

Conditions & Notices

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Conditions & Notices

A. CONDITIONS OF CONTRACT AND OTHER IMPORTANT NOTICES

NOTICE

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure, the Warsaw Convention, the Warsaw Convention as amended or the Montreal Convention may be applicable, depending on the journey. These Conventions govern and may limit the liability of air carriers in respect of death or personal injury, or in respect of loss of or damage to baggage, and delay. Many air carriers have waived the Warsaw Convention Limits for death or bodily injury. Further information may be obtained from the air carrier. See also notices headed "Advice to International Passengers on Limitation of Liability" and "Notice of Baggage Liability Limitations" below.

Acceptable Travel Documents

According to Technical Security Directive No. (1) – 1st TSD, which is part of the National Civil Aviation Security Program (EPAPA) and was published in the Government Gazette on 24 August 2016, issue no. 2607, the boarding pass must be in the name of the person who presents it and to this end the airline is responsible for verifying identification of departing passengers on the basis of either a passport or identification card issued by police. A driving license or other official document bearing a photograph of the passenger is also acceptable for travelling on domestic flights. Passports, ID cards, driving licenses or other official documents presented by third parties on behalf of other passengers shall not be accepted. For passengers under age 12 travelling on domestic flights who do not have a passport, ID card or other official document, it is possible to show an identity verification document issued by a Citizen Service Centre (KEP) or the police. In exceptional cases and only for reasons of force majeure (e.g. health reasons), a written statement by the accompanying adult to the airline regarding the identity of the minor departing passenger shall suffice for domestic flights. It should be noted that passengers are wholly responsible for acquiring and being in possession of the appropriate valid and lawful travel documents before travelling, along with any other documents required, such as entry visa, residence permit, or authorisation under the Electronic System for Travel Authorization (ESTA) when travelling to the USA under the Visa Waiver Program. AEGEAN AIRLINES S.A. or its subsidiaries are not responsible for any direct, indirect, coincidental, specific, property or

accessory damage that occurs as a result of passenger inability to procure the appropriate travel documents before travelling.

CONDITIONS OF CONTRACT

These are the conditions of contract of Aegean Airlines SA (Aegean).

1. Particular expressions in these conditions of contract, and also the notices and conditions of carriage below have the following meanings:

1.1 "Baggage" means such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort or convenience in connection with the trip. Unless otherwise specified, it includes both Checked and Unchecked Baggage of the Passenger.

1.2 "Baggage Check" means those portions of the ticket which relate to the carriage of the Passenger's Checked Baggage.

1.3 "CAA" means the Civil Aviation Authority, CAA House, 45-59 Kingsway, London WC2B 6TE.

1.4 "Carriage" is equivalent to "transportation"

1.5 "Carrier" means all air carriers that carry or undertake to carry the Passenger or his Baggage hereunder or perform any other service incidental to such air carriage.

1.6 "Carrier's Regulations" means rules, other than these Conditions, published by Carrier and in effect on date of ticket issue, governing Carriage of Passengers and/or Baggage and shall include any applicable tariffs in force.

1.7 "Checked Baggage" means Baggage of which Carrier takes sole custody and for which Carrier has issued a Baggage Check.

1.8 "Convention" means the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw, 12th October 1929, or that Convention as amended at The Hague, 28th September 1955, or that Convention as amended by Additional Protocol No.1 of Montreal 1975, or that Convention as amended at The Hague and by Additional Protocol No.2 of Montreal 1975, or that Convention as amended at The Hague and by Additional Protocol No.3 of Montreal 1975 or the Montreal Convention 1999, whichever may be applicable.

"Warsaw Convention" means the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw, 12th October 1929, or that Convention as amended by Additional Protocol No.1 of Montreal 1975, or that Convention as amended at The Hague and by Additional Protocol No.2 of Montreal 1975, or that Convention as amended at The Hague and by Additional Protocol No.3 of Montreal 1975. "Montreal Convention" means the Montreal Convention 1999.

1.9 "Damage" includes death, injury, delay, loss, or other damage of whatsoever nature arising out of or in connection with Carriage or other services performed by Carrier incidental thereto.

1.10 "Electronic Coupon" means an electronic Flight Coupon or other value document held in Carrier's database.

1.11 "Electronic ticket" means the Itinerary/Receipt issued by or on behalf of the Carrier, the Electronic Coupons and, if applicable, a boarding document.

1.12 "Passenger(s)" means any person, except members of the crew, carried or to be carried in an aircraft with the consent of Carrier.

1.13 "Ticket" means this Passenger ticket and Baggage Check, or this itinerary/receipt if

applicable, in the case of an electronic ticket, of which these conditions and the notices form part.

1.14 "Unchecked Baggage" means any baggage of the passenger other than Checked Baggage.

