

# **Fly Baghdad Terms & Conditions**

All travel remains subject to **the airline Conditions of Carriage** and such Conditions prevail in the event of inconsistency with these **Travel Regulations**.

## **Reservations and Tickets**

**The airline** does not issue tickets for travel so at the time your reservation is confirmed you will be assigned a Reservation Number. Please keep a record of this as the details relating to your booking will be held in our computerized system under this unique reference. You will also be given the opportunity to print your Reservation Confirmation which you should take to the airport with you.

## **Fares**

The fares are quoted on per person, per one way journey basis excluding taxes, fees and charges. Surcharges may apply and fares and taxes may fluctuate due to currency exchange rates and tax changes. Each sector of your journey is treated as a separate flight.

## **Travel Insurance**

We advise all customers to take out appropriate travel insurance for their journey so that any monetary losses due to unforeseen circumstances may be recovered (subject to the terms on the policy)

## **Flight Changes, Cancellations and Credit**

Reservations must be modified or cancelled at least 24 hours before local scheduled flight departure time by calling our Fly Baghdad Call Centre or by contacting Fly Baghdad Sales Centers or Appointed Travel Agents in the respective region.

Flight changes are subject to a modification fee plus any difference in fare between the initial booking and the modified booking. Date change charges USD 20 (or equivalent) for Adult/Child for Domestic Sectors and USD 40 (or equivalent) for Adult/Child for International will be charged per passenger, per sector. No charges for infant.

Fly Baghdad does not have a refund policy once the booking is paid for. Should a passenger cancel a flight at least 24 hours prior to the scheduled departure time, a cancellation fee of USD 25 (or equivalent) for Domestic Sectors will be applicable for Adult/Child and USD 55 (or equivalent) for International will be charged per passenger, per sector. Fly Baghdad will retain the remaining amount as a credit towards a future flight which can be used for travel within one year from the date of payment by the same passenger only.

**NO CANCELLATION WILL BE ALLOWED WITHIN 24 HOURS OF DEPARTURE.**

*\*Fees and charges are subject to change.*

## **Method of Payment**

Payment may be made by cash, credit card, Qi Card, Zain Wallet and Asia Hawala payment gateways through our website or our call center. Cash is accepted at authorized cash payment points, our Sales Shops and Travel Agents. A handling/service fee of USD 10 for One Way and USD 15 for Return may apply for cash payments.

## **Surcharges, Taxes, Fees and Charges**

In addition to the fare for your journey, you must pay any surcharges, taxes, fees and charges imposed on us by Government or other authority, including the operator of an airport for which we are obliged to collect from you or pay in respect of you and your flight.

When you make your reservation we will tell you about any surcharges, taxes, fees and charges not included in the fare and they will normally be shown separately on your Reservation Confirmation. Surcharges, taxes, fees and charges are subject to change and can be imposed or altered after the date we have confirmed your reservation and allocated a Reservation Confirmation. If they change or if a new tax, fee or charge is imposed after your reservation is confirmed and a Reservation Confirmation has been allocated, you will have to pay us any increase. Similarly, if any taxes, fees or charges you paid to us at the time your reservation was confirmed and a Confirmation Reference was allocated, are then abolished or reduced, you will be entitled to claim a refund from us.

## **Seat Requests**

We will endeavor to meet all seating requests, although these cannot be guaranteed as we may find it necessary to change your seat for operational, safety or security reasons.

Customers with special needs, together with the elderly, frail or any other customer who, in our reasonable opinion would be unable to assist in the event of an emergency, will not be seated at or adjacent to an Emergency Exit.

## **Customers with Special Needs**

We must be advised of any customer with special needs or a medical condition at the time of reservation. Customers with special needs are those whose mobility is reduced due to physical incapacitation whether this is sensory or locomotors, intellectual deficiency, age, illness or any other cause of disability. Please contact our Call Centers with details quoting the Confirmation Reference in order to obtain confirmation that we can accommodate the customer on their chosen flight(s). We are unable to accept those customers with a level of disability which needs the presence of a care assistant unless a care assistant is travelling with the customer. The care assistant will need to comply with the same obligations as all other customers.

Customers with a medical condition which may be exaggerated or aggravated by the journey

process of travelling by air should obtain a medical certificate from their Doctor stating the nature of their illness and their fitness to undertake the journey they are planning which must be presented to us prior to the departure date of their flight.

