

## GetJet Airlines baggage policy

Last edition 06<sup>th</sup> of February 2020

### 1. General information

During the flights baggage may be transported in the cabin and in cargo hold. The items you may require during the flight should be placed in your carry-on baggage, which you may take in the cabin with you. Larger baggage and other kinds of larger items are transported as a checked-in baggage in the cargo hold. Special items, such as various sports equipment, musical instruments, pets, children's car seats, folding buggies, prams or baby seats etc., fall under separate rules and fees.

#### 1.1. Baggage allowance

Type of baggage	Maximum weight and dimensions	Number of items	Comments
Checked-in baggage	20 kg* Maximum dimensions 158 cm (height + length + width)	1 item	Maximum weight of a single baggage item cannot exceed 32 kg. Tolerance – 0 kg.
Additional checked-in baggage for passengers with infants (for a child younger than 2 years who will be travelling on your lap)	10 kg Maximum dimensions 158 cm (height + length + width)	1 item	1 folding buggy or 1 car seat (properly packed for transportation) is allowed to carry free of charge.
Carry-on baggage	5 kg Maximum dimensions 55 x 40 x 20 cm	1 item	Aside from free carry-on baggage, passengers may also have a small backpack/handbag/lap-top bag, not exceeding 30 x 40 x 10 cm dimensions or a throw, blanket, on-board reading materials, baby food, umbrella, cane, crutches, and one bag of duty-free items.

#### \* Exceptions:

- 15 kg for flights to Tenerife (TFS), Dubai (DWC), Fuerteventura (FUE), Madeira (FNC).
- 18 kg for flights to Bergamo (BGY), Salzburg (SZG), Lyon (LYS), Klagenfurt (KLU), Verona (VRN). This total baggage weight includes ski/snowboarding shoes, which may be packed and checked-in separately. Ski/snowboarding shoes might also be carried instead of passenger carry-on baggage. Quantity of ski/snowboarding sets is limited, therefore the approval from the tour operator must be obtained in advance.

## 1.2. Carry-on baggage

- Each passenger (excluding infants) may take one hand baggage item that does not exceed 5 kg with him to the cabin. Carry-on baggage dimensions cannot exceed 55 x 40 x 20 cm. Aside from free carry-on baggage, passengers may also have a small backpack/handbag/laptop bag, not exceeding 30 x 40 x 10 cm dimensions or a throw, blanket, on-board reading materials, baby food, umbrella, cane, crutches, folding wheelchair for passengers with disabilities and one bag of duty-free items.
- If your cabin baggage is overweight, oversized or exceeds the allowed quantity, you'll need to check it in at the airport counter. Airport checked baggage fees apply. In cases where you are at the boarding gate and you do not meet our cabin baggage policy, we will need to check in your cabin baggage. This will incur a baggage fee.

## 1.3. Check-in baggage

- Check-in baggage should not contain fragile or perishable items. We also don't recommend placing any valuable items, such as money, keys, medicines, medical documents, sunglasses, cameras, video cameras and other valuable electronic or technical equipment and its parts, computers, personal electronic devices, phones, mobile phones, batteries for electronic devices, jewelry, precious or semi-precious metals and stones, musical instruments, securities or bonds, valuable art, business documents, passports or other identification documents or specimens/samples, in your carry-on baggage.
- Passengers traveling with infants (0-2 years old) may bring one item of their choice free of charge: a pram/foldable buggy or a car safety seat. Such items can only be transported as check-in baggage and it should be appropriately packed for transportation.
- Passengers traveling with children over 2 years old may bring a pram/foldable buggy or a car safety seat with them for an extra fee. Such items can only be transported as check-in baggage and it should be appropriately packed for transportation.

## 1.4. Payment for excess, special and bulky baggage

### General information

- Passengers may check-in a set quantity of check-in baggage. Any baggage that exceeds the set quantity (in weight, size or item numbers) is regarded as excess baggage and is subject to fees.
- If your baggage weight or the number of baggage items exceeds the allowed amount, we reserve the right to refuse to transport such baggage or we may agree to transport it (or a part of it), if you pay the excess baggage fee.
- Possible solutions, when baggage does not correspond to free checked baggage allowance:
  - When two passengers, who are on the same flight and who know each other, arrive to check-in, baggage may be summed and its weight/number of items may be distributed between the two passengers.
  - Passenger may be directed to the ticket office, where he/she can pay the excess baggage fee.
  - If the passenger refuses to pay for excess baggage, the airline may refuse to transport the baggage. The passenger may leave his/her baggage at the airport's luggage storage or may leave the baggage with accompanying person.
- Information regarding fees for excess baggage or extra baggage can be obtained from the airline, tour operator or from your travel agency.