2 Carriage hereunder is subject to the rules and limitations relating to liability established by either the Warsaw Convention or the Montreal Convention, unless such carriage is not "international carriage" as defined by the Convention.

3 To the extent not in conflict with the foregoing, Carriage and other services performed by each Carrier are subject to: (i) provisions contained in the Ticket; (ii) applicable tariffs; (iii) the Carrier's conditions of carriage, and (iv) related Carrier's Regulations which are made a part hereof (and are available on application at the offices of the Carrier), except in transportation between a place in the United States or Canada and any place outside thereof to which tariffs in force in those countries apply.

4 Carrier's name may be abbreviated in the Ticket, the full name and its abbreviation being set forth in Carrier's website, tariffs, conditions of carriage or timetables; Carrier's address shall be the airport shown opposite the first abbreviation of Carrier's name in the Ticket; the agreed stopping places are those places set forth in the Ticket; or as shown in Carrier's timetables as scheduled stopping places on the passenger's route. Carriage to be performed hereunder by several successive Carriers under one Ticket, or under a Ticket and any conjunction ticket issued in connection therewith, is regarded as a single operation.

5 An air carrier issuing a Ticket for Carriage over the lines of another air carrier does so only as its agent.

6 Checked Baggage will be delivered to bearer of the Baggage Check. In case of Damage to Checked Baggage moving in international transportation no action shall lie unless the person entitled to delivery complains in writing to Carrier forthwith after discovery of Damage and, at the latest, within seven (7) days from receipt; in case of delay, complaint must be made within twenty one (21) days from date the baggage was delivered. See tariffs or conditions of carriage regarding non-international transportation.

7 The Ticket is good for Carriage for one (1) year from date of issue, except as otherwise provided in the Ticket, in Carrier's tariffs, conditions of carriage, or related Carrier's Regulations. The fare for Carriage hereunder is subject to change prior to commencement of Carriage. Carrier may refuse transportation if the applicable fare has not been paid.

8 Carrier undertakes to use its best efforts to carry the Passenger and Baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed and form no part of this contract. Carrier assumes no responsibility for making connections.

9 Passenger shall comply with Government travel requirements, present exit, entry and other

required documents and arrive at airport by time fixed by Carrier or, if no time is fixed, early enough to complete departure procedures.

10 No agent, servant or representative of Carrier has authority to alter, modify or waive any provision of this contract.

11 All carriage provided by Aegean is subject to these conditions of contract and Aegean's conditions of carriage below.

12 If a passenger has a complaint, that passenger should contact Aegean in the first instance:

- (i) in writing: Aegean Airlines Customer Relations Department at Building 57 at Athens International Airport, 190 19, Spata, Artemida Attikis, Greece; or
- (ii) by e-mail: contact@aegeanair.com;
- (iii) by telephone: +30 210 3550300 (Monday to Friday, 09:00 – 17:00 local time); or
- (iv) by Fax: +30 210 3550188

What if Aegean is unable to resolve your complaint?

13 An Online Dispute Resolution platform has been set up by the European Commission <http://ec.europa.eu/consumers/odr/> which may be used to resolve disputes between consumers and online traders about online purchases. Aegean does not currently subscribe to and is not, therefore, prepared to submit to an alternative dispute resolution procedure operated by an ADR entity or EU listed body.

14, If Aegean is unable to resolve your complaint, you can log your complaint with the CAA's Passenger Advice and Complaints Team (PACT) by completing the online complaint form via the CAA website: www.caa.co.uk/passengercomplaints. Under the subtitle 'How the CAA can Help', you will need to click on the link 'Refer your complaint to us'. You can then access the CAA's consumer portal where you can submit your complaint to PACT.

15 If court proceedings are necessary, Locke Lord (UK) LLP is authorised to accept service of court proceedings in England or Wales on behalf of Aegean Airlines. Under rule 6.7 of the Civil Procedure Rules, which govern the conduct of court proceedings in England and Wales, the Claim Form **must** be served at: Locke Lord (UK) LLP, 201 Bishopsgate, London EC2M 3AB (quoting reference KAH.ADM.NSF.0105334).

REGULATION (EC) No. 889/2002 NOTICE

This is a notice required by European Community Regulation (EC) No. 889/2002.

N.B. The notice is inaccurate in stating that for damages up to 113,100 SDRs (exchange rate approx EUR 146.750,28) the Carrier cannot contest claims for compensation. Under the Regulation and Montreal Convention: for damages up to 113,100 SDRs (exchange rate approx EUR 146.750,28) in respect of death or bodily injury caused by an accident on board the aircraft or during embarking or disembarking, the Carrier cannot exclude or limit its liability except where there is contributory negligence.

The limit of the Carrier's liability for baggage delays, destruction, loss or damage to Baggage is 1,131 SDRs (exchange rate approx EUR 1.467,50) in total.