Wheelchairs - folding wheelchairs will be carried free of charge and in addition to the normal free baggage allowance. Special arrangements need to be made and confirmation obtained for any other type of wheelchair to be carried.

### **Expectant Mothers**

Fly Baghdad will accept expectant Mothers for travel up to the end of their 35th week of pregnancy conditioning that they present a medical certificate stating the number of weeks of the pregnancy and confirming the Expectant Mother is fit to fly. This certificate must be signed by a doctor and is valid for 7 days from issuance. We are unable to accept those Expectant Mothers once they reach the 36th week of their pregnancy, or in the case of those who are expecting a multiple birth after the end of their 32nd week and therefore all flights should be completed before this time is reached.

### **Infants**

Infants (defined as being children under the age of 2 years) may travel for USD 10 (or equivalent) on International per sector and USD 5 (or equivalent) on Domestic, provided they are seated on the lap of the person accompanying them. Infants under the age of 2 weeks cannot be accepted for travel. Infants of 6 months up to 2 years may occupy a suitable and approved car-type safety seat and for which a separate seat must be purchased, at the applicable adult fare.

Children of age 2 years and over must occupy their own seat for which they must pay the same fare as an adult.

### **Unaccompanied Children**

<b>Infant Age</b>	<b>Acceptance Condition</b>
<u>Below 48hrs (2 days):</u>	Infant will not be accepted under any circumstances.
<u>From 3rd day to 6th day:</u>	Accepted with a Fit to Fly certificate for Infant or Indemnity form signed by the parent.
<u>7 days or more:</u>	Accepted without any restriction

### **Check-In**

Our check-in will normally open three hours prior to the scheduled departure time flight and close 45 Min prior to the scheduled departure time of the flight for the economy class.

Customers must present themselves at check-in with their Confirmation Reference and valid Passport, together with any other travel documentation required for the journey they are undertaking e.g. visa. It is the customer's responsibility to ensure that they have the necessary valid documentation, including visas, to meet the immigration requirements of their destination. We reserve the right to refuse travel to any customer whose documents do not appear to be in

order; who arrive late at check in or the boarding gate or who refuse to follow the set out rules of the airline e.g. excess baggage payment. Should any of these occur we will not make any refund or provide any alternative flight.

For those customers who require assistance and who have arranged this in advance, we would recommend that you check-in at least 45 Min prior to scheduled departure time.

Customers failing to check-in by the required minimum check-in times above will not be accepted for travel and will forfeit their seats. If you arrive to check-in outside of these times you will forfeit your flight and no compensation will be given. We regret that customers who fail to check-in within the times specified will not be entitled to a refund, credit or free transfer of flights.

As customers and their baggage are subject to security screening throughout their journey, it is recommended that you ensure that your cabin baggage is packed in such a way that, if you are requested to do so by airport personnel, you are able to transfer articles into your checked baggage.

A Baggage Receipt will be issued for each item of baggage you check-in to be loaded into the aircraft hold, please ensure you retain the baggage receipt until such time as you are satisfied that your checked baggage has been satisfactorily delivered to you. A Baggage Tag will be affixed to each piece of checked baggage displaying the flight number and destination to which you are travelling.

### **Wheel Chair**

For safety reasons, if you require assistance to and from the aircraft even though you are travelling with your own wheelchair, you will be required to check in your wheelchair as checked baggage upon departure. We will be able to provide assistance to and from the aircraft. Your wheelchair will be returned to you at the baggage claim belt upon arrival. Please note that there will be a charge for this service.

**Wheelchair charges** include assistance to push through the airport terminal to the aircraft steps/door. You must be able to climb up the stairs to the aircraft (if required) and make your own way to the seat.

**Ambulatory lift charges** include assistance to push through the airport terminal to the aircraft steps/door, plus additional assistance onto/off the aircraft, or and to your assigned seat (available at selected destinations) will be **EXTRA**.

### **Check-in requirements of wheelchairs**

The passenger's personal wheelchair will be carried free of charge, in addition to their normal baggage allowance. However, the wheelchair must be checked in. In case of Damage or Loss the Airline will not take any responsibility for the same.