## 1.5 Pets

GetJet Airlines allows pets to travel in the cabin if these requirements are fulfilled:

- PETC (pet in cabin) – a pet (dog or cat) in cabin carried in the approved transport container (maximum size is 50 x 40 x 20 cm and maximum total weight of 8 kg). The transport container must be completely closed, and the pet must remain inside for the duration of the flight. The transport container must be stored under the seat in front of you. The transport container must be appropriate for transporting animals:
  - The door must be secured in such a manner that it will not open accidentally, or your pet cannot open it during handling and transport.
  - The container must be well ventilated.
  - The bottom of the container must be leak-free.
  - The pet must have enough space to stand up, turn around and to lay down.
  - Animals whose special characteristics (unpleasant smell, poor health, inadequate hygiene or violent behavior) may cause distress or danger to the passengers and crew, will not be allowed.
  - Passengers transporting pets must have valid health and vaccination certificates, pet passport, veterinary entry documents and other documents, required by destination and transit countries, without which the pet will not be permitted to enter these countries.
- No more than 3 PETC transport containers are allowed per flight.
- Pregnant animals or pets under 8 weeks old are not allowed to be carried.
- **PETC are not allowed on flights to/from Dubai (DWC), Tenerife (TFS), Fuerteventura (FUE) and Madeira (FNC).**
- Assistance dogs, such as guide dogs or hearing dogs, travelling with passenger in the cabin: no weight restrictions; approval from the airline must be obtained in advance.
- Passengers traveling with pets in the cabin are subject to restrictions on the choice of seat.
- Passengers with PETC and assistance dogs cannot be seated:
  - Near emergency exits;
  - In a front row;
  - Next to VIP passengers;
  - Next to passengers with reduced mobility.
- The transport container must be stored on the ground.
- PETC are subject to additional fees.

Please contact your tour operator or travel agency for more information about pets transportation.

## 1.6 Special equipment

- Baggage classified as special equipment can be accepted as check-in baggage if it meets the requirements stated below.
- If you wish to transport special equipment, you should inform the airline and/or your tour operator in advance, provide them with the exact measurements of your special baggage and receive approval for transportation.
- Special equipment is transported for a set fee only. If special equipment exceeds its weight allowance indicated in section 1.7, it will be charged as an extra special equipment with corresponding charges for special equipment.
- Special equipment is sports equipment or any other special baggage that does not meet the requirements for check-in baggage (exceeding 158 cm).

- GetJet Airlines may refuse to transport special equipment if it is not packaged appropriately for transportation.
- GetJet Airlines does not accept this sports equipment onboard:
  - kayak, canoe and oars/paddles;
  - hang-gliders;
  - spears and pole vault poles.

**1.7 Sports equipment and its restrictions:**

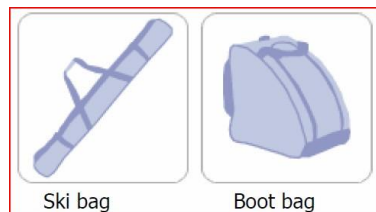
**Skiing / snowboarding / water skiing equipment**

**Description:** 1 pair of snow skis, 1 pair of poles 1 pair of shoes and one helmet OR 1 snowboard, 1 pair of shoes and one helmet OR 1 pair of standard water skis OR a single water slalom ski, including a wakeboard.  
 NOT ALLOWED as free check-in baggage.

**Approval in advance:** Required upon reservation.

**Packaging:** Single pair of equipment per 1 ski bag.

**Weight:** 10 kg



**NOTE:** Skiing shoes can be accepted as a part of special equipment (not exceeding total weight of 10 kg), as a part of check-in baggage (not exceeding total weight of 18 kg) or can be included in hand baggage allowance (not exceeding total weight of 5 kg). There is no need to order the transportation of special equipment, if only skiing shoes will be transported. Shoes can be packed separately not exceeding the total weight of baggage allowance.

