

1. Introduction

AL Airways provides multiple check-in and boarding options to ensure a smooth and efficient airport experience for passengers. This document outlines the procedures for online check-in, airport counter check-in, boarding processes, gate closing times, and the no-show policy applicable to all AL Airways flights.

Passengers are advised to arrive at the airport well in advance of departure to complete all required formalities.

2. Online Check-In

Online check-in allows passengers to complete check-in procedures before arriving at the airport.

2.1 Availability

- Opens **24 to 48 hours** before scheduled departure
 - Closes **2 hours** before departure (route dependent)
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2.2 Online Check-In Features

- Seat selection (subject to availability)
- Download or print boarding pass
- Save time at the airport

Passengers traveling with special requirements or excess baggage may be required to complete verification at the airport counter.

3. Airport Counter Check-In

Passengers who do not check in online may check in at the airport counter.

3.1 Counter Opening & Closing Time

- Opens **3 hours** before departure for international flights
 - Opens **2 hours** before departure for domestic flights
 - Closes **60 minutes** before departure for international flights
 - Closes **45 minutes** before departure for domestic flights
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3.2 Required Documents

- Valid ticket or booking reference
 - Government-issued photo identification
 - Passport and visa for international travel
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4. Boarding Process

Boarding is conducted in an organized and structured manner to ensure passenger safety and comfort.

4.1 Boarding Zones

Passengers are boarded in the following order:

1. Passengers requiring special assistance
2. Families traveling with infants
3. Business Class passengers
4. Premium Economy passengers
5. Economy Class passengers (by zone/row)

Boarding zone information is displayed on the boarding pass and airport screens.

5. Gate Closing Time

5.1 Boarding Gate Closure

- Boarding gates close **20 minutes** before scheduled departure time

Passengers arriving after gate closure may not be permitted to board, even if checked in.

6. No-Show Policy

6.1 Definition of No-Show

A passenger is considered a **no-show** if:

- They fail to check in within the prescribed time, or
 - They fail to report at the boarding gate before gate closure
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6.2 Consequences of No-Show

- Ticket may lose remaining value
- Refund eligibility depends on fare rules
- Rebooking may require payment of applicable fees and fare difference

No-show policies vary by fare type and route.

7. Passenger Responsibility

Passengers are responsible for:

- Arriving at the airport on time
- Completing check-in and security procedures
- Being present at the boarding gate before closure

AL Airways is not responsible for missed flights due to late arrival by passengers.

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