Wheelchairs that are powered by sealed, non-spill able batteries will be accepted for carriage. Wheelchairs with un-sealed, spill able batteries will not be accepted. All powered wheelchairs must comply with relevant battery connection/disconnection requirements and must be checked through.

Due to Occupational Health and Safety Regulations, any wheelchair that is over **30kg** cannot be carried unless they can be dismantled and each piece does not weigh more than 30kg.

### **Connecting Flights/Transfer Baggage**

Passengers traveling on connecting flights must select flights with a minimum of 60 minutes connecting time. If you have booked a connecting flight then please indicate this when checking in. Your baggage will be checked in to your final destination.

Please note that you should collect your connecting flight Boarding Pass from our Transfer Desk at your Transit point.

### **Boarding Pass**

Once you have completed the check-in process, we will issue you with a boarding pass on which your seat number will be displayed.

### **Departure Gate**

You must make sure that you are present at the departure gate at the time you are given when you check-in; failure to do so may result in you missing your flight. We regret that customers who fail to present themselves at the departure gate promptly will not be entitled to a refund, credit or free transfer of flights.

### **Denied Boarding**

If we are unable to accommodate you on board a flight for which you have:-

- a confirmed reservation
- a valid Confirmation Reference
- and for which you have checked-in within the specified minimum check-in time

you will be entitled to receive:

- a full refund on your ticket or
- a seat on another of our flights as a soon as possible or
- a seat on another of our flights at a later date of your choice (subject to availability)

We will also cover meals and/or refreshments in reasonable relation to the waiting time; hotel accommodation, where necessary and appropriate and the cost of surface transportation if this is

required between airport and hotel or to the destination airport if alternative travel is arranged to an airport other than that originally booked.

### **Conduct onboard Aircraft**

The airline does not provide alcohol on its aircraft and passengers are not permitted to bring their own food items on board due to Health & Safety Regulations. We supply refreshments and light meals on board at affordable prices.

All our flights are non-smoking. Customers should note that smoking is strictly forbidden and all necessary measures will be taken to stop any customer from infringing this policy.

For safety reasons, we may forbid or limit the operation aboard the aircraft of electronic equipment, including, but not limited to, mobile telephones, laptop computers, personal recorders, personal radios, MP3, cassette and CD players, electronic games or transmitting devices such as radio-controlled toys and walkie-talkies.

The use of hearing aids and heart pacemakers is permitted.

If, while you are on board an our aircraft, we reasonably believe that you have put the aircraft, or any person in it, in danger; deliberately interfered with the crew in carrying out their duties; failed to obey the instructions of the crew relating to safety or security; failed to obey the seat-belt or no-smoking signs; committed a criminal offence; allowed your physical or mental state to become affected by drink or drugs; failed to obey the crew's instructions relating to drink or drugs; made a hoax bomb threat; threatened or abused or insulted the crew or other customers or behaved in a threatening, abusive, insulting or disorderly way towards the crew or other customers or behaved in a way which causes discomfort, inconvenience, damage or injury to the crew or other customers, we may take any measures we think reasonable to prevent you continuing your behavior, including restraint.

When the aircraft lands, we may decide to make you leave the aircraft; refuse to carry you on the remaining sectors of the journey shown in your Flight Confirmation Document and report the incident on board the aircraft to the relevant authorities with a view to them prosecuting you for any criminal offences you might have committed.

If, as a result of your behavior, we divert the aircraft to an unscheduled place of destination and make you leave the aircraft, you must pay us the reasonable and proper costs of the diversion.

### **Baggage Allowance per Passenger (excluding infant):**

- Free baggage allowance of 15 kg for Domestic Flights and 25 kg for International Flights with total dimensions of 160 cms (W+D+L).
- Hand baggage allowance per passenger must not exceed 5 kg for Domestic Flights and 7 kg for international Flights with dimensions within 55 x 40 x 20 cms.
- Infant baggage allowance is(7 kg)Hand baggage .
- Excess baggage rates will apply on any weight above the Free Baggage Allowance.
- Fly Baghdad will charge USD 20 plus a handling fee per LCD or LED for any TV measuring 40" (inches) and above. Maximum size permitted is 60"(inches). Subject to cargo space availability.
- Fly Baghdad liability for lost or damaged baggage is limited to USD 10 per kg .
- Refer to [www.flybaghdad.net](http://www.flybaghdad.net) to check list of prohibited items that you should not carry in your hand and checked baggage.
- Self-balancing electric scooter or personal motorized vehicles, powered by lithium batteries are not accepted on-board Fly Baghdad flights and will not be accepted during check-in.