**Surfing equipment, kitesurfing equipment, SUP**

**Description:** 1 surfboard.  
 NOT ALLOWED as free check-in baggage.

**Approval in advance:** Required upon reservation.

**Packaging:** Must be packed appropriately.

**Weight:** 32 kg

**Description:** 1 kite, 1 board, a control device and relevant equipment.  
 NOT ALLOWED as free check-in baggage

**Approval in advance:** Required upon reservation.

**Packaging:** Must be packed appropriately.

**Weight:** 32 kg

**Description:** 1 SUP, 1 pump, 1 paddle.  
NOT ALLOWED as free check-in baggage

**Approval in advance:** Required upon reservation.

**Packaging:** Must be packed appropriately.

**Weight:** 32 kg

**Sun umbrella / walking sticks**

**Description:** 1 sun umbrella / 2 walking sticks.  
NOT ALLOWED as free check-in baggage.

**Approval in advance:** Not required upon reservation.

**Packaging:** Must be packed appropriately.

**Windsurfing equipment**

**Description:** 1 windsurfing board, 1 mast and 1 boom.  
NOT ALLOWED as free check-in baggage.

**Approval in advance:** Required upon reservation.

**Packaging:** Must be packed appropriately.

**Weight:** 32 kg

**Scuba diving equipment**

**Description:** 1 scuba tank (empty, switched off, energy source separately packed, removed battery protected against short-circuit), 1 pressure relief valve, 1 regulator, 1 BCD-jacket, 2 fins, 1 mask, 1 knife, 1 harpoon, 1 life-saving jacket.  
NOT ALLOWED as free check-in baggage.

**Approval in advance:** Required upon reservation.

**Packaging:** Must be packed appropriately. Tank must be empty.

**Weight:** 32 kg



Any recognized kit bag

**Cycling**

**Description:** Single seat bicycle; touring or racing, without engine.  
NOT ALLOWED as free check-in baggage.

**Approval in advance:** Required upon reservation.

**Packaging:** Handlebars must be turned so that they are parallel with the frame, pedals must be removed, tires must be flat and the bicycle must be packed in a bag or a cardboard box.

**Weight:** 20 kg



Folding bicycle bag

Hard shell bicycle bag

**Fishing equipment**

**Description:** 2 fishing-rods, 1 reel, 1 landing-net, 1 pair of fishing boots and 1 tackle box.  
 NOT ALLOWED as free check-in baggage.

**Approval in advance:** Required upon reservation.

**Packaging:** Must be packed appropriately.

**Weight:** 20 kg



Rod case

Travel bag

**Golf equipment**

**Description:** 1 golf bag with 14 clubs, 12 golf balls and 1 pair of golf shoes.  
 NOT ALLOWED as free check-in baggage.

**Approval in advance:** Required upon reservation.

**Packaging:** Must be packed in a golf bag.

**Weight:** 20 kg



Hard shelled case

Soft bag with or Without wheels

**Archery equipment**

**Description:** 1 bow and arrows.  
 NOT ALLOWED as free check-in baggage.

**Approval in advance:** Required upon reservation.

**Packaging:** Standard bow and arrow (archery) case.

**Weight:** 20 kg



Bow case

Archery wheelie case

### **Wheeled Sporting Item**

<b>Description:</b>	1 scooter, 1 skateboard, 1 pair of roller skates, 1 balance bicycle, 1 tricycle, etc. NOT ALLOWED as free check-in baggage.
<b>Approval in advance:</b>	Not required upon reservation.
<b>Packaging:</b>	Must be packed appropriately.

### **1.8 Regulation for already damaged and not properly packed baggage**

Each passenger is responsible for the properly packed hand baggage, checked baggage and special equipment. If any of his or her baggage is not properly packed for transportation or is already damaged before the flight, the passenger will be asked to sign a "Limited Release form" by a check-in agent at the airport. By signing this document, a passenger must agree that he or she takes all the responsibility in case of any damages occurred to that baggage and he or she agrees for not making any claims to GetJet Airlines regarding that possible damage.

### **1.9 Items prohibited carrying on board**

1.9.1 The following items are prohibited from being carried in **hand baggage**:

- Firearms and non-firearm weapons and ammunition: all items which are suitable or appear to be suitable for firing a projectile or items which can cause injury.
- Stun or shock devices: devices intended for stunning or causing immobility of an individual.
- Items with sharp ends or edges: items with sharp end or edges which may endanger the safety of the aircraft or individuals (injure individuals) or property on board the aircraft.
- Work tools: tools which may endanger the safety of the aircraft or individuals (injure individuals) or property on board the aircraft.
- Blunt items whose impact may endanger the safety of the aircraft or individuals (injure individuals) or property on board the aircraft.
- Liquids in containers exceeding 100 ml capacity. The concept of liquids includes: gels, pastes, lotions, mixes of liquid and solid substances, and the content of hermetically sealed containers, e.g. toothpaste, hair styling gel, beverages, soups, syrups, perfumes, shaving foam, aerosols, and other products of similar texture.
- Explosives and incendiary substances and incendiary devices which may endanger or seemingly endanger the aircraft or people or property on board the aircraft, as well as other items which may not be carried in checked baggage (IATA and ICAO article 8.4.2).

