

# Airline Policies & Passenger Information Handbook

(Effective Date: \_\_\_\_\_)

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## 1. Introduction

Welcome aboard. This Airline Policies & Passenger Information Handbook outlines the terms, conditions, and guidelines governing travel with our airline. These policies are designed to ensure passenger safety, comfort, regulatory compliance, and operational efficiency. By purchasing a ticket, checking in, or boarding an aircraft operated by us, passengers acknowledge and agree to comply with all policies described in this document.

This handbook serves as a comprehensive reference covering ticketing, baggage, cancellations, check-in procedures, special assistance, onboard services, safety regulations, customer conduct, disruption handling, loyalty programs, privacy practices, and legal conditions. Policies may vary by route, aircraft type, and fare class. Where local regulations apply, those regulations take precedence.

The airline reserves the right to amend these policies at any time to reflect operational, regulatory, or commercial changes.

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## 2. Ticketing & Reservations

### 2.1 Booking Channels

Passengers may book flights through the airline website, mobile application, customer support center, airport ticket counters, or authorized travel partners. Bookings made through third parties remain subject to airline policies in addition to agency terms.

### 2.2 Passenger Name Accuracy

Passenger names must exactly match government-issued photo identification or passport. Corrections may incur service fees or fare differences. Major name changes are treated as ticket reissues.

### 2.3 Fare Types

- Economy Saver – Lowest fare with strict change and refund conditions
- Economy Flex – Moderate flexibility with reduced penalties
- Premium Economy – Enhanced comfort with increased baggage and flexibility
- Business Class – Maximum comfort, priority services, and highest flexibility

Each fare type has unique rules for baggage, seat selection, changes, upgrades, and refunds.

## 2.4 Ticket Validity

Tickets are generally valid for one year from the date of issuance unless otherwise specified. Promotional fares may carry shorter validity periods.

## 2.5 Group Bookings

Group reservations (10 or more passengers) require advance arrangements and may have separate deposit, payment, and cancellation policies.

## 2.6 Travel Documents

Passengers are responsible for ensuring they possess valid passports, visas, transit permits, and health documentation. The airline is not liable for denied boarding due to incomplete documentation.

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# 3. Baggage Allowance

## 3.1 Carry-on Baggage

Each passenger may carry:

- One cabin bag up to 7kg
- Maximum dimensions: 55 x 35 x 25 cm
- One personal item such as a handbag, laptop, or small backpack

Items must fit in overhead bins or under the seat.

## 3.2 Checked Baggage

Class	Allowance
Economy	1 piece up to 23kg
Premium Economy	2 pieces up to 23kg each
Business	2 pieces up to 32kg each

Dimensions per piece must not exceed 158 cm (length + width + height).

## 3.3 Excess, Oversize & Overweight Baggage

Excess baggage is charged at \$50 per additional kilogram, subject to aircraft capacity. Oversize or overweight items may attract special handling fees.

## 3.4 Special Items

Sports equipment, musical instruments, and mobility aids must be declared in advance. Fees may apply.

### **3.5 Restricted & Prohibited Items**

Prohibited items include explosives, flammable substances, compressed gases, sharp objects in carry-on bags, and lithium batteries beyond approved limits.

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## **4. Check-in & Boarding**

### **4.1 Online Check-in**

Online check-in opens 24 hours before departure and closes 1 hour prior.

### **4.2 Airport Check-in**

Counters open 3 hours before departure. Closing times:

- Domestic: 60 minutes before
- International: 90 minutes before

### **4.3 Boarding Process**

Boarding typically begins 45 minutes before departure. Gates close 20 minutes prior. Priority boarding applies to Business Class, families with infants, and passengers requiring assistance.

### **4.4 Late Arrival**

Passengers arriving after gate closure may be denied boarding without refund depending on fare conditions.

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## **5. Cancellation, Changes & Refunds**

### **5.1 24-Hour Risk-Free Cancellation**

Full refund within 24 hours of booking if the flight departs at least 7 days later.

### **5.2 Fare Rules**

- Economy Saver – Non-refundable
- Economy Flex – Refundable with \$100 fee
- Business Class – Fully refundable prior to departure

### **5.3 Flight Changes**

Change fees vary by fare type, route, and availability. Fare differences apply.

## **5.4 Refund Processing**

Refunds are processed within 7–14 business days to the original payment method.

## **5.5 No-Show Policy**

Failure to check in or board may result in ticket forfeiture depending on fare rules.

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# **6. Special Services & Accessibility**

Wheelchair assistance, priority seating, and accessible lavatories are available on most aircraft. Requests should be made at least 48 hours before departure.

## **6.1 Unaccompanied Minors**

Children aged 5–12 traveling alone must enroll in the Unaccompanied Minor service, which includes dedicated supervision.

## **6.2 Expectant Mothers**

Medical clearance may be required after 28 weeks of pregnancy.

## **6.3 Medical Needs**

Approved medical devices such as CPAP machines are permitted onboard. Oxygen services must be arranged in advance.

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# **7. Traveling with Pets**

Small cats and dogs up to 8kg (including carrier) may travel in the cabin subject to availability. Larger animals must travel in climate-controlled cargo compartments.

Health certificates, vaccination records, and destination permits are mandatory. Certain breeds may be restricted.

Service animals are accommodated per regulatory guidelines.

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# **8. Onboard Experience**

## **8.1 Seating**

Seat assignments depend on fare class and availability. Extra-legroom seats may be purchased.

## **8.2 Meals & Beverages**

Complimentary meals are provided on long-haul flights. Special meals (vegetarian, diabetic, halal, kosher) must be requested 48 hours in advance.

## **8.3 Entertainment & Connectivity**

Selected aircraft offer inflight entertainment and Wi-Fi for purchase.

## **8.4 Alcohol Policy**

Alcohol served onboard must be consumed responsibly. Outside alcohol consumption is prohibited.

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# **9. Safety, Security & Passenger Conduct**

Passengers must comply with crew instructions at all times. Tampering with safety equipment, verbal abuse, intoxication, or disruptive behavior may result in removal from the flight and legal consequences.

All passengers and baggage are subject to security screening in accordance with aviation regulations.

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# **10. Delays, Disruptions & Compensation**

Passengers will be informed promptly of delays or cancellations. For significant disruptions, meals, accommodation, or rebooking assistance may be provided.

Denied boarding compensation follows applicable aviation regulations.

## **10.1 Baggage Claims**

Damaged baggage claims must be filed within 7 days. Delayed baggage claims must be submitted within 21 days.

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# **11. Loyalty Program**

Members earn miles on eligible flights and partner services. Miles may be redeemed for tickets, upgrades, or ancillary products. Expiry rules and tier benefits apply.

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## **12. Privacy Policy**

Passenger data is collected solely for travel and service purposes and handled in accordance with applicable data protection laws. Information may be shared with authorities where legally required.

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## **13. Legal Disclaimer**

Schedules, aircraft types, seating configurations, and onboard services may change without notice. The airline reserves the right to modify policies, routes, and fares at its discretion.

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## **14. Contact Information**

Customer Support: [support@yourairline.com](mailto:support@yourairline.com)

Phone: +1-800-XXX-XXXX

Website: [www.yourairline.com](http://www.yourairline.com)

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## **15. Governing Law**

These policies are governed by the laws of the country in which the airline is incorporated, along with applicable international aviation conventions.

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## **16. Acceptance of Terms**

By traveling with the airline, passengers acknowledge that they have read, understood, and agreed to all policies contained within this handbook.