The maximum weight permitted per individual piece of baggage is **31kgs** with total dimensions of **160cms** (W+D+L). No single piece of baggage may exceed this allowance.

Only one box is permitted as part of free baggage allowance. The box must be the original manufacture's box containing the original item.

All items weighing 32kgs or more and with dimensions of 160cms or more can only be sent as cargo. Fly Baghdad does not offer cargo facilities for oversized baggage.

In addition to the above free allowances you may carry the following items as cabin baggage; a coat, a handbag/clutch bag, umbrella, small items of tax free goods and a laptop computer.

All personal items and cabin baggage must be securely stowed on board the aircraft either in the overhead locker or under the seat in front of you, if this is not adjacent to an Emergency Exit

## **Items Unacceptable as Baggage**

### 1. Dangerous Goods

these are items that MUST NOT be carried on customer aircraft.

- Compressed gases (deeply refrigerated, flammable, non-flammable and poisonous)
- Explosives (munitions, fireworks and flares)
- Corrosives (acids, alkalis, mercury and wet cell batteries)
- Radio-active material
- Flammable liquids and solids (lighter fuel, matches of any kind, paints, thinners and fire-lighters)
- Poisons (weed-killer, insecticides and live virus or bacteria)
- Oxidizing materials (peroxides and bleaching powder)
- Other items which are irritating or offensive materials or magnetized materials

### 2. Firearms

We may accept for carriage those firearms which are defined as Sporting Guns. However, prior special arrangements must be made and strict criteria met. Please contact our Call Centers

Items which must not be carried on board or in cabin baggage:

- Darts
- Toy or Replica Guns (plastic or metal)
- Billiard, Snooker or Pool Cues
- Catapults
- Laser pens
- Personal Attack Alarms
- Tradesmen's Tools
- Knives with Blades of any length
- Household Cutlery
- Razor Blades
- Paper Knives
- Sporting Bats
- Hypodermic Syringes (unless supported by medical evidence)
- Knitting Needles
- Scissors
- Swords, Archery Bows and Arrows or similar
- Self-Heating Drinks or Food
- Any other item which in our reasonable opinion could be used to endanger the aircraft or any of the customers or crew

### 3. Restricted Items

There are some restricted articles which can be carried in checked baggage but only with special precautions, amongst these are:-

Firearms, Sporting Guns, Wet Cell Batteries, Butane Hair Stylers, Small Oxygen and Carbon Dioxide Cylinders, Dry Ice and Cooking Oil

However, you must advise us, and obtain confirmation from us in advance of the flight date, that we are able to accept such items for the services on which you are booked to travel. Please contact our Customer Service Centre

Items which you **MUST NOT** include within your Checked Baggage:-

- Money
- Jewelry
- Precious Metals
- Computers
- Personal Electronic Devices
- Car or House Keys
- Share Certificates, Bonds and other Valuable Documents
- Business Documents
- Passports or other Identification Documents
- Fragile or Valuable Items
- Perishable Foods or other Items

### **Non Standard Items of Baggage**

The following items of baggage may be carried free of charge within the normal free baggage allowance but will be charged at the following rate if they are in excess of the free baggage allowance.

Snowboards/Ski equipment	- 3 kgs of applicable excess baggage charge
Golf Clubs/Equipment	- 5 kgs of applicable excess baggage charge

Any item which would require it to be loaded into the cabin of the aircraft will attract a charge of the applicable fare for the purchase of an additional seat for that item - subject to prior arrangement and confirmation. Please contact our Call Centers for further information.

### **Animals/Pets**

The airline is unable to accept animals/pets for carriage on our aircraft. Please contact our Call Centers for more information.

## **Lost or Damaged Baggage**

Although we make every effort to ensure that your baggage is handled with care, due to the complexity of airport baggage handling systems, accidents can and do occur.

It may be of interest for you to know that, in common with other airlines, our liability for loss, delay or damage to baggage is limited and the settlement of any claim is based upon weight and not value at a rate of USD10 per kilo. We do not accept liability for fragile, valuable, perishable items contained within checked baggage or for baggage which is packed in unsuitable or damaged containers.

