



GENERAL CONDITIONS OF CARRIAGE FOR PASSENGERS AND BAGGAGE

Article 1 DEFINITIONS

DAYS - calendar days, including all the seven days of the week, while, in case of sending a notification, the day when the notification was sent will not be included in counting and, for the purpose of determining the duration of the validity of a travel ticket, the day when the ticket was issued, or the flight started, will not be included in counting.

AIRLINE CODE - the designation containing three letters. The designation by which ETF Airways is designated as a carrier is EZZ.

ELECTRONIC TRAVEL TICKET means an itinerary/receipt for the flight that was issued by the carrier or by someone on his behalf, an electronic coupon and, if applicable, the document for boarding an ETF Airways aircraft.

ECAA AGREEMENT - The European Common Aviation Area Agreement - a multilateral agreement between the European Community and its member states, the Republic of Albania, Bosnia and Herzegovina, the Republic of Bulgaria, the Republic of Croatia, the Former Yugoslav Republic of Macedonia, the Republic of Island, the Republic of Montenegro, the Kingdom of Norway, Romania, the Republic of Serbia and the Republic of Kosovo on the establishment of a European Common Aviation Area.

ITINERARY/RECEIPT - a document or documents issued to passengers travelling on the basis of an electronic travel ticket, containing the name and the surname of a passenger, the flight information and other notices.

EXTRAORDINARY CIRCUMSTANCES - extraordinary and unpredictable circumstances that could not have been prevented, eliminated or avoided even when all the reasonable measures are undertaken. Such circumstances are:

- meteorological conditions which disturb carrying out of a flight (fog, snow, storm, ice, etc.)
- safety risks and extraordinary problems that can affect flight safety (including technical problems on the aircraft, or similar problems at the airport such as closing/limiting the use of the runway, malfunction of the technical equipment, etc.)
- political instability (war and war operations, civil unrest and conflicts, curfew, etc.)
- work stoppages (strikes) which affect performing of air carriage
- decisions of the Civil Aviation Authority, i.e. air traffic control.

CONVENTION - refers to any of the stated documents that are applicable to the contract of carriage:



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- The Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed in Montreal on 28 May 1999 (the Montreal Convention)
- The Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed in Warsaw on 12 October 1929 (the Warsaw Convention)
- The Hague protocol on amendment to the Warsaw Convention of 28 September 1955
- The additional protocol on amendment to the Warsaw Convention no. 1, Montreal, 1975
- The additional protocol on amendment to the Warsaw Convention no. 2, Montreal, 1975
- The additional protocol on amendment to the Warsaw Convention no. 4, Montreal, 1975
- The Guadalajara Supplementary Convention; Guadalajara, 1961

FLIGHT COUPON - a part of the travel ticket containing the designation "good for passage" or, if an electronic travel ticket is issued, an electronic coupon, and it designates the specific places between which passenger is entitled to be carried by ETF Airways.

STOPOVER - a scheduled stop of the journey at a place between the place of departure and the place of arrival.

CARRIER - ETF Airways

SDR (Special Drawing Rights) - a unit of account, defined by the International Monetary Fund on the basis of the value of several leading currencies. The values of Special Drawing Rights currencies vary and are calculated on each banking day.

BAGGAGE - personal effects of a passenger, which he carries along on a journey. Unless it is specified differently or it arises differently from the context, this term refers to the checked and hand baggage of a passenger.

CHECKED BAGGAGE - the baggage that is handed over to the carrier into direct possession at the airport and for which a baggage identification tag is issued.

HAND BAGGAGE - the baggage that meets the criteria and which the passenger carries along to the aircraft or hands it over at the aircraft if it is not adequate to be placed in the anticipated compartments or under the seat due to its dimensions.

BAGGAGE IDENTIFICATION TAG - a document issued by the carrier exclusively for the purpose of identification of the checked baggage.

BAGGAGE BULLETIN - those parts of the travel ticket that refer to carriage of the passenger's checked baggage.

PASSENGER - the person that is accepted to the flight by issuing of an electronic ticket or, in case of charter flights, stated in the Aircraft Lease Agreement in another way, as well as any person, except crew members that is carried or will be carried with the approval of ETF Airways.

CHECK-IN DEADLINE - the time limit within which the baggage is handed over, the boarding pass is issued and, if applicable, checking of the visa/documents is carried out, the fee for the checked baggage (if applicable) and/or surplus baggage is paid.



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CHARTER FLIGHT - a flight by an aircraft chartered for a specific trip.

CHARTERER - a legal person/persons or an economic operator/s that concludes an Aircraft Lease Agreement with the carrier for a specific flight/s or a period of time.

AIRCRAFT LEASE AGREEMENT - means the agreement concluded between the charterer and the carrier for one or more flights or a period of time, carried out by the carrier for the charterer.

UM - the international designation for children aged 5 - 12 who travel without being accompanied by an adult person

TRAVEL CONDITIONS - "The General Conditions of Carriage for Passengers and Baggage".

