

AirXpert Airlines

Policy Document

1. Introduction

When you buy a ticket to travel on a flight AirXpert operates, you enter into a contract of carriage with us. That contract gives you the right to be carried on a flight or series of flights and its terms are governed by:

Terms and conditions of contract of the Ticket; these Conditions of Carriage; applicable Tariffs; and our Regulations.

AirXpert assumes that the referenced terms are read, understood and agreed by you when you make a reservation or buy a ticket for travel. This document describes these conditions of carriage. AirXpert reserves the right to change, amend or alter the contents of this document any time.

2. Privacy Policy

This policy describes how we collect, use, and disclose personal information concerning our guests and other individuals.

2.1. Personal Information

Personal information means any data that identifies you as an individual. This includes but is not limited to:

Full name, gender, and date of birth, Address, Identification number (ID / Passport), Email address, User ID (UID), Biometric, physiological or medical details, Bank or payment details, Telephone number, Valid Travel documents.

Personal information only becomes known to AirXpert when you provide it to us, or when a third party (such as a travel agent, employer, or family member) provides it with your consent.

2.2. Consent

We collect, use, and disclose personal information with your knowledge and consent, unless otherwise required by law. Consent may be:

- Express – for example, when you check a box or sign an agreement.
- Implied – for example, when a third party books a ticket on your behalf.

You may withdraw your consent at any time, subject to legal or contractual restrictions, by contacting us.

3. Flight Bookings

When booking flights, you (or someone on your behalf) will be asked to provide the personal information listed down in section 2.1.

This data is necessary to:

- Process your booking and payments
- Meet safety, legal, and identification requirements
- Provide updates about your travel (e.g., delays, cancellations)

If you book through a travel agent or third party (e.g., employer, family member), they will provide us with the same personal information we would collect from you directly

4. Security

We maintain strong technical and organizational safeguards to protect your data against unauthorized access or misuse. However, no online system can guarantee 100% security.

4.1. Government Requirements

As part of international aviation regulations, we may be required to share passenger information (e.g., full name, passport number, nationality, travel details) with government and security authorities.

This may be done without your consent where required by law.

5. Baggage Policies

AirXpert provides a range of baggage services for Economy and Executive Economy class passengers.

5.1. Baggage Definition

- **Baggage:** Articles, effects, and personal property of the passenger that are suitable for wear, use, comfort, or convenience during travel. It includes both checked and unchecked baggage.
Note: Passengers are advised not to place valuables, cash, jewelry, important documents, or precious items in checked baggage.
- **Checked Baggage:** Baggage accepted by AirXpert for transport, placed in the aircraft hold, and identified with a baggage tag.
- **Unchecked Baggage (Hand Baggage):** Cabin baggage that remains in the custody of the passenger.
- **Baggage Tag:** A document issued by AirXpert for identification of checked baggage. The strap portion is attached to the baggage, while the identification portion is given to the passenger.
- **Limited Release Tag:** A tag issued when baggage is received in a condition that is open, torn, damaged, fragile, perished, or improperly packed. This limits AirXpert's liability.

5.2. Cabin Baggage Allowance

Weight & Dimensions of Hand Carry Baggage (Allowed inside the cabin):

- **Economy Class (Domestic Routes):**

Allowed 1 piece of cabin baggage, up to 7 kg (size: 38L × 22W × 55H cm, total 115 cm).

- **Executive Economy Class (Domestic Routes):**
Allowed a total of 12 kg, consisting of 1 cabin bag (7 kg, 38L × 22W × 55H cm) and 1 small briefcase (5 kg).

5.3. Restricted and Prohibited Items

For the safety of passengers and aircraft, the following items are **not allowed** in either checked or hand baggage:

- Explosives, fireworks, flares, or munitions
- Security cases with lithium batteries or pyrotechnics
- Compressed gases (flammable, non-flammable, or poisonous) and Oxidizing substances (bleaching powder, peroxides)
- Flammable liquids (paints, adhesives, solvents) and Flammable solids (matches, easily ignitable articles)
- Toxic substances (arsenic, cyanides, insecticides) and Radioactive materials
- Corrosives (mercury, acids, alkalis, wet cell batteries)
- Magnetized, offensive, or irritating materials
- Lighters (butane, electric, battery-powered, novelty, or absorbed fuel)

5.4. Additional Restrictions in Hand Baggage

The following items are **not permitted** in hand baggage (but may be packed in checked baggage):

- Knives (hunting, pocket knives, swords, etc.)
- Scissors, ice-picks, nail clippers, or any sharp objects prohibited by local laws

5.5. Passenger Reminder

- Always ensure that your baggage is properly labeled inside and outside.
- Labels must include full name, home address, destination address, and contact number.

5.6. Advance Purchase Excess Baggage

Additional baggage can be purchased anytime from ticket issuance until 4 hours prior to flight departure.

After this deadline, standard excess baggage rates will apply.

This facility is offered on selected domestic and international routes.

5.6.1. Allowable Purchases

Minimum Purchase: 5kg

Maximum purchase limit: defined route-wise (check at the time of booking)

5.6.2. Refund Policy

In case of voluntary or involuntary ticket reissuance, the advance baggage fee is refundable without additional charges.

5.6.3. Charges

All charges are dynamic and displayed clearly during the booking process.

