

20 relevant questions customers can ask the Cloud Nine Airlines AI-powered chatbot, covering the provided policies:

Baggage Policy

1. What is the size and weight limit for carry-on luggage?
2. How much does it cost to check an extra bag?
3. Are there restrictions on items I can carry in my luggage?
4. Can I bring sports equipment like a surfboard on the flight?
5. What are the fees for oversized or overweight baggage?

Cancellation and Refund Policy

6. Can I cancel a refundable ticket on the same day of purchase?
7. How long does it take to process a refund for a canceled flight?
8. What are the charges for canceling a non-refundable ticket?
9. Can I change the travel date on a non-refundable ticket?
10. Do I get a full refund if the airline cancels my flight?

Check-in and Boarding Policy

11. How early can I check in for my flight online?
12. What are the ID requirements for domestic flights?
13. What time does boarding close for international flights?
14. Can I check in at the airport on the day of departure?
15. What happens if I miss the boarding time?

In-flight Services Policy

16. Are complimentary snacks provided during the flight?
17. Is there Wi-Fi available on all flights?
18. Can I request special meals for dietary restrictions?
19. What kind of entertainment is available in-flight?
20. How do I request wheelchair assistance for my flight?