CONDITIONS OF CONTRACT - statements contained in or delivered with your ticket or itinerary/ receipt, which contain, as a reference, "The General Conditions of Carriage for Passengers and Baggage".

LAW - Act on Obligations and Proprietary Rights in Air Traffic (The Official Gazette of the Republic of Croatia 132/98, 63/08 and 134/09).

WEBSITE - the internet site of ETF Airways <http://www.etfairways.com>

ARTICLE 2 SCOPE OF APPLICATION

2.1. GENERAL

The Travel Conditions shall apply only on those flights or flight segments where the name or code of the airline (EZZ) is designated on the electronic ticket for that flight or flight segment. ETF Airways organizes carriage exclusively in accordance with these General Conditions of Carriage for Passengers and Baggage, and their modification is possible only with a clear and unambiguous consent made in the form of a written agreement (i.e. Aircraft Lease Agreement) or stated on the electronic ticket.

2.2 LEASE OF AIRCRAFT

If carriage is carried out in accordance with an Aircraft Lease Agreement, these Travel Conditions shall apply only if they are stated by a provision in that agreement, or on the travel ticket, as their part.

2.3. PARTNER FLIGHTS (CODE SHARE FLIGHTS)

The carrier can have agreements with other carriers for some flights, known as code shares, partner flights. That means that a passenger has a booking for a carrier's flight and possesses a travel ticket on which the carrier's name or the carrier designation code is stated, but carriage can be carried out by another carrier. If such an arrangement is used, the carrier will notify the passenger about that.



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On such flights, the provisions of General Conditions of Carriage of the carrier carrying out the flight shall apply.

2.4. GOVERNING LAW

These Conditions of Carriage are applicable only if they are not contrary to the applicable law. If any provision of these Conditions of Carriage is null according to any applicable law, that will not affect the validity of other provisions of these General Conditions of Carriage.

All the issues that are not stated in these General Travel Conditions will be solved in accordance with the applicable legal acts of the Republic of Croatia, including the international conventions that are binding for the Republic of Croatia.

2.5. CONDITIONS DEROGATE RULES

Unless these General Conditions of Carriage stipulate differently, in case that these General Conditions of Carriage and any other carrier's rules stipulating specific fields differ, these General Conditions will derogate those rules in the part in which they are different.

ARTICLE 3 FARES AND FEES

3.1. GENERAL

The fares refer only to carriage from the departure airport to the destination airport, unless it is explicitly stated otherwise. Land transport between airports, and between airports and city terminals is not included in the fare.

3.2. APPLICABLE FARES

Applicable fares are those that are in force on the day of payment of the total price contracted with the charterer. If the charterer changes his itinerary or dates of travelling, that may affect the rate of the fare to be paid.

The carrier may also increase the fare after the charterer pays the amount in full, if that is necessary due to the increase of the costs. The charterer pays the difference or is entitled to cancel the lease and request the refund of the paid amount.

3.3. TAXES, FEES, CHARGES AND OTHER PAYMENTS

Applicable taxes, fees, charges and other payments determined by a public law body or an airport operator shall be paid by the charterer. In air carriage, the mentioned items are often changed, and



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they may be changed even after concluding of the lease agreement. In that case, the lessee is obliged to pay additional taxes, fees, charges and other payments, even if the agreement has already been concluded. Accordingly, in case that any of the mentioned items is reduced or cancelled, the lessee is entitled to the reimbursement of the corresponding amount.

3.4. CURRENCY

Fares and other fees can be paid in the currency that is acceptable for the carrier, at the rate that is applicable at the time of the ticket purchase, which is applied by the carrier.

ARTICLE 4 FLIGHT OR AIRCRAFT LEASE

4.1. GENERAL

The flight or aircraft lease is defined by the Lease Agreement. The General Conditions of Carriage for Passengers and Baggage apply exclusively in the extent in which they are the reference or are included in the Lease Agreement in another way.

4.2. LESSEE'S OBLIGATIONS

The Lessee takes over all the responsibility to ensure that the passengers, their baggage and other cargo (if any) that are carried be available at the airport 120 minutes before the scheduled take-off time at the latest. A shorter or longer time must be specially agreed between the Lessee and the carrier. ETF Airways is not responsible for the damage arisen due to the arrival of passengers, baggage or other cargo after the contracted time.

The Lessee is obliged to inform the passengers on the provisions connected with carriage that are stated in the General Conditions of Carriage for Passengers and Baggage, and additionally, the special provisions stated in the Lease Agreement, which are transferred to the Lessee (the mass and dimensions of the allowed baggage, conditions for excess baggage, special categories of baggage, etc.), as well as about possible exceptions stated in the Lease Agreement. The Lessee releases the carrier from the liability for the damages that arose due to non-informing of passengers about the mentioned provisions by the Lessee.