The statement that if the name or code of a Carrier is indicated on the ticket, that carrier is the contracting Carrier, does not apply in all cases.

1 AIR CARRIER LIABILITY FOR PASSENGERS AND THEIR BAGGAGE

This information notice summarizes the liability rules applied by Community air carriers (for the purpose of this notice referred to as Carrier) as required by Community legislation and the Montreal Convention.

1.1 Compensation in the case of death or injury

There are no financial limits to the liability for passenger injury or death. For damages up to 100,000 SDRs (exchange rate approx EUR 129.752,68) the Carrier cannot contest claims for compensation. Above that amount, the Carrier can defend itself against a claim by proving that it was not negligent or otherwise at fault.

1.2 Advance payments

If a passenger is killed or injured, the Carrier must make an advance payment, to cover immediate economic needs, within 15 days from the identification of the person entitled to compensation. In the event of death, this advance payment shall not be less than 16,000 SDRs (exchange rate approx EUR 20.760,43).

1.3 Passenger delays

In case of passenger delay, the Carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for passenger delay is limited to 4,150 SDRs (exchange rate approx EUR 5,384,74).

1.4 Baggage delays

In case of baggage delay, the Carrier is liable for damage, unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for Baggage delay is limited to 1,000 SDRs (exchange rate approx EUR 1,297,53), including any claim for destruction, loss or damage.

1.5 Destruction, loss or damage to baggage

The Carrier is liable for destruction, loss or damage to Baggage up to 1,000 SDRs (exchange rate approx EUR 1,297,53). In the case of Checked Baggage, it is liable even if not at fault, unless the Baggage was defective. In the case of Unchecked Baggage, the Carrier is liable only if at fault.

1.6 Higher limits for Baggage

A passenger can benefit from a higher liability limit by making a special declaration at the latest at check-in and by paying a supplementary fee.

1.7 Complaints on Baggage

If the Baggage is damaged, delayed, lost or destroyed, the passenger must submit a complaint letter to the Carrier as soon as the damage has been detected. Passengers can submit a complaint letter upon arrival at the lost and found department at the airport. In the case of damage to Checked Baggage, the passenger must send a complaint letter to the customer service department within 7 days and in the case of delay within 21 days, in both cases from the date on which the baggage was placed at the passenger's disposal.

1.8 Liability of contracting and actual Carriers

If the Carrier actually performing the flight is not the same as the contracting Carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of a Carrier is indicated on the ticket, that Carrier is the contracting Carrier.

1.9 Time limit for action

Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.

1.10 Basis for the information

The basis for the rules described above is the Montreal Convention of 28 May 1999, which is implemented in the Community by regulation (EC) No. 2027/97 (as amended by Regulation (EC) No. 889/2002) and national legislation of the Member States.

2 LIMITS OF LIABILITY

The applicable limits of liability for your journey on a flight operated by AEGEAN are as follows:

2.1 There are no financial limits for death or bodily injury and we may make an advance payment to meet immediate economic needs of the person entitled to claim compensation. For damages up to 100,000 SDRs (exchange rate approx EUR 129.752,68) in respect of death or bodily injury caused by an accident on board the aircraft or during embarking or disembarking, we will not exclude or limit our liability, except in the case of contributory negligence of the Passenger;

2.2 Except in the case of acts or omissions done with intent to cause damage or recklessly and with knowledge that damage would probably result, in the case of destruction, loss of, or damage or delay to Baggage, up to 1,000 Special Drawing Rights (exchange rate approx EUR 1,297,53) and, if the value of your Baggage is greater than this limit, you should inform the Carrier at check in or ensure that it is fully insured prior to travel;

2.3 In the case of delay to your journey, up to 4,150 Special Drawing Rights (exchange rate approx EUR 5,384,74);

2.4 If your journey also involves Carriage by other Carriers, you should contact them for information in relation to their liability limits. The present notice is pursuant to the requirements of Regulation (EC) No. 889/2002.

OTHER NOTICES

1 NOTICE OF BAGGAGE LIABILITY LIMITATIONS

Liability for loss, delay, or damage to Baggage is limited unless a higher value is declared in advance and additional charges are paid. For many international journeys, the Warsaw Convention may apply with liability limits of approximately US\$ 9,07 per pound (US\$20,00 per kilo) for Checked Baggage and U.S.\$ 400 per passenger for Unchecked Baggage. In some cases, where the Montreal Convention applies to your journey, the applicable liability limit is approximately US\$ 1,744 for Checked Baggage. For travel wholly between U.S. points, Federal rules require any limit on an airline's Baggage liability to be at least US\$ 2,500 per passenger. Excess valuation may be declared on certain types of articles. Some carriers assume no liability for fragile, valuable or perishable articles. Further information may be obtained from the carrier.