If your baggage is delayed, damaged or lost following a flight you must advise a member of our ground staff, or our representative, at the airport of arrival immediately. They will complete a Report with the details and provide you with a Report Reference Number, which should be quoted in all subsequent enquiries or correspondence.

## **Conditions of Carriage**

We would strongly recommend that you take out travel insurance to ensure your belongings are adequately covered for their value, prior to any journey you may make by air.

We would also recommend that you make sure that the receptacle being used to contain your belongings is of a satisfactory construction and condition to withstand the normal handling processes, whilst remaining secure, that your name and address is annotated (discreetly) on your checked baggage and unless otherwise advised that you lock your checked baggage for extra security; taking care to make sure you have the keys upon your person.

## **Privacy policy**

Fly-Baghdadis committed to protecting the privacy of information you provide us on this website. This policy explains how we collect and use customer information and how we protect your privacy.

This policy is applicable to Fly Baghdad website only and does not cover any access you make to third party sites, even while using links from our Fly-Baghdad website.

1. Why do we ask for personal information?
2. How do we use your personal information?
3. Disclosure of your personal information
4. Cookies
5. Site tracking
6. Security

## 7. Consent

### 1. Why do we ask for personal information?

The personal information we request is necessary to allow us to process your flight booking. It is also required to register you on our website. Such information includes, but not limited to: name, family names, mailing addresses, telephone numbers, email addresses, billing addresses, credit or debit card numbers, expiry dates, and security numbers.

If you are making a booking on behalf of another person, make sure that you have gained their consent to divulge such information. It is possible that such information may be globally processed.

### 2. How do we use your personal information?

Our airline will use your information to provide and personalize our service. We will also use your contact details to communicate with you. We may use your information to send you special offers, travel deals, and news about Fly Baghdad products and services or those of relevant companies which we think may be of interest to you. We may contact you by post, email, telephone (including SMS) or fax for these purposes. We may also use and analyze the information that we collect so that we can review, administer, support, improve, and develop our business and services.

If you would like to receive details of our new services and special offers, please [click here to register](#).

### 3. Disclosure of your personal information

Fly-Baghdad will not share or trade your personal information to third parties unless in case of emergency or when required by law.

Fly-Baghdad may only share your personal information to the extent required for the performance of activities such as:  
to make an air travel reservation,

to record and issue a ticket,  
to issue a boarding pass,  
for other purposes associated with or incidental to your carriage [Conditions of Carriage],  
to facilitate related transactions to your journey, such as car hire or hotel accommodation,  
to customs and/or immigration departments or other regulatory authorities in your country of departure and/or destination in order to comply with the laws in those countries, and  
to our employees and agents to execute any of the aforementioned points on our behalf.

#### 4. Cookies

A 'cookie' is a small bit of data used by a browser to store information. These enable Fly-Baghdad to provide you with more personalized services on any future bookings. Cookies can be deleted from your hard drive if you wish. Most web browsers automatically accept cookies, but you can change your browser settings to prevent this option. Even without a cookie you can use most of the features on our website. Our cookies do not contain any personally identifying information.

#### 5. Site Tracking

We use tracking software to monitor customer traffic patterns and site usage to help us develop the design and layout of our website. This software does not enable us to capture any personally identifying information.

#### 6. Security

We take great care to ensure the security of this site. Fly-Baghdad uses 128-bit Secure Socket Layer (SSL) web technology to encrypt all shared data. This means that all your personal information and credit card numbers are protected while it is being sent over the Internet.

#### 7. Consent

By using the Fly-Baghdad website, you consent to the collection and use of this information by Fly-Baghdad in the ways described above. If you have any further questions about our Privacy Policy or its implementation, please contact our customer relations department.

Any changes to the privacy policy will be posted on this page.

### **Contacts of Head Offices**

You can contact us in any of the following ways:-

#### **Fly Baghdad Head Office**

Telephone	6666
E-mail	<a href="mailto:MOREINFO@FLYBAGHDAD.NET">MOREINFO@FLYBAGHDAD.NET</a>
Address	Baghdad Karada Kharij Hurriya Square Main Street to Sedat Al-Hindia .