4.3. TRAVEL DOCUMENTS

The Lessee is obliged to check, before the trip, whether a passenger possesses adequate exit, entry, health or other documents that are required according to the laws, rules, directives, requirements or conditions of the countries of departure, transit and destination. The Lessee is obliged to make and keep copies of those documents, and to deliver them to the carrier at request before or after the flight. The carrier keeps the right to refuse carriage of a passenger that did not comply with the applicable law, rules, directives, requirements or conditions or whose documents for carriage he finds invalid.

4.4. PERSONAL DATA OF PASSENGERS

A passenger gives an approval that his personal data that he put at disposal to the lessee and the carrier serve for ensuring ancillary services, in case of need, checking of compliance with the immigration regulations and the regulations for entering a country, and submitting of those data to



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government agencies, authorized agents or providers of ancillary services connected with travelling of the passenger.

4.5. TAXES, DUTIES, FINES AND OTHER EXPENSES

In case that a passenger is denied to enter any country, the lessee will be obliged to pay any fine, or fee imposed on the carrier by a public law authority of that country, as well as the costs of stay and carriage of passengers from that country, as well as possible additional costs that could arise, and that are connected with the denial of entry into the country.

The taxes, compensations and other charges collected by the state, municipal or other authorities or airport companies connected with a passenger or use of the services by the passenger shall be paid additionally, unless they are specified in the Lease Agreement.

The carrier has the right, but not also the obligation, to pay the fees and costs that are charged additionally in advance, and the lessee is obliged to carry out the reimbursement of the stated costs in the full amount.

4.5.1. CUSTOMS INSPECTION

A passenger is obliged, if that is required, to be present at checking of his own baggage, which is carried out by customs or other public officials. The carrier is not responsible for any damage suffered by the passenger during this checking, or for any damage the passenger suffers because he did not comply with this requirement.

ARTICLE 5 FLIGHT CHECK-IN AND BOARDING

5.1

Flight check-in times differ by airports, and the Lessee is obliged to notify a passenger about those times and the importance of observing them. The lessee is obliged to notify the passenger that the carrier keeps the right of not accepting a passenger to a flight in case that the passenger reports at the check-in desk after the stated time. Unless that is stated differently, the last time for a passenger to check in for a flight is 45 minutes before the scheduled take-off. The carrier is not responsible for any loss or damage a passenger may have due to checking in for a flight after the check-in deadline.

5.2

A passenger must be at the boarding gate not later than the time determined by the carrier during checking in for a flight. The carrier is entitled not to accept for carriage a passenger who did not arrive at the boarding gate in time. The carrier is not liable for a loss or damage a passenger may have because he did not come to the boarding gate in time.

5.3.

A passenger is obliged to undergo any protection or safety inspection/checking by a public law authority, an airport official and the carrier.



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ARTICLE 6 DENYING AND LIMITING OF CARRIAGE

6.1 RIGHT TO DENY CARRIAGE

The carrier has the right to deny carriage of a passenger or his baggage at his reasonable discretionary assessment, and he is obliged to notify the lessee about that, who takes further steps connected with notification of a passenger.

The carrier may also refuse carriage of a passenger or his baggage if one or more of the stated assumptions is/are realized or it is reasonable to assume it/they may be realized:

6.1.1 such a measure is necessary due to observing the applicable laws, regulations, directives, etc.

6.1.2 carriage of a passenger or his baggage may threaten or affect safety, health or comfort of other passengers or crew members

6.1.3 the passenger's physical or mental condition, including also the passenger's alcohol intoxication or the influence of drugs, represents a danger and risk for the passenger, other passengers, crew members or property

6.1.4 the passenger misbehaved on a previous flight/flights, and the carrier has reason to believe such behaviour may be repeated

6.1.5 the passenger refused to undergo the safety inspection

6.1.6 the passenger does not have all the necessary documents for carriage, the passenger requests to enter a country through which he may only be in transit, or for which he does not have valid carriage documents, or the passenger destroys his documents during the flight, or the passenger refuses to hand over his documents to the flight crew when that is requested of him

6.1.7 the passenger presented the travel ticket that was obtained illegally, the absence or theft of which was reported, that was forged, or if the passenger cannot prove that the person stated in the travel ticket is exactly him

6.1.8 the passenger presented the ticket that was issued or modified in any other way but by the lessee or the carrier or the ticket was damaged or duplicated

6.1.9 the passenger does not observe the carrier's safety instructions

6.1.10 the passenger did not proceed in accordance with the instructions of the ground personnel or the aircraft crew members or his behaviour towards them was abusive or offensive or threatening

6.1.11 the passenger did not check in for the flight or did not come to the boarding gate in time

6.1.12 the passenger committed a violation or a criminal offence during checking in for the flight or during boarding the aircraft

6.1.13 the passenger deliberately disturbed the ground personnel or a crew member of the carrier in performing their work tasks



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6.1.14 the passenger has committed one of the mentioned failures or acts already before.