Final payable amount may vary depending on: Route and fare conditions, Service selections, Applicable taxes and fees

6. Booking Conditions and Penalties

Airline tickets have specific **rules and conditions** attached to them that determine the fare, flexibility, and services included. When you book a flight with **AirXpert**, it is important to review the following conditions, which may impact:

- Whether your ticket is refundable
- Charges for voluntary changes (date/time/class)
- Baggage allowances and entitlements

6.1. Booking Conditions

- Customers can manage their bookings via our mobile app or by visiting our office.
- Flight changes may be made online, subject to applicable change fees, which vary country-wise.
- Customers may also purchase ancillary services (e.g., extra baggage, preferred seating, lounge access) during the booking process.
- Change of Booking (COB) is allowed on web tickets, subject to AirXpert's terms and conditions.
- AirXpert reserves the right to change/update/alter booking conditions and penalties at any time without prior notice. In case of conflict, the airline's official policies shall prevail.

6.2. Refunds

- All unused web tickets are refundable in accordance with AirXpert's refund policy (conditions apply).
- Refunds will be credited to the original form of payment, in accordance with AirXpert's refund policy.

6.3. Payment Conditions

- Online payments made through credit/debit cards are processed via a secure payment gateway with fraud detection measures.
- Customers must ensure correct billing details are provided. Failure to do so may result in rejected payments or fare changes.
- Some card issuers may apply **extra bank charges** for online transactions. AirXpert has no control over such charges.

7. Air Passenger Rights

At AirXpert, we prioritize your comfort, safety, and rights as our valued passenger. In line with international aviation standards and applicable regulations, we ensure fair treatment and compensation in the event of denied boarding, cancellations, delays, baggage issues, or personal injury.

7.1. Flight Delays

For delays of 2 to 4 hours (depending on flight distance), passengers will be provided refreshments/meals, communication facilities, and hotel accommodation when necessary. If the delay exceeds 5 hours and you choose not to travel, AirXpert will provide a full refund of the unutilized ticket.

7.2. Flight Cancellation

In case of cancellation, passengers may choose between: Alternative transport / re-routing to the final destination or Full refund of the unutilized ticket.

Hotel accommodation will be arranged when necessary.

7.3. Baggage Loss or Damage

In case of baggage loss submitting baggage tag copies and receipts of lost/damaged contents will strengthen claims.

7.4. Death or Injury of Customer

- AirXpert is liable for damages sustained in case of death or bodily injury, provided the accident occurred onboard the aircraft or during boarding/disembarking operations.
- Liability is as per Article 21 of the Montreal Convention, 1999 and the Carriage by Air Act, 2012.

8. Seat Selection

- AirXpert offers the following seat categories for pre-selection:
 - Standard – All regular seats, including window and aisle options.
 - Priority – Front row seats offering easy and quick disembarkation.
 - Extra Legroom – Bulkhead and emergency exit row seats for maximum comfort and leg space. (Eligibility rules apply for exit row seats).
- You can Pre-Reserve your seat via online or by calling the AirXpert centre.
- Seat selection charges apply per passenger, per leg of travel.

Fees are **non-transferable** and **subject to change** (may vary due to exchange rate fluctuations).

9. AirXpert Economy

AirXpert Economy Class offers a smart, comfortable, and reliable travel experience at an affordable price.

- **Cabin & Seating:** 3-3 or 3-3-3 layout with ergonomic seats and ample legroom.

- **In-Flight Entertainment:** Seat-back or overhead screens with movies, TV shows, music, and games.
- **Meal Service:** Complimentary meals and beverages featuring regional and international options.
- **Comfort & Amenities:** Blankets, pillows, headphones, and attentive cabin crew service.
- **Baggage Allowance:** Free baggage included; allowance varies by destination, fare type, and ticket conditions

10. AirXpert Executive Economy

As an **Executive Economy** passenger, you have **premium access** to AirXpert lounges at all major domestic and international airports. Relax in a comfortable, stylish environment while our staff caters to your needs. Each lounge offers:

- Magazines and newspapers
- High-speed internet
- Cable TV
- Complimentary snacks and beverages

Enjoy your journey in comfort with extra legroom, wider reclining seats, and an enhanced baggage allowance.

11. Traveler's Information

Following is the important travel guidelines to avoid inconvenience at the airport.

11.1. Check-in and Boarding

- Passengers should arrive at the airport at least 2 hours before flight departure.
- Check-in counters close 60 minutes before departure.
- Boarding gates close 30 minutes before departure. Passengers who do not report on time may be offloaded along with their baggage.

11.2. Special Assistance

- Passengers requiring wheelchair or special assistance must request at least 1 hour 15 minutes before departure.
- Only 1 companion may accompany a passenger into the check-in area (if assistance is needed).

11.3. Carriage of Live Animals

- Accepted only in the aircraft hold if properly crated, with valid health certificates and entry permits.
- Maximum crate dimensions: 35" x 23" x 40" (for hold).
- Charges: Counted as excess baggage and not included in free allowance.

11.4. Carriage of Expectant Mothers

- Expectant mothers are accepted for travel up to 34 weeks of pregnancy.
- Travel is not permitted from the 35th week onward.

12. Contact Details

- **Universal Customer Line:** +1 555-0100-200
- **Corporate Office:** +1 555-0100-300
- **Investor Relations:** +1 555-0100-400
- **General Enquiries:** info@airxpert.example.com
- **Investor Queries:** investors@airxpert.example.com