### Whats included

- **Hand Baggage**

1 x 8 KGS / + 1 SMALL MAG

- **Checked baggage**

1 x 23 KGS

#### Booking change date

Not permitted after departure. Permitted before departure. This Fare permits date and time change free of change up to 48H before original flight departure restricted up to 1 month after the original date of departure.

The new fare must be equal of higher than the fare originally paid

- **Refund**

Not permitted after departure. Permitted before departure.

Ticket and taxes are refunded upon cancellation with a charge of 50EUR.

- **Choice of seat**

Free

#### Snack on board

Free

- **Children discount**

Children pays 70% of the adult fare

- **Infants discount**

Infants travels for FREE

- **No show**

Refund is not permitted in case of an non show passenger

**SHINE GOLD**

**Fare Basis H Y R G T**

**What's included**

- **Hand Baggage**

1 x 8 kgs + 1 small bag

- **Checked baggage**

2 x 23kgs or 1x 32 KGS

**Booking change date**

Not permitted after departure. Permitted before departure. This Fare permits date and time change free of change up to 3H before original flight departure.

The new fare must be equal of higher than the fare originally paid.

- **Refund**

Not permitted after departure. Permitted before departure.

Ticket and taxes are refunded upon cancellation with a charge of 10EUR.

- **Choice of seat**

Free

- **Snack on board**

Free

- **Children discount**

Children pays 50% of the adult fare

- **Infants discount**

Infants travels for FREE

- **No show**

Refund is not permitted in case of an non show passenger

## Baggage

### HAND BAGGAGE

#### Size & Weight

The maximum weight and standard dimensions are as follows:

- 55 cm x 35 cm x 25 cm (the sum of the three dimensions must not exceed 115cm)
- The handles, pockets and wheels are included in these dimensions
- The maximum weight is 8Kg.
- Packages that exceed these limits must be stowed in the hold.



#### REMEMBER THAT:

In addition to the suitcase each passenger may carry one item from the following list:

- A handbag
- A laptop

- A tablet

This additional item must fit under the seat in front of the passenger

## CABIN BAGGAGE ALLOWANCE FOR INFANTS AND CHILDREN

Babies up to 2 years old can carry as hand luggage a bag with the food, drink and other items they will need during the flight.

Children aged over 2 years have the same luggage allowance as adults.

## CHECKED BAGGAGE

### Size & Weight

The number of bags, the charges and the allowable dimensions may vary depending on your flight, the fare (Air Shine, Change & Business) and the Class (Economy or Business)

Travel Class	Baggage
Economy Shine Light	Not included
Economy Shine Classic	1 x 23 kg
Economy Shine Gold	2 x 23 kg or 1 x 32 kg

### Note:

Excess Baggage refers to any additional item or excess weight of an item up to a maximum of 32 kg per item, after paying the corresponding fees.

No item can weigh more than 32 kg. If customer exceed this limit, the additional amount must be packed into a new bag, subject to the payment of the corresponding excess.

Each baggage can have a maximum size of **158 cm** (the sum of height + width + depth) and a maximum weight of 23 or 32 kg, depending on the travel class.

## CHILDREN AND INFANTS

### Infant (under 2 years)

One car seat and one stroller included

## **Children (2 to 11 years)**

Children aged over 2 years have the same luggage allowance as adults.

One car seat and one stroller included

## **EXCESS BAGGAGE AND EXCESS WEIGHT**

**The charges listed in the below tables apply in cases of extra or overweight baggage**

<b>Excess Baggage Fees</b>	<b>At the Airport check-in desk</b>	<b>At airport gates</b>
1 piece	50€ up to 23 kg	70€ up to 23 kg

**Cost per kg of extra baggage purchased at airport** 12€ per kg up to maximum weight of 32 kg

## **1.7 Special Baggage**

### **SPORTS/SPECIAL EQUIPMENT**

Sports equipment are subject to special charges and the Airline must be notified at least two working days before the departure. The loading of sports equipment is always subject to space/weight availability.