ARTICLE 7 SPECIAL ASSISTANCE

Accepting of unaccompanied children, persons with disabilities and persons with reduced mobility, pregnant women, ill persons or other persons that require special assistance to the flight is possible only on the basis of a previous announcement and agreement with the carrier. Passengers with the stated needs, about which the carrier was notified by the lessee, or about any other special assistance, which notified the lessee at the time of booking the travel ticket, about which the lessee notified the carrier in the prescribed time, will not be rejected on the basis of those difficulties or special requirements later.

Children travelling without being accompanied by their parents, or a legal guardian, are sometimes subject to special requirements according to the laws and rules of the country to/from which the flight is carried out. It is the exclusive responsibility of the parents, or the legal guardian, to obtain all the necessary documents, i.e. to meet all such requirements.

ARTICLE 8 BAGGAGE

8.1. FREE CARRIAGE OF BAGGAGE

A passenger may carry one piece of unchecked baggage (hand baggage) and one piece of checked baggage free of charge (unless it is agreed differently in separate agreements, i.e. Aircraft/Flight Lease Agreement, in accordance with the conditions and limitations that are available with the lessee or published on the carrier's website.

General guidelines; the unchecked baggage may not weigh more than 7 kg, and the sum of the dimensions (height + length + width) may not exceed 115 cm, recommended 55 cm x 40 cm x 20 cm. The checked baggage may not weigh more than 23 kg for flights within Europe, and the sum of the dimensions (height + length + width) may not exceed 158 cm.

The carrier may define different limitations connected with the checked and unchecked baggage on particular flights. By a Flight/Aircraft Lease Agreement, different limitations connected with baggage may be defined or, if they are not defined, the limitations from these General Conditions of Carriage shall apply.

The dimensions and limitations of the baggage weight depend on the type of the aircraft and the travel route, and the lessee is obliged to notify the passenger about that. Each piece of the checked baggage should be marked by a baggage tag with the passenger's name and surname, contact address and/or residence (e.g. hotel address, residence address). The name and the surname on the baggage tag must correspond to the data on the ticket and other travel documents.

The carrier recommends that the passenger puts the mentioned data inside the checked baggage as well, and closes and locks the baggage correctly in order to prevent accidental opening during carriage because the baggage was not closed correctly.



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8.2. SURPLUS BAGGAGE

A passenger is obliged to pay a fee for carriage of the baggage that exceeds the weight of the allowed baggage carried free of charge.

8.3. ITEMS UNACCEPTABLE AS BAGGAGE

8.3.1. The passenger may not include in his baggage:

8.3.1.1. Items for which it is probable that they will threaten the aircraft or persons and property in the aircraft, before all, the items that are stated in the Technical Instructions For the Safe Transport of Dangerous Goods by Air, that were issued by the International Civil Aviation Organization (ICAO), in the Rules on Dangerous Goods, that were issued by the International Air Transport Association (IATA), and in the carrier's rules. More detailed notifications are available with the carrier at request or on the carrier's website.

8.3.1.2. The items carriage of which is forbidden by the applicable law, rules or directives of any state from which, through which or to which the flight is carried out.

8.3.1.3. The items which the carrier reasonably finds inadequate for carriage because they are dangerous or unsafe or they are found inadequate for carriage due to their weight, measurements, volume or other characteristics, such as, for example, being fragile and highly perishable, taking care, among other things, about the type of the aircraft by which the flight is carried out. The passenger can get the notification about unacceptable items at request.

8.3.2. Fire arms and ammunition are forbidden to be carried as baggage, unless the weapons and ammunition for hunting or sport are in question. Fire arms and ammunition for hunting or sport can be accepted as checked baggage. Fire arms must be unloaded, locked and adequately packed. Carriage of ammunition is subject to the ICAO and IATA regulations, stated in Item 8.3.1.1.

8.3.3. Weapons such as antique fire arms, swords, knives and similar items can be accepted for carriage as checked baggage on the basis of the carrier's discretionary assessment, but are not allowed for carriage in the passenger cabin.

8.3.4. A passenger must not put in the checked baggage fragile or highly perishable items, food, money, jewellery, precious metals, dioptric or sun glasses, musical instruments, computers and electronic devices, optical or photographic equipment, telecommunication devices, medicines for personal use during travelling, securities, bonds or other valuables, tools, keys, business documents, passports or other identification documents or samples, antiquities or works of art, irreplaceable publications or books.

8.3.5. In case that any item stated in Items 8.3.1., 8.3.2. and 8.3.4. is included in the passenger's baggage, the carrier will not be responsible for any damage or delay in connection with those items.

8.4. RIGHT TO DENY CARRIAGE OF BAGGAGE

8.4.1. The carrier will not accept for carriage as baggage the items described in Paragraph 8.3. and he may deny their further carriage if they are found during carriage.



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8.4.2. The carrier may deny carriage of any item which he reasonably finds unsuitable for carriage due to its weight, measurements, volume or other characteristics, or unsuitable for carriage due to the safety or operating reasons, or due to comfort of other passengers.

8.4.3. The carrier may deny carriage of baggage which, according to the carrier's reasonable opinion, is not suitable and safely packed in suitcases or other adequate containers. The notification about the packaging and containers unacceptable for the carrier is available at request.