1.9.2 The following items are prohibited from being carried in **checked baggage**:

- Explosives and incendiary substances and incendiary devices which may endanger or seemingly endanger the security of the aircraft or individuals or property on board of the aircraft, including, but not limited to, firearms and ammunition, unless these satisfy the requirements of Articles 8.4.2 and 8.5.3,



blasting caps, detonators and fuses, mines and other explosive military stores, fireworks and other pyrotechnics, smoke generating canisters and cartridges, dynamite, powder and plastic explosives.

- Items the Carriage of which is prohibited by the applicable laws and other regulations of the country of origin or destination.
- Items which, considering the type of the aircraft, are unsuitable for Carriage due to their weight, size, form or other characteristics that may endanger security and safety.
- Other items which are likely to endanger the security of the aircraft or persons or property on board of the aircraft and are specified in the International Civil Aviation Organisation (ICAO) Technical Instructions for Safe Transport of dangerous Goods by Air and the International Air Transport Association (IATA) Dangerous Goods Regulations, Regulation No. 185/2010 of the Commission, and in our rules that you may familiarise yourself with asking the Client or in our website.
- Firearms and ammunitions can be carried only as Checked Baggage. Firearms must be unloaded (with the ammunitions not loaded in the firearms and separated from the case containing the firearm), with a safety mechanism, and suitably packed (in a special case). Carriage of firearms and ammunition is subject to ICAO and IATA regulations specified in Article 8.3.1.2(d) and applicable legislation. The firearms carried on board the aircraft must be declared to the services registering Passengers of civil aviation companies.
- Acceptance for carriage of weapons is subject to prior arrangement with tour operator prior to the purchase of the ticket. The agent prior to selling a ticket to such passenger must receive GetJet Airlines confirmation about such service. At your request, the tour operator will provide all the information about our requirements and the services we provide.
- Weapons such as antique firearms, swords, knives and similar items may be accepted as Checked Baggage, provided this does not violate safety and security requirements and are suitably packed. However, these items are prohibited from caring in the cabin of the aircraft.
- You must not include in your Checked Baggage fragile or perishable items or items having a special value, such as money, keys, medicines, medical documents, glasses, sunglasses, cameras, video cameras, and other valuable electronic or technical equipment and their auxiliary parts, computers, personal electronic devices, telephones, mobile telephones, batteries of electronic equipment, jewellery, precious metals, precious and semi-precious stones, music instruments, securities, or other valuables, valuable pieces of art, business documents, passports and other identification documents, or samples.
- Aviation security officers may refuse to admit a Passenger in the limited access area and/or aircraft cabin who is carrying a suspicious looking item or refuses to carry such an item as Checked Baggage.

### 1.10 Delayed, damaged or lost baggage

- If Your baggage does not arrive on the same flight with you or arrives damaged, please contact the Lost and Found office / service desk located at the arrival airport immediately after the arrival before leaving the airport.
- If Your baggage is delayed or damaged, the agent at Lost and Found office / service desk will give You a filled Property Irregularity Report (PIR) with a report number and further instructions. PIR can be filled only at the time of arrival before leaving the airport at Lost and Found office / service desk.
- If passenger cannot provide baggage identification tag, PIR form will not be filled.
- A written claim to GetJet Airlines regarding the damaged baggage must be submitted immediately after the damage is noticed and no later than 7 days after a receipt of the baggage.  
A written claim to GetJet Airlines regarding the delayed baggage must be submitted no later than 21 days after a receipt of the baggage.



- Documents that must accompany the claim: Property Irregularity Report (mandatory), boarding pass and/or ticket, baggage identification tag and proof of damages (receipts for items purchased due to delayed baggage, documents proving the value of lost or damaged items).
- **If the Property Irregularity Report is missing / filled incorrectly because of the information provided by the passenger or other mandatory documents are not submitted, GetJet Airlines retains the right to refuse the claim.**
- The claim must be submitted in writing and before the aforementioned deadlines. If the deadline for submitting the claim is missed, GetJet Airlines will not review your claim.

**NOTE:** GetJet Airlines shall assume no liability for any damage to items that are prohibited or not recommended to be carried in checked baggage according to GetJet Airlines “General conditions of carriage (passengers and baggage)”, including fragile or damageable items, improperly packed items, previously damaged or overloaded baggage, minor damages, such as cuts, scratches, bends or stains arising in usual wear, or valuable items, such as money, keys, prescription medicines, medical documents, spectacles/sunglasses, photo cameras, video cameras and other valuable electronic or technical appliances and their accessories, computers, personal electronic devices, telephones, mobile telephones, jewellery, precious metals, precious and semiprecious stones, music instruments, securities or other valuables, works of art and paintings, business documents, passports and other identity documents or specimens.