2 ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY

Passengers on a journey involving an ultimate destination or a stop in a country other than the country of origin are advised that the provisions of a treaty known as the Warsaw Convention may be applicable to the entire journey, including any portion entirely within the country of origin or destination. For such passengers on a journey to, from or with an agreed stopping place in the United States of America, the Convention and special contracts of carriage embodied in applicable tariffs provide that the liability of certain Carriers, parties to such special contracts for death of or personal injury to passengers is limited in most cases to proven damages not to exceed US \$75,000 per passenger, and that this liability up to such limit shall not depend on negligence on the part of the Carrier. For such passengers traveling by a Carrier not a party to such special contracts or on a journey not to, from, or having an agreed stopping place in the United States of America, liability of the carrier for death or personal injury to passengers is limited in most cases to approximately US \$10,000 or US \$20,000.

The names of Carriers that are parties to such special contracts are available at all ticket offices of such Carriers and may be examined on request.

Additional protection can usually be obtained by purchasing insurance from a private company, such insurance is not affected by any limitation of the Carrier's liability under the Warsaw Convention or such special contracts of carriage. For further information please consult your airline or insurance company representative.

This notice is required by Order 69-2-65 of the U.S. DOT. It does not reflect the provisions of the Montreal Convention 1999, which may apply to your journey. No representation is made as to the accuracy of its contents.

3 NOTICE REGARDING IDENTITY OF THE OPERATING CARRIER

As established in article 11 of European Parliament and Council Regulation EC No. 2111/2005 of

December 14th, 2005, the air carriage contractor shall inform the passenger of the identity of the operating air carrier. Where the identity of the operating air carrier is not yet known at the time of reservation, the air carriage contractor shall ensure that the passenger is informed of the identity of the operating air carrier as soon as such identity is established.

B. GENERAL CONDITIONS OF CARRIAGE

1 Carriage within Greece is subject to the EC Regulation 2027/97, as amended by EC Regulation No 889/2002, as well as to the rules and limitations of the Greek Code of Air Law (Law 1815/88), where applicable.

2 NO REFUND OR REPLACEMENT WILL BE MADE IN CASE YOUR TICKET ISSUED SOLELY FOR CARRIAGE ON GREEK SECTORS IS LOST.

3 All Carriage is Subject to the following further terms:

3.1 To the extent not in conflict with the above, Carrier is not liable for any Damage directly and solely arising out of its compliance with any laws, government regulations, orders or requirements, or from failure of Passenger and the consequences thereof to comply with same. The Passenger shall be solely responsible for complying with all laws, regulations, orders, demands and travel requirements of countries to be flown from, into or over, and with Carrier's Regulations and instructions. Carrier shall not be liable for any aid or information given by any agent or employee of Carrier to any Passenger in connection with obtaining necessary documents or visas or complying with such laws, regulations, orders, demands and requirements, whether given in writing or otherwise.

3.2 Any exclusions or limitations of liability of Carrier under these conditions shall apply to agents, servants or representatives of the Carrier and also to any person that is used by the Carrier to effect Carriage (including his agents, servants or representatives).

3.3 Checked Baggage carried hereunder, will be delivered to the bearer of the Baggage Check, upon payment of all sums due to Carrier under Carrier's contract of carriage or tariff. No action shall lie in the case of Damage to Checked Baggage, unless the person entitled to delivery complains in writing to the Carrier at the least within 7 days and in the case of delay within 21 days, in both cases from the date on which the Baggage was placed at the Passenger's disposal.

3.4 When validated, the Ticket is valid for Carriage from the airport at the place of departure to the airport at the place of destination via the route shown therein and is valid for one year from the date of issue. Each flight coupon will be accepted for Carriage on the date and flight for which accommodations will be reserved, when flight coupon is issued on an 'open date' basis, accommodations will be reserved upon application subject to availability of space.

3.5 Carrier undertakes to use its best efforts to carry the Passenger and Baggage with reasonable dispatch. If due to circumstances beyond its control Carrier cancels or delays the flight, is unable to provide previously confirmed space, fails to stop at the Passenger's stopover or destination point, or causes the Passenger to miss a connecting flight on which the Passenger holds a reservation, Carrier shall either:

3.5.1 carry the Passenger on another of its scheduled passenger services on which space is available; or

3.5.2 re-route the Passenger to the destination indicated on the Ticket or applicable portion thereof by its own scheduled services or the scheduled services of another Carrier, or by means of surface transportation. If the sum of the fare, excess baggage charge and any applicable service charge for the revised routing is higher than the refund value of the Ticket or applicable portion thereof, Carrier shall require no additional fare or charge from the Passenger, and shall refund the difference if the fare and charges of the revised routing are lower; or

3.5.3 make a refund in accordance with the provisions of the Fare Rules (available on Aegean's website) and applicable law and shall be under no further liability to the Passenger.