8.5. RIGHT TO INSPECTION

For safety reasons, the passenger can be requested to allow the searching, x-ray examination or any other type of examination of himself or his baggage. In case that the passenger is not available, his baggage can be inspected in his absence, in order to determine if the passenger possesses or if his baggage contains any item described in Items 8.3.1. or any weapon or ammunition that were not shown to the carrier in accordance with Item 8.3.2. or 8.3.3. If the passenger does not wish to comply with such a request, the carrier may deny carriage of the passenger or the baggage. If the x-ray examination or another type of inspection cause any damage to the passenger or his baggage, the carrier will not be liable for such damage.

8.6. CHECKED BAGGAGE

8.6.1. During checking in for a flight, the passenger hands over the baggage he wishes to hand over, and gets the baggage identification tag for each piece of the checked baggage.

8.6.2. The checked baggage must be marked by the passenger's name and other personal data.

8.6.3. When that is possible, the checked baggage will be carried in the same aircraft as the passenger, unless the carrier decides to transport it on an alternative flight due to safety or operational reasons. If the passenger's checked baggage is carried by another flight, the carrier will organize, where that is possible, the delivery to the passenger, unless the applicable regulations request that the passenger be present during collecting of the baggage.

8.7. EXCESS VALUE DECLARATION AND FEE

The carrier does not have the conditions to assess the baggage value available so that, accordingly, the passenger may not give a declaration about the value of the checked baggage that exceeds the liability limitations that usually apply.

8.8. HAND BAGGAGE

8.8.1. The carrier may determine the maximum dimensions of the baggage the passenger may bring along into the aircraft. If the carrier does not do that, the baggage the passenger brings along to the aircraft must fit under the seat in front of the passenger or into the overhead locker in the passenger cabin of the aircraft. If the passenger's baggage cannot be placed in the described way, or it is too heavy, or the carrier finds it unsafe for carriage in the passenger cabin for any reason, it will have to be carried as the checked baggage.

8.8.2. Items that are not suitable for carriage in the compartment for carriage of baggage (e.g. musical instruments) or items that do not meet the conditions from Item 8.8.1 can be brought into the passenger cabin only if the carrier was notified about that in writing in advance, and if he gave



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the approval for that. The carrier is entitled to collect a special fee according to the valid tariff for carriage of such items.

8.9. COLLECTION AND DELIVERY OF CHECKED BAGGAGE

8.9.1. The passenger is obliged to collect his baggage as soon as it is available at the place of arrival or stopover. If the passenger does not collect his baggage in a reasonable term, the carrier may charge the passenger for the storage costs. If the passenger does not collect his baggage within the term of three (3) months from the day when he was obliged to collect it, the carrier may dispose with such baggage without any liability towards the passenger.

8.9.2. Only the holder of the baggage bulletin and the identification tag is authorized to request handing over of the baggage.

8.9.3. If the person requesting handing over of the baggage cannot present the baggage bulletin and identify the baggage by the baggage identification tag, the carrier will hand over the baggage to such persons only providing that the said person proves to the carrier his right to collect that baggage.

8.9.4 IRREGULARITIES CONNECTED WITH CHECKED BAGGAGE

Types of irregularities regarding the checked baggage:

- the baggage did not arrive (the baggage did not arrive to the destination or it was lost at the destination)
- damaged baggage
- pilferage (items missing from the baggage)

The passenger must report irregularities regarding the checked baggage, which arose after handing over of the baggage for the flight, to the Lost and Found Office (LL Office) at the airport of the arrival.

ARTICLE 9 SPECIAL CATEGORIES OF PASSENGERS

9.1 Carriage of persons with disabilities and persons with reduced mobility

Carriage of persons with disabilities and persons with reduced mobility is stipulated by the **Regulation EC 1107/2006: Carriage of persons with disabilities and persons with reduced mobility in air carriage**

9.2 Definition

Persons with disabilities and persons with reduced mobility are passengers whose mobility is limited due to a physical disability, mental disability or disorder or any other disability or due to age, and whose condition requires special care by the air carrier. Assistance provided by the air carrier depends on the safety regulations, the equipment of the aircraft and the conditions of airports.

9.3. Limitations

The limitations connected with carriage of persons with disabilities and persons with reduced mobility may be due to the safety regulations and circumstances, such as the type of the aircraft, the layout of the passenger cabin, the total weight or the number of passengers that the aircraft may carry, the number of the crew members that can assist passengers in an emergency evacuation, and any other issues that refer to the emergency procedures. In exceptional cases, a passenger will not be accepted to a flight if that would bring the aircraft, other passengers, the crew or the passenger



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himself into any type of risk. With a previous written notification, the carrier will assess the passenger's specific situation and determine if he is able to meet the needs for carriage in the best possible way and advise the passenger regarding the limitations of carriage that may refer to a particular specific case.

The carrier must be notified about carriage of a person with disability and a person with reduced mobility who needs assistance at the latest 48 hours before the departure by the passenger or the charterer.

