

Boarding Process with CloudWay 24

CloudWay 24 is committed to delivering a smooth and efficient boarding experience for all passengers. Below is an outline of the standard boarding process, from check-in to takeoff.

1. Check-In

- **Online Check-In:**

Available 48 to 2 hours prior to departure via CloudWay24.com or the CloudWay 24 app (iOS & Android).

- **Airport Check-In Counters:**

Open 3 hours before international departures and close 60 minutes prior to departure.

- **Required Documents:**

Passport, visa (if required), and valid ticket/boarding pass.

2. Baggage Drop

- Proceed to the designated baggage drop counter for your class:

– CloudLux / CloudElite: Dedicated Priority Counters

– CloudComfort / CloudSaver: Standard Counters

- Ensure all bags abide by CloudWay 24's baggage policy (refer to ticket for details).

3. Security & Immigration

- After check-in, proceed to security and immigration with boarding pass and travel documents.

- Allow additional time for security checks during peak hours.

4. Proceed to Gate

- Check your boarding gate on your boarding pass, the airport displays, or the CloudWay 24 app.

- Boarding gates typically open 60 minutes and close 20 minutes before departure.

- Priority boarding is announced and available for:

- CloudLux (First Class)
 - CloudElite (Business Class)
 - SkyPoints 24 Elite/Frequent Flyers
 - Passengers requiring special assistance and families with infants
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5. Boarding Sequence

1. Pre-Boarding:

Passengers who need special assistance, unaccompanied minors, and families with small children.

2. Priority Boarding:

CloudLux, CloudElite, and eligible SkyPoints 24 members.

3. Zone Boarding:

Remaining passengers board by zone, as indicated on the boarding pass or by gate staff.

4. Final Call:

Last chance to board; listen for announcements.

6. During Boarding

- Present your boarding pass and identification at the gate.
 - Gate staff will scan and verify your documents.
 - Follow signs and crew guidance to your designated seat.
 - Cabin crew will assist with stowing carry-on luggage and provide information as needed.
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7. Departure

- Please be seated and fasten your seatbelt prior to door closure.
 - Cabin crew will conduct safety demonstrations and perform final checks.
 - Relax and prepare for takeoff — your CloudWay 24 journey is about to begin!
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Tips for Smooth Boarding

- Download and use the **CloudWay 24 App** for real-time updates, mobile boarding passes, and gate changes.

- Arrive at the airport well in advance, especially for international travel.
 - Have all travel documents ready for inspection at each stage.
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For additional queries or assistance, visit CloudWay24.com or contact our customer support.

Safe travels with CloudWay 24: Seamless Skies, Global Reach.