3.6 Carrier shall provide denied boarding or other due compensation in accordance with applicable law.

3.7 Except in the case of its acts or omissions done with intent to cause Damage or recklessly and with knowledge that Damage would probably result, Carrier shall not be liable for errors or omissions in timetables or other published schedules, or for representations made by employees, agents or representatives of Carrier as to the dates or times of departure or arrival or as to the operation of any flight.

3.8 The Passenger shall comply with all government travel requirements. Passenger must arrive at the airport 90 minutes before the scheduled departure. Carrier is not liable for loss or expense due to Passenger's failure to comply with this provision or obligated to effect refund of fare.

3.9 No agent, servant or representative of Carrier has authority to alter, modify or waive any provision on this contract.

3.10 Applicable fares are subject to change. Any modification to the ticket price which is due to regulatory changes governing relevant charges or taxes will result in an additional payment or refund.

4 REFUSAL OF CARRIAGE

Carrier may refuse Carriage of any Passenger or Passenger's Baggage for reasons of safety or if, in the exercise of its reasonable discretion, Carrier determines that:

4.1 Such action is necessary in order to comply with any applicable laws, regulations, or orders of any state or country to be flown from, into or over; or

4.2 The conduct, age, or mental or physical state of the Passenger is such as to:

4.2.1 Require special assistance of Carrier, or

4.2.2 Cause discomfort or make himself or herself objectionable to other Passengers, or

4.2.3 Involve any hazard or risk to himself or herself or to other persons or to property; or

4.3 Such action is necessary because the Passenger has failed to observe the instructions of Carrier; or

4.4 The Passenger has refused to submit to a security check; or

4.5 The applicable fare or any charges or taxes payable have not been paid, or credit arrangements agreed between Carrier and the Passenger (or the person paying for the Ticket) have not been complied with; or

4.6 The Passenger does not appear to be properly documented; or

4.7 The Passenger may seek to enter a country through which he or she is in transit, or

4.8 The Passenger may destroy his or her documentation during flight, or

4.9 The Passenger will not surrender travel documents to be held by the flight crew, against

receipt, when so requested by the Carrier, or

4.9.1 The Ticket:

4.9.1.1 Has been acquired unlawfully or has been purchased from an entity other than the issuing Carrier or its authorized Agent, or

4.9.1.2 Has been reported as being lost or stolen, or

4.9.1.3 Is a counterfeit Ticket, or

4.9.1.4 Any flight or Electronic Coupon has been altered by anyone other than Carrier or its authorized Agent, or in the case of a flight coupon, has been mutilated, and Carrier reserves the right to retain such ticket, or

4.9.2 The person presenting the Ticket cannot prove that he or she is the person named in the Ticket. The Carrier reserves the right to retain such paper ticket.

5 BAGGAGE ALLOWANCE

For the Baggage carrying policy on all Aegean operating flights please [click here](#)

6 DANGEROUS GOODS

Passengers are not permitted to carry the following articles into the security restricted area and the cabin of an aircraft:

6.1 Guns, Firearms & Weapons. Any object capable, or appearing capable, of discharging a projectile or causing injury, including:

6.1.1 All firearms (Pistols, Revolvers, Rifles, Shotguns etc.)

6.1.2 Replica and Imitation firearms

6.1.3 Component parts of firearms, (excluding telescopic sighting devices & sights)

6.1.4 Air pistols, rifles and pallet guns

6.1.5 Signal flare pistols

6.1.6 Starter pistols

6.1.7 Toy guns of all types

6.1.8 Ball Bearing Guns

6.1.9 Industrial Bolt and Nail Guns

6.1.10 Cross bows

6.1.11 Catapults

6.1.12 Harpoon & Spear Guns

6.1.13 Animal Humane Killers

6.1.14 Stun or shocking devices e.g. cattle prods, ballistic conducted energy weapons (taser)

6.1.15 Lighters shaped like a firearm

6.2 Pointed/edged Weapons & Sharp Objects. Pointed or bladed articles capable of causing injury, including:

6.2.1 Axes & hatchels

6.2.2 Arrows & darts

6.2.3 Crampons

6.2.4 Harpoons & Spears

6.2.5 Ice axes & ice picks

6.2.6 Ice skates

6.2.7 Lockable or flick knives with blades of any length

6.2.8 Knives, including ceremonial knives, with blades of more than 6 cm, made of metal on any other material enough to be used as a potential weapon.

