

What documentation do children need to fly?

The information available on our website applies to passengers who are Spanish citizens. For all other nationalities, please contact your consulate.

What documents do I need to fly?

The documents needed to fly vary depending on your origin, destination, nationality, and dates. It is also important to check that you meet the medical requirements to enter the country of destination. As a general rule, for domestic flights or flights within the European Union, a valid ID card or passport is sufficient. You will need a passport for overseas flights.

Visit the following section for more information on the requirements and documents for entering the country you wish to travel to. You can also request an e-Visa through our website: [Travel documentation](#).

Each passenger must carry the correct and necessary travel documents, in compliance with the applicable Laws, Regulations and Orders of any State or Country to, from or through which they are flying, and are solely responsible for the requirements of each country in every case.

This documentation may be requested by the company at the check-in desks and boarding gates of any airports through which the passenger passes. During the document checking process, Air Europa may refuse boarding to any passenger whose documents are found to be invalid or expired, or if the identity on the document does not match that of the passenger.

Is mask use required?

The use of masks varies according to origin and destination. It may not be necessary to wear a mask during the flight, but it may be required upon landing. You can check this information on the [Documents and requirements for traveling](#) page by filling in the form.

How do I apply for an ESTA to fly to the United States?

To travel to the United States and Puerto Rico, your documents must be valid and you must have a return ticket, as well as the necessary funds to cover your expenses during your stay. All passengers whose nationality does not require a visa and who are travelling for pleasure must apply for an ESTA. It will not be necessary to apply for an ESTA if you hold a visitor's visa or a valid residence permit.

You can apply for an ESTA through our website. Visit the following section and fill in the form to receive more information. If your ESTA application is denied, passengers should contact the consulate of the country of destination in their country to apply for a visa.

In which cases am I allowed to travel with expired travel documents?

The rules regarding flying with expired travel documents vary according to nationality, place of origin and place of destination.

Theft or loss of documents

In the event of theft or loss of documentation, a claim filed to the competent authorities shall not be accepted as valid proof of the passenger's identity. In these cases, you should go to the airport and notify the competent authorities and authorised Air Europa staff of your situation.

When is the boarding deadline?

The boarding deadline for flights operated by Air Europa is 15 minutes before departure, unless otherwise stated.

How long should I be at the airport before my flight?

If you are taking a domestic flight or flying to a European country in the Schengen Area, we recommend arriving at the airport at least 1 1/2 to 2 hours before the flight departure time. For European flights outside the Schengen Area and other international flights, we recommend arriving at least 2 1/2 to 3 1/2 hours before departure, respectively.

CHECK-IN DESKS

Palma de Mallorca and Barcelona: check-in desks open 2 hours before the departure of the first flight of the day, and you can check your luggage at any time on the same day until your flight is closed.

Madrid: it depends on the terminal your flight leaves from.

Terminal 1 (International and Non-Schengen Area flights): check-in desks open at 5:30 am (local time in Spain), and you can check your luggage at any time on the same day until your flight is closed.

Terminal 2 (National flights and Schengen Area flights): check-in desks open at 4:00 am (local time in Spain), and you can check your luggage at any time on the same day until your flight is closed.

Check-in desks for your flight, unless otherwise specified, will close 60 minutes before departure time for intercontinental flights and 45 minutes for all national and European flights. Local regulations may set a different time limit for passengers with special needs.

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How can I add extra luggage?

If you wish to add extra luggage, you can do so in advance here or by calling Customer Service. You can also make the purchase at the airport.

Excess weight (23 kg to 32 kg) can only be purchased by calling Customer Service or at the airport.

Available up to 2 hours before the flight. Save from €15 per suitcase. Prices per trip (non-refundable).

This service is only available on flights operated by Air Europa. Please check your booking to see if the flight is operated by an affiliated company.

How can I travel with bulky luggage?

You can request to take a suitcase or item of luggage that exceeds 158 cm (overall dimensions) by sending an email indicating the dimensions and weight to ssr.ux@air-europa.com.

If it is not possible to transport your item of luggage as an oversized bag, you can request to transport it as cargo through AirEuropa Cargo. *Requirement subject to space availability.

What items are considered household appliances and how do I transport them?

Appliances cannot be checked. They will only be permitted in your hand luggage if allowed by their size and weight.

Appliances refer to Desktop computers (including iMac), monitors, TVs, microwaves, immersion heaters (boiler/heaters), refrigerators, game consoles (e.g., PlayStation, Xbox, Wii, etc.), etc.

Portable electronic devices can be transported Laptops, tablets, e-books, portable game consoles, etc.

These can be transported by purchasing an additional seat in the cabin (the fee is the same as the ticket price, except for airport charges), provided that they comply with the maximum cabin baggage size and weight limits. If these limits are exceeded, the items must be transported as air cargo. See our section on transporting special baggage in the cabin for more information.

To purchase an additional seat, please contact us through our Customer Service, Facebook or Twitter.

Is it possible to purchase additional hand luggage?

It is not possible to purchase additional hand luggage.

However, you can consider the option of purchasing additional checked bags on our website or by contacting us through our Customer Service, Facebook or Twitter.