9.4 Types of assistance

Persons with disabilities and persons with reduced mobility have the following types of assistance available:

Type of assistance - WCHC

A passenger who needs assistance at the airport (departure and arrival), during entering the aircraft and disembarking it, and sitting down and getting up from the seat in the aircraft.

Type of assistance - WCHS

A passenger who needs assistance at the airport (departure and arrival), and on the steps to the aircraft.

Type of assistance (PETC)

A passenger who travels with a guide dog or an assistance dog and who needs to have ensured:

- Escort through the airport (departure and arrival) to his seat in the aircraft; and
- Special safety instructions by the cabin crew

The passenger who travels with a guide dog or an assistance dog must possess the certificate that the dog was specially trained, as well as the valid travel documents. Carriage of this type of dogs is not charged additionally.

Type of assistance BLND

A blind or visually impaired passenger who needs to have ensured:

- Escort through the airport (departure and arrival) to his seat in the aircraft; and
- Special safety instructions by the cabin crew

ETF Airways is not able to accept for carriage STCR (a passenger who can be transported only on a stretcher in the supine position).

The passenger who travels with an electric wheelchair or a mobility scooter is obliged to submit the data about the type, model and weight of the wheelchair or the scooter, and the height when it is folded, at least 48 hours before the flight. The battery of the wheelchair or the scooter must be a dry/gel battery or a lithium-ion battery. (Lithium-ion batteries must not exceed 300 watts in all. If the wheelchair or scooter has two lithium-ion batteries, each must not exceed 160 watts.) The battery must be turned off, and the exposed terminals must be protected against short circuit. The key of the wheelchair or scooter must be taken out or it must be turned off by the control handle, a switch or an isolation key or another isolation mechanism. When the wheelchair or scooter are folded, their dimensions must correspond to the dimensions of the cargo loading door to be accepted for carriage. The wheelchairs and mobility scooters may not be in the aircraft cabin.



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The passenger is recommended to have an additional travel insurance, so that the mobility means would be covered, since the carrier's liability is limited by the Montreal Convention of 1999. The instructions for the wheelchair or scooter should also be brought to the airport.

9.5. Medical cases

In specific cases, the passenger is obliged to present the medical certificate that was issued 7 days before the flight at the latest and that confirms that the passenger is ready for the flight. The certificate is obligatory in the following cases:

- Within 21 days from the day of the flight, the person had a heart attack;
- Within 10 days, the person had a stroke;
- Within 7 days, the person delivered a child, in case of a caesarean section or surgery, this term is 10 days;
- A baby that was born within 3 days;
- The passenger suffering from decompression sickness;
- Within 14 days, the person had pneumonia;
- The person cannot take a sitting position;
- Within 14 days, the person had a head trauma;
- The person has a bone fracture;
- The person is pregnant for more than 28 weeks. The certificate should be issued at the latest two weeks before the booked flight and it needs to be submitted to the carrier for checking so that he would approve carriage. The carrier may deny carriage if the person does not possess the certificate. After the 36th week of pregnancy, carriage is not allowed, or after the 32nd week in case of a pregnancy with difficulties or a multifetal pregnancy.
- You may not travel after the 36th week of pregnancy or the 32nd week if you have a complicated pregnancy or carry twins, triplets or so on;
- The person suffers from severe venous thrombosis;
- The person suffers from severe mental illness (the passenger must have a person accompanying him, whose seat in the aircraft is next to his);
- The person has an infectious disease or a skin condition that can threaten other passengers and/or crew members of the aircraft ;
- The person has an illness that can get worse during the flight;
- Other health circumstances that can threaten either the safety of the flight or the safety of passengers;

Passengers who suffer from asthma need not have a medical certificate, however, the carrier must be informed about such a passenger 120 hours before the departure. The passenger's own oxygen tank must be approved for air carriage in the cabin of the aircraft. For carrying of the passenger's oxygen tank in the cabin of the aircraft, a previous carrier's approval is necessary. During the flight, the passenger is allowed to use the oxygen tank only under the supervision of the aircraft crew.

The passenger suffering from diabetes is allowed to carry medicines he will need during the flight in his hand baggage.



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Overweight passengers must book two seats and notify the aircraft crew about the need for an additional safety belt.

9.6. Carriage of children

Children at the age of 8 days to 24 months must sit in the lap of an adult person with use of the safety belt for infants which is provided by the cabin crew or on their own seat if such carriage was announced in advance and approved by the carrier. Maximum 2 children at the age of 8 days to 24 months can fly with one adult person. Children over the age of 24 months should have a separate seat in the aircraft which needs to be booked in advance. Children under 5 years of age are not allowed to travel unaccompanied by an adult person.

Children that travel unaccompanied by an adult person (UM):

- children at the age of 5 to 12 are allowed to travel unaccompanied by an adult person, providing that an adult person accompanies them to the place of departure before the flight, that the carrier gets a written confirmation on the standard form with all the prescribed data about the child, about the persons that accompanied the child at the place of departure and about the persons which will meet the child at the destination. From the place of departure to the destination, care about the child is taken by professional and educated personnel.