**The maximum weight for each item is 32kg.**

<b>EQUIPMENT</b>	<b>DESCRIPTION</b>	<b>Price at airport-per-route</b>
Golf Bag	a golf bag containing clubs, balls and a pair of golf shoes.	60€
Snow/Water Sky	a pair of skis with bindings, snowshoes, snow boots and a helmet or snowboard, bindings and boots and helmet or a complete set of snow kite equipment.  Length of each item may not exceed 2m	60€
Diving Equipment	mask, snorkel, fins, neoprene suit, GAV, regulator, an empty oxygen tank, a lamp (switched off, with the power packed separately, the batteries disconnected from the appliance and protected against short-circuits). Any underwater speargun should have the spear section separated and if gas-powered should be unloaded.	60€

Fishing Equipment	2 fishing rods, fishing reel, a small net, a pair of boots, a bait box or a haversack.  Length of each item may not exceed 2m	<b>60€</b>
Windsurf	a windsurfing board, a sail, a mast, a boom, a waterproof bag; a longboard-type board  Length of each item may not exceed 2m	<b>70€</b>
Kitesurf	Length of each item may not exceed 2m	<b>60€</b>
Surf Board	Length of each item may not exceed 2m	<b>60€</b>
Bicycle	- a normal bicycle (with no motor, not an e-bike), single seater, suitably secured with rigid packaging, with the handlebars fixed laterally, the pedals removed and the tyres completely deflated.  - para-bicycle.  Length of each item may not exceed 2m	<b>60€</b>

### **Musical instruments**

All musical instruments the sum of whose dimensions (height, width, length) does not exceed 115 cm and whose length does not exceed 115 cm, and with a maximum weight of 8 kg, can be carried free of charge on board, in a special hard case, instead of hand luggage.

Instruments exceeding this size and weight must instead be transported as checked baggage.

It is recommended that such instruments are carried properly protected in a hard case to avoid any possible damage during the handling, stowing and securing inside the aircraft hold.

If the musical instrument exceeds these limits and customer wish to carry it with him in the cabin, you must book an extra seat on the same ticket, at the same fare and in the same booking class. The extra seat may be either Economy or Business class and no taxes are charged.

Instruments carried as checked baggage will be subject to the policy regarding extra baggage fees.

### **Weapons & ammunition**

Weapons and ammunition are not included in the baggage allowance. They must be registered during check-in, subject to payment of a flat-rate surcharge based on the flight destination. Each passenger is allowed to carry a maximum of 20 kg of weapons and a maximum of 5 kg gross per person of ammunition.

Incendiary or explosive bullets or ammunition may not be transported under any circumstances.

In carry-on luggage: not allowed;  
 In checked luggage: approval required;  
 Requirements:

Can only be transported if securely packaged. Ammunition can only be transported if it respects Div 1.4S (UN 0012 or UN 0014) in quantities not exceeding 5kg gross weight per person. Allowances for more than one passenger must not be combined into one or more packages.

Ammunition must be exclusively for sporting purposes.

Firearms must be unloaded and packed in an unbreakable case.

The carriage of ammunition with explosive or incendiary bullets is not permitted.

Ammunition must be packaged in locked individual metal, wooden or fiberglass containers that are resistant to impacts and fire.

Ammunition must be protected against impacts and abrupt movements.

When checking in the baggage, customer must declare that the firearms are not loaded and that the ammunition has been packed separately, and complete the form provided.

Once the firearms have been checked in and tagged, a suitable escort must be provided and handling of the firearms and/or ammunition to the aircraft.

Return of the firearm at the destination will comply with local regulations.

The service must be requested when making the reservation, and a fee will be charged for the service:

<b>Domestic Flights</b>	<b>International Flights</b>
50€ per route	70€ per route

## **1.8 Delay - Damage Baggage**

In the event that a baggage is missing, damaged or delayed, a report must be filed upon arrival at the destination.

Passenger must visit the "Baggage Claim" or "Lost Luggage" desk in the transit area, where we will fill out a Property Irregularity Report (PIR) straight away

If no report is filed at the destination airport, we can't accept responsibility

If the baggage is not found within 21 days of reporting it at the destination airport, Lumiwings will be liable for loss

We cannot be liable for baggage misidentified by another passenger – all cost will have to be covered by the passenger involved

## **Damaged baggage & items**

If the passenger baggage is damaged, he must, upon arrival at the destination airport and before leaving the Baggage Claims area, report it to the Lumiwings Baggage Services Office, having with him:

- The damaged baggage
- The baggage tag
- ID card or Passport
- Boarding pass

In case the damage cannot be immediately ascertained, passenger must contact us, right after discovering it, and at the latest, within seven (7) days upon arrival at the destination airport, having attached:

- A photo of the damaged bag
- The baggage tag
- Any other information/proof consider as useful for the best assessment of the case

Please note that appropriate evidence must be made available that the damage occurred whilst under the care of Lumiwings. Otherwise, for any damage declared after the passenger has left the Baggage Claims area, the company shall not be held responsible.

We are committed to repairing the damaged bag. Nevertheless, if it cannot be repaired, we will offer a suitable replacement, calculated based on the estimated value of the bag. If the receipt of purchase is available, it will assist us in best assessing of the claim. In the opposite case, Lumiwings, with the assistance of our cooperating Bag retailer companies, will do the best feasible evaluation of the replacement bag.