6.2.9 Meat cleavers

6.2.10 Machetes

6.2.11 Open razors and blades (excluding safety or disposable razors with blades enclosed in cartridge)

6.2.12 Sabers, Swords & swordsticks

6.2.13 Scalpels

6.2.14 Scissors with blades more than 6cm in length

6.2.15 Ski and Walking/ Hiking poles

6.2.16 Throwing stars

6.2.17 Tradesman's tools that have the potential to be used as a pointed or edged weapon e.g. drills and drill bits, box cutters, utility knives, all saws, screwdrivers, crowbars, hammers, pliers, wrenches/spanners, blow torches

6.3 Blunt instruments. Any blunt instrument capable of causing injury, including:

6.3.1 Baseball and softball bats

6.3.2 Clubs or batons rigid or flexible e.g. Billy clubs, blackjacks, night sticks & batons

6.3.3 Crickets Bats

6.3.4 Golf Clubs

6.3.5 Hockey sticks

6.3.6 Lacrosse sticks

6.3.7 Kayak and Canoe paddles

6.3.8 Skateboards

6.3.9 Billiard, snooker and pool cues

6.3.10 Fishing rods

6.3.11 Martial arts equipment e.g. knuckle dusters, clubs, coaches, ice flails, nunchucks, kubatons, kubasaunts

6.4 Explosives and flammable Substances. Any explosive or highly combustible substances which pose a risk to the health of passengers and crew or the security /safety of aircraft or property, including:

6.4.1 Ammunition

6.4.2 Blasting caps

6.4.3 Detonators & fuses

6.4.4 Explosives and explosive devices

6.4.5 Replica or imitation explosive military stores

6.4.6 Grenades of all types

6.4.7 Gas & gas containers e.g. Butane, propane, acetylene, oxygen in large volume

6.4.8 Fireworks, flares in any form and other pyrotechnics (including party poppers and toy caps)

6.4.9 Non safety matches

6.4.10 Smoke generating canisters or cartridges

6.4.11 Flammable liquid fuel e.g. Petrol/gasoline, diesel, lighter fluid, alcohol, ethanol

6.4.12 Aerosol spray paint

6.4.13 Turpentine & paint thinner**6.4.14 Alcoholic beverages exceeding 70% by volume (140% proof)**

6.5 Chemical and Toxic substances. Any chemical or toxic substances which pose a risk to the health of passengers and crew or the security / safety of aircraft or property, including:

6.5.1 Acids and Alkalis e.g. spoilable wet batteries**6.5.2 Corrosive or Bleaching Substances- e.g. mercury, chlorine****6.5.3 Disabling or Incapacitating sprays- e.g. mace, pepper spray, tear gas****6.5.4 Radioactive material- e.g. Medicinal or commercial isotopes****6.5.5 Poisons****6.5.6 Infectious or biological hazardous material- e.g. Infected blood, bacteria and virus****6.5.7 Material capable of spontaneous ignition or combustion****6.5.8 Fire extinguishers****6.6 The following articles shall not be placed in Checked Baggage:****6.6.1 Explosives, including Detonators, flares, grenades, mines and explosives****6.6.2 Gases: Propane, butane****6.6.3 Flammable liquids, including Gasoline, methanol****6.6.4 Flammable solids and reactive substances, including Magnesium, firelights, fireworks, flares****6.6.5 Oxidizers and organic peroxides, including Bleach, car body repair kits****6.6.6 Toxic or infectious substances, including Rat poison, infected blood****6.6.7 Radioactive material, including Medicinal or commercial isotopes****6.6.8 Corrosives, including Mercury, vehicle batteries****6.6.9 Vehicle fuel system components which have contained fuel****6.7 Liquids carried in Unchecked Baggage –E.U. security measures**

6.7.1 As of 06/11/2006, security measures were put into effect at all airports in the European Union (European Commission Regulation 1546/06) regarding liquids carried in Unchecked Baggage.

6.7.2 According to the European Regulation, such items (e.g. water, alcohol and beverages, gel, cream, glue, lotion, perfume, shampoo, mascara, lip gloss, hair spray, toothpaste, shaving foam, aerosols, contact lens solution, honey, marmalade, soup, olive oil, any other item of similar consistency) have been added to the list of prohibited articles that you may not carry on board, unless conditions are met.

6.7.3 The European Regulation is applied in addition to the existing rules for items that are not allowed to be carried on board an aircraft and affects only the liquid items in your Unchecked Baggage and not Checked Baggage.

6.7.4 Here below you will find useful information and guidelines for your better and faster service at all airports to which the new rules apply.

6.7.5 Items that can be carried as Unchecked Baggage:

6.7.5.1 Liquid items, in individual containers with a capacity no greater than 100 ml. They have to be contained in one transparent plastic re-sealable bag of a maximum capacity not exceeding 1 litre. This plastic re-sealable bag is limited to one per passenger and must be sealed and delivered to the Security Screening separately for examination.

6.7.5.2 Liquids required for medical or dietary purposes and baby foods which are to be used

during the trip. You may be asked for proof that they are needed.