- children aged 12 to 16 are allowed to travel unaccompanied by an adult person. A child can get the assistance of the professional personnel at the parents' written request (MAAS) during booking of the seat.

The request forms (UM/MAAS) are available at request. Care about children at the UM/MAAS request is charged additionally.

If a child travels without a parent or a guardian, it is necessary to ensure all the necessary documents for travelling of the child in accordance with the applicable laws and regulations.

9.6. Animals

The carrier may accept for carriage only the passenger's dogs and cats, and they will be transported only under the following conditions:

9.6.1 The passenger must ensure that dogs and cats are adequately placed in adequate cages or other containers, and that they are accompanied by a valid health certificate, and the certificate about the vaccination, entry permits and other documents that are required by the countries to which or through which carriage is carried out. If the stated conditions have not been met, the animals will not be accepted for carriage. Carriage of animals can be subject to additional conditions determined by the carrier, and the passenger can request the notifications about those conditions from the carrier.

9.6.2. If they are accepted as baggage, it will not be possible to hand over the animals, together with their cage or container and food that is transported, as a part of the baggage that is transported free of charge, but they will be the excess baggage for which the passenger will pay the fare that applies.

9.6.3. Guide dogs accompanying a visually impaired person or a trainer will, together with their cage or container, and food, be carried free of charge in accordance with the conditions determined by



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the carrier, about which the passenger may request an additional notification from the carrier, and they will not be reckoned in the allowed baggage transported free of charge.

9.6.4. The carrier is not responsible for an injury, loss, illness or death of an animal, or for the case that an animal is denied entry into any country, state or territory, or crossing over them.

9.7. Responsibility of carrier

If there is a probability that passenger's health will be threatened or there is a possibility of an injury due to the passenger's age, physical or mental condition, carriage of the passenger will be done exclusively under the condition that the carrier is not responsible for possible deterioration of the health condition, death or other damage arisen as the consequence of carriage.

10. DISTURBANCES CONNECTED WITH PERFORMING OF SCHEDULED FLIGHTS

The carrier will endeavour to observe the announced schedule of flights valid on the date of travelling.

A change of the time of the flight happens very often due to reasons beyond the control of the carrier, so that the carrier cannot guarantee for the announced times.

In such cases, the lessee or the carrier will endeavour to notify the passenger about the change of the time if the passenger gave the contact details during the ticket purchase. In case that a change of the time is significant and the new time is not suitable for the passenger, the passenger is entitled to desist from travelling and request the reimbursement of the paid funds from the agent from which he bought the ticket.

10.1. Denial of boarding, delay and cancellation of flight

In case of a denied boarding, a cancelled flight or a longer delay, the passenger's rights and the carrier's obligations in air carriage are stipulated by the applicable law.

10.2. Field of application

The provisions 10.2.1, 10.2.2., 10.2.3. apply as follows:

- a) to the passengers travelling from an airport situated within the European Union, i.e. signatory states of the ECAA Agreement and to the passengers travelling from an airport located in a third country to an airport within the European Union, i.e. a signatory state of the ECAA Agreement, unless the same have received benefits or a compensation and have been provided assistance in that third country;
- b) if passengers have a confirmed booking for a specific flight and register for a flight: as it is stated by the carrier, or if the time was not stated, not later than 45 minutes before the announced time of departure;
- c) to the passengers that bought the ticket at a fare that is available to the public, directly or indirectly, as well as to the passengers which were issued a ticket through a passenger reward program or through other commercial programs of the carrier;



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d) on the flights in which ETF Airways is the actual carrier.

The provisions 10.2.1, 10.2.2., 10.2.3. do not apply to the passengers travelling free of charge or at a reduced fare that is not available to the public directly or indirectly.

10.2.1. Flight delay

A flight delay is taking off after the scheduled time:

- 4 hours for the flights longer than 3500 km
- 3 hours for the flights with the length between 1500 and 3500 km, and the flights within EU longer than 1500 km
- 2 hours for the flights up to 1500 km.

If a flight delay longer than the stated one is expected, passengers are entitled to care while waiting, which includes:

- free meals and drinks reasonably proportional to the time of waiting
- a hotel accommodation if necessary
- two short telephone calls, telefax or e-mail messages
- if the delay exceeds 5 hours, and the passenger desists from the flight, he is entitled to get the reimbursement of the value of the ticket at the price at which it was purchased within the term of 7 days, for the part or parts of the journey that were not realized and for the part or parts of the journey that have already been realized if the flight does not serve the purpose of the original passenger's itinerary any more, together with, when that is relevant, the return flight to the first point of departure as soon as that is possible.