#### **Restriction & exceptions:**

Normal wear-and-tear increases over the useful life of any property.

Lumiwings assume no liability for normal wear and tear including scratches, dents, including zipper drivers, or the damage and loss of items attached to the bag (e.g. sleeping bags or mats, external locks).

We shall not be liable for this type of damage including but not limited to:

Manufacturing defects

Damage due to over packing or unsuitable packing

Damage caused as a result of accidents/mistakes of passengers

Lost, broken or damaged feet/wheels

Lost, broken or damaged handles/retractable handles or straps

Items of a fragile or perishable nature

Musical instruments and any other special baggage which was accepted for carriage by Lumiwings, under restricted liability.

#### **Unchecked baggage & items**

Lumiwings have no liability for any damaged, forgotten or lost personal items from passengers' carry on. If an item is forgotten on board, passenger must inform the Baggage Services Office at the Baggage Claims area. If found, passenger can either personally pick it up or authorize someone to pick it up for him. Found items are stored for one (1) month.

## Delayed baggage

### Reimbursement for first need expenses

Passenger may be reimbursed for reasonable first needs expenses, based on receipts, such as toiletries, underwear and if necessary, a change of clothing, if the baggage is delayed beyond 24 hours and you are not located at your permanent residence.

The compensation's amount is not predefined, but it is assessed based on the first needs expenses occurred for every day without the baggage.

Indicatively, it may be up to 30 EUR/day for Economy Class passengers, while for Business Class passengers the compensation's amount may be up to 50 EUR/day.

Passenger must contact us within 21 days upon the luggage receipt, having the following:

Expenses receipts of purchase  
ID File (e.g. ATHA312345)  
Flight information and passengers' names

### If baggage is not located within forty-five (45) days

In the event, that baggage will not be able to be allocated within forty-five (45) days, the settlement procedure will be initiated.

### Liability for the Transport of Baggage

The liability for damage, destruction, loss or partial loss and for late delivery of baggage (including wheelchairs, mobility aid, musical instruments and sports equipment) is limited to cumulative 1.131.

Special Drawing Rights (SDR), per journey and traveler. The SDR is the accounting unit of the International Monetary Fund (IMF); 1.131 SDR currently corresponds to about € 1.390. Please note that this amount is subject to currency fluctuation and may vary.

Liability for loss, delay, or damage of the baggage is limited unless a higher value is declared in advance and additional charges are paid.

In case of damaged content, Carrier bares no liability. In the case of unchecked baggage, the Carrier is liable only if at fault.

Lumiwings is not liable for the loss/damage/delay of valuables, liquids, fragile items or items such as money, credit cards, cheques, jewellery, glasses, silverware, precious metals, legal/negotiable papers, securities, pens or branded pens, photographic or electronic equipment, computers, laptop, cameras, cellular phones, business documents, samples and commercial goods, cash, keys, sunglasses, eyeglasses, paintings, antiques, artifacts, manuscripts, medicals and medicines, zamzam water, irreplaceable books or publications, identification documents and in general any valuables which are included in the passenger's checked baggage, with or without the knowledge of the carrier involved.

## 1.9 TRAVEL DOCUMENTS

Passenger need to provide a valid form of photo identification upon request when travelling with us. The name on the ticket must be identical to the form of identification. Tickets and flight reservations with us are in the name of personal for each passenger and non-transferable.

Passengers must make sure having all the necessary travel documents, including passport and visas, for journey. We reserve the right to refuse boarding if passenger can not present a valid form of ID and the necessary travel documents. Our tickets and flight reservations are personal to the holder and non-transferable from one passenger to another.

Passenger is responsible for obeying all laws, regulations and other provisions of public authorities related to travel in the countries he is flying from, to, or in transit through. We're not liable for any consequences due to a failure to obtain the necessary documents or failure to obey such laws, regulations, requirements or orders.

### **Schengen Area**

We strongly recommend that passengers bring a valid passport or national ID card (if applicable) if travelling in and out of a Schengen country, as they must have the ability to prove their citizenship if required. Although immigration controls no longer apply between Schengen countries, the borders may be restored at any time.

### **Non-Schengen Area**

Passenger must present a valid passport as proof of identity. Children must present their own passport.

### **VISA**

It is the passenger's responsibility to check with the embassy or consulate of the destination or transit country whether a visa is required.

#### **Contacts:**

##### **Customer care**

[sales@lumiwings.com](mailto:sales@lumiwings.com)

##### **Lost and Found**

[Lostandfound@lumiwings.com](mailto:Lostandfound@lumiwings.com)