6.7.5.3 Products that are sold in shops beyond the Security Screening points (Duty Free Shops). These products should be placed in a special sealed bag. This special sealed bag, which should be provided by the shop, must not be opened before you are screened – otherwise the contents may be confiscated at the checkpoint. If you transfer at an EU airport and in Norway, Iceland and Switzerland do not open the bag before screening at your airport of transfer, or at the last one if you transfer more than once. All these liquids are additional to the quantities in the re-sealable plastic bag mentioned above.

6.7.6 Security screening staff is obliged to ask you to dispose of any liquid products that do not comply with the conditions of the new European Regulation. Such items will be sent for recycling as useless.

REMEMBER THAT THIS IS NOT A COMPLETE LIST OF HAZARDOUS MATERIALS. CARRYING DANGEROUS GOODS ABOARD AN AIRCRAFT IS AN OFFENCE AND MAY BE SUBJECT TO PENALTY. IN CASE OF EVENTUAL DOUBT, ASK AIRLINE FOR CLARIFICATIONS.

7 RIGHT TO REFUSE CARRIAGE

7.1 Carrier may refuse Carriage as Baggage of such items described in Section 6 above, as are prohibited from Carriage as Baggage, and may refuse further Carriage of any such items on discovery thereof.

7.2 Carrier may refuse to carry as Baggage any item because of its size, shape, weight or character.

7.3 Unless advance arrangements for its Carriage have been made with Carrier, Carrier may carry on later flights baggage which is in excess of the applicable free allowance.

7.4 Carrier may refuse to accept baggage as Checked Baggage unless it is properly packed in suitcases or other suitable containers to ensure safe Carriage with ordinary care in handling.

8 RIGHT OF SEARCH

For reasons of safety and security, Carrier may request the Passenger to permit a search to be made of his or her person and his or her Baggage, and may search or have searched the Passenger's Baggage in his or her absence if the Passenger is not available, for the purpose of determining whether he or she is in possession of or whether his or her Baggage contains any item described in Section 21 above or any arms or munitions which have not been presented to Carrier. If the Passenger is unwilling to comply with such request Carrier may refuse to carry the Passenger or Baggage.

9 BAGGAGE INFORMATION

Baggage admitted for Carriage as Passenger's Baggage may only contain such articles, effects or other property of Passengers as are necessary for wear, use, comfort or convenience in connection with the trip. FOOD in semi-solid or liquid condition: make sure you have packed it in wooden boxes lined in with absorbent material in order to protect Damages to third parties from possible leakages. We would also draw your attention to the regulations of certain countries restricting food importation. The following items should not be included in your Checked Baggage, but should be carried with you at all times: medicine, jewellery, money, securities,

negotiable papers, deeds, any kind of documents, identity documents, keys, mobile phones, electronic devices, computers, samples, and in general personal items, and other valuable and fragile items. For safety reasons, a Passenger can carry into the cabin only ONE piece of Unchecked Baggage, the dimensions of which shall not totally exceed 115 cm.

10 LIABILITY FOR DAMAGE

To the extent not in conflict with the foregoing:

10.1 Carrier is liable only for damage occurring on its own line. A Carrier issuing a Ticket or checking Baggage over the lines of another Carrier does so only as agent for such other Carrier. Nevertheless, with respect to Checked Baggage, the Passenger shall also have a right of action against the first or last Carrier;

10.2 Carrier is not liable for damage to Unchecked Baggage unless such damage is caused by the negligence of Carrier. If there has been contributory negligence on the part of the Passenger, Carrier's liability shall be subject to the applicable law relating to contributory negligence;

10.3 Carrier's liability shall not exceed the amount of proven damages. Carrier shall further more not be liable for indirect or consequential damages;

10.4 Carrier is not liable for injury to a Passenger or for damage to a Passenger's Baggage caused by property contained in such Passenger's Baggage. Any Passenger whose property causes injury to another person or damage to another person's property or to the property of Carrier shall indemnify Carrier for all losses and expenses incurred by Carrier as a result thereof;

10.5 Carrier is not liable for damage to fragile or perishable items, money, jewellery, precious metals, silverware, negotiable papers, securities, or other valuables, business documents, passports and other identification documents, or samples, which are included in the Passenger's Checked Baggage;

10.6 If a Passenger is carried whose age or mental or physical condition is such as to involve any hazard or risk to himself or herself, Carrier shall not be liable for any illness, injury or disability, including death, attributable to such condition or for the aggravation of such condition.

11 BAGGAGE DELIVERY

In case that you are not able to locate your Baggage upon arrival, you must immediately report it to the Aegean Airlines Ground Staff. Our personnel will create a file with your case and will provide you with a file reference. You may contact the Lost and Found headquarters at Athens airport, tel: + 30 210 3530546 for further details. If your Baggage is not traced after 45 days following your request then the procedure of reimbursement will begin. If your Baggage is damaged, you must follow the same procedure.