10.2.2. Denied boarding

When a passenger having a valid booking for a flight boarding is denied because of too many passengers on the flight, the passenger is entitled to:

- care and reimbursement of the money for the unused ticket or parts of the ticket
- redirecting under similar conditions to the earliest flight to the final destination
- depending on the availability of the seat, he may choose redirecting to a flight to the final destination at a later date
- a cash compensation, i.e. indemnity, if boarding was denied against the passenger's will
- the amount of the cash compensation, i.e. indemnity depends on the length of the regular flight or an alternative flight that is proposed, and it amount to:

- a) EUR 250 for flights up to 1500 km
- b) EUR 400 for flights from 1500 to 3500, and
- c) EUR 600 for other flights that are not under a) and b).

If an alternative flight is offered, and the time of landing of that flight in relation to the flight to which the passenger was denied boarding does not exceed:



- a) 2 hours for flights up to 1500 km
- b) 3 hours for flights between 1500 and 3500 km, and for flights within EU longer than 1500 km
- c) 4 hours in relation to all other flights

the above stated amounts of the compensation will be reduced by 50% (i.e. EUR 125, EUR 200 and EUR 300).

10.2.3. Flight cancellation

In case of a cancellation of the flight for which a passenger has a valid booking, the passenger is entitled to redirecting, care, a cash refund and an indemnity, the same as in case of denied boarding.

The passenger does not realize the right to a compensation if he was notified about the cancellation of the flight:

- at least two weeks before the departure according to the scheduled take-off time, or
- from two weeks to seven days before the departure according to the scheduled take-off time even if the passenger was offered an alternative flight for which the time of departure is two hours before the original take-off time at the most, and it will not cause a delay at the final destination of more than 4 hours from the scheduled original time of landing, or
- less than seven days before the time of departure according to the flight schedule, and the passenger was offered an alternative flight for which the time of departure is one hour before the original take-off time at the most, and it will not cause a delay at the final destination of more than 2 hours from the scheduled original time of landing.

The carrier is not responsible and the passenger does not have these rights if the flight is cancelled due to extraordinary circumstances that could not be avoided, even if all the reasonable measures had been undertaken.

10.2.4. The passenger should submit the request for payment of the compensation within the term of 15 days reckoning from the day when he was denied boarding, i.e. from the day when the flight that was cancelled was supposed to take place.

10.2.5. The compensation will be paid in cash, by a bank remittance to the account or, if that is acceptable for the passenger, by MCO (voucher). If the compensation is paid as MCO, the amounts of the cash compensation will be increased by 25%.

10.2.6. The compensation will be paid in the currency of the country in which payment is carried out.

10.2.7. The compensation will be paid by the carrier or the charterer.

10.3. REPLACEMENT OF CARRIER/AIRCRAFT

The carrier keeps the right to replace the aircraft for a specific flight or determine other carriers that will carry out that flight.



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ARTICLE 11 BEHAVIOUR IN AIRCRAFT

11.1. GENERAL

If, according to the carrier's assessment, a passenger behaves in an aircraft so that he threatens the aircraft or any person or property in the aircraft, or disturbs the crew members in performing of their duties, or if he does not observe the instructions of the crew members (including, among other things, the instructions regarding smoking, drinking alcohol or consuming drugs), or if his behaviour is such that it causes uneasiness or discomfort, damage or injuries to other passengers and the crew, the carrier may undertake measures he finds necessary to prevent that such behaviour be continued, including also limiting the freedom of such a passenger. In the mentioned cases, the passenger may be disembarked from the aircraft or he may be forbidden to continue the journey at any point of landing, and legal proceedings can be initiated against the passenger due to the offences committed on board the aircraft and the compensation of the damage caused may be requested from the passenger.

11.2. ELECTRONIC DEVICES

For safety reasons, the carrier may forbid or limit the use of the electronic equipment in the aircraft including, among other things, mobile phones, laptops, mobile tape recorders, mobile radios, CD players, electronic games or transmitting devices, including remote controlled toys, walkie-talkies and the devices equipped with a laser. The use of hearing devices and pacemakers is permitted.

ARTICLE 12 ARRANGEMENTS FOR ADDITIONAL SERVICES

12.1. If the carrier concludes an arrangement with a passenger on behalf of a third person, by which he undertakes to ensure to the passenger or a third person some services different from the air carriage service, or if the carrier issues a ticket or a voucher that refers to carriage or a service different from air carriage on behalf of a third person, for example, hotel reservations or renting of cars, the carrier does that only as an agent of that third person, and the conditions stipulated by those persons will apply on those services, and not the General Conditions of Carriage of ETF Airways. Pursuant to that, ETF Airways is not liable for any aspect of such services, or for delayed or incorrect information or for the lack of the information.

ARTICLE 13 ADMINISTRATIVE FORMALITIES

13.1. GENERAL

The passenger is obliged to obtain and have with him all the necessary documents and visas, and to observe all the laws, regulations, directives and requirements for travelling of the country from which he departs, to which he comes or through which he transits. The carrier is not liable for the consequences arising due to the passenger's inability to obtain the necessary documents or visas or to comply with the laws, regulations, directives, requirements, rules or instructions