

✈️ Airline FAQ – Everything You Need to Know Before You Fly

1. Booking & Tickets **Q:** How can I book a flight?

A: You can book directly on our website, mobile app, or through our 24/7 customer service line. Travel agents can also book tickets on our behalf.

Q: Can I change my booking after purchase?

A: Yes. Changes depend on your fare type—some tickets allow free changes, while others may have a change fee plus any fare difference.

Q: Do you offer refunds?

A: Refund eligibility depends on your ticket type. Fully refundable tickets will be reimbursed to your original payment method. Non-refundable tickets may be credited for future travel.

2. Baggage **Q:** How much baggage can I bring?

A: Carry-on: 1 bag + 1 personal item (max weight 7 kg / 15 lbs). Checked baggage: Allowance depends on your ticket type and destination. Check your booking confirmation for exact limits.

Q: What if my baggage is lost or delayed?

A: Please report it at the Baggage Services desk before leaving the airport. We'll track it and deliver it to your address as quickly as possible.

3. Check-in **Q:** When does check-in open and close?

A: Online check-in: Opens 48 hours before departure. Airport check-in: Opens 3 hours before departure, closes 60 minutes before departure (90 minutes for international flights).

Q: Do I need to print my boarding pass?

A: No, mobile boarding passes are accepted at most airports. Printed passes are available at the check-in counter.

4. Special Assistance **Q:** Can I request help for passengers with disabilities or mobility needs?

A: Absolutely. Please notify us at least 48 hours before departure so we can arrange wheelchair assistance, priority boarding, or other services.

Q: Do you allow service animals?

A: Yes. Please provide required documentation at least 48 hours before your flight.

5. In-Flight Experience **Q:** Do you serve meals onboard?

A: Yes, complimentary snacks and beverages are provided on most flights. Hot meals are served on long-haul routes. Special meals can be requested up to 24 hours in advance.

Q: Is Wi-Fi available?

A: Yes, on most aircraft. Packages are available for purchase once onboard.

6. Travel Documents **Q:** What ID do I need to fly?

A: Domestic flights: A government-issued photo ID. International flights: A valid passport and any

required visas.

Q: Can I travel if my passport is expiring soon?

A: Many countries require at least 6 months' validity beyond your travel dates. Please check the entry requirements for your destination.

7. Health & Safety Q: Do I need a COVID-19 test or vaccination?

A: Requirements vary by destination. Please check your government's travel advisories and our travel updates page.

Q: Are masks required?

A: Mask policies depend on local regulations and destination rules. Check your booking confirmation for current guidance.

8. Loyalty Program Q: How do I earn miles?

A: You earn miles every time you fly with us or our partner airlines. Miles can also be earned through partner hotels, car rentals, and credit cards.

Q: How can I redeem my miles?

A: Miles can be redeemed for flights, seat upgrades, and other rewards through your loyalty account online.

9. Contact Us Q: How do I reach customer service?

A: Phone: 24/7 hotline listed on our Contact page. Email: support@[airline].com. Live Chat: Available on our website and mobile app.

- You can also talk directly with our chatbot anytime for quick assistance.