12 GOVERNMENT AND AIRPORT IMPOSED TAXES, FEES AND CHARGES

The price of any ticket may include taxes, fees and other charges, which are imposed on or in connection with air transportation by government or airport authorities or carriers. Such taxes, fees and charges, which may represent a significant portion of the cost of air travel, are either included in the fare, or shown separately in the "Tax" or "Charges" box(es) of the ticket.

13 CONDUCT ABOARD AIRCRAFT

13.1 If the Passenger conducts himself or herself aboard the aircraft so as to endanger the aircraft or any person or property on board, or obstructs the crew in the performance of their duties, or fails to comply with any instruction of the crew, or behaves in a manner to which other Passengers may reasonably object, Carrier may take such measures as it deems necessary to prevent continuation of such conduct, including restraint of the Passenger.

13.2 The Passenger may not operate aboard the aircraft portable radios, electronic games or transmitting devices including radio controlled toys and walkie-talkies. The Passenger shall not operate any other electronic devices on board without Carrier's permission, except that portable recorders, hearing aids and heart pacemakers may be used.

14 ARRANGEMENTS BY CARRIER

If in the course of concluding the contract of carriage by air, Carrier also agrees to make arrangements for the provision of additional services, Carrier shall have no liability to the Passenger except for negligence on its part in making such arrangements.

15 FARE RULES

The fare rules which apply to your ticket are included in Aegean's conditions of contract and general conditions of carriage and can be viewed here.

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Web Compatibility

To view this site, Aegean Airlines requires the following JavaScript enable browsers:

- IE 9.0 +
- FIREFOX 28 +
- SAFARI (OS X 10.8 +)
- CHROME 31 +

Security

We use industry's recognised standards, the latest SSL (Secure Socket Layer) technology, in transaction security to protect the information you provide when you purchase on Aegean Airlines. This required that the User must use version 4.0 or higher of Netscape or Microsoft browser. The User is advised that this is a mandatory requirement of booking on Aegean Airlines online. When these types of measures are taken, shopping online is safe and secure.

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Privacy Policy

We respect your privacy on our site and maintain your profile information on a secure server. Aegean Airlines maintains the privacy of your personal information. Pursuant to Greek Law No 2472/1997, Personal Data Protection personal data of all employees, associates, customers and suppliers of Aegean Airlines, which become known on the basis of an employment or a co-operation or a transaction, are registered with a data base by Aegean Airlines and may be further forwarded in Greece or abroad, provided that the data base and the data forwarding are always effected according to the business targets of the Company and Law.

Personal data use - Law 2472/1997.

The user recognizes and accepts that Aegean has the right according to Law 2472/1997, for further forwarding of its personal data to any associate company- provider of services or products for purposes of operational and data processing service, as well as for statistical and historical reasons. At any time, the users have the right to access and be aware of their personal data files or to object to any further processing of their data files according to article 13 of Law 2472/1997 concerning the protection of the personal data. Aegean reserves the right to use the e-mail address of users to send them updates regarding flights and/or newsletters or offers. The User has the right to remove his/her address from the Aegean newsletter mailing list and have his/her details deleted from the database at any time, subject to prior notification in writing to the following e-mail address: contact@aegeanair.com.

Complaints

If a passenger has a complaint, that passenger should contact Aegean in the first instance:

1. in writing: Aegean Airlines Customer Relations Department at Building 57 at Athens International Airport, 190 19, Spata, Artemida Attikis, Greece; or
2. by e-mail: contact@aegeanair.com; or
3. by telephone: +30 210 3550300 (Monday to Friday, 09:00 – 17:00 local time)
4. by Fax: +30 210 3550188

What if Aegean is unable to resolve your complaint?

An Online Dispute Resolution platform has been set up by the European Commission <http://ec.europa.eu/consumers/odr/> which may be used to resolve disputes between consumers and online traders about online purchases. Aegean does not currently subscribe to and is not,

therefore, prepared to submit to an alternative dispute resolution procedure operated by an ADR entity or EU listed body.

You can log your complaint with CAA's Passenger Advice and Complaints Team (PACT) by completing the online complaint form via the CAA website:

www.caa.co.uk/passengercomplaints. Under the subtitle 'How the CAA can Help', you will need to click on the link 'Refer your complaint to us'. You can then access the CAA's consumer portal where you can submit your complaint to PACT.

If court proceedings are necessary, Locke Lord (UK) LLP is authorised to accept service of court proceedings in England or Wales on behalf of Aegean Airlines. Under rule 6.7 of the Civil Procedure Rules, which govern the conduct of court proceedings in England and Wales, the Claim Form **must** be served at: Locke Lord (UK) LLP, 201 Bishopsgate, London EC2M 3AB (quoting reference KAH.ADM.NSF.0105334).

Contact	Privacy Policy
Conditions & Notices	Sitemap
Flights	Business On Board
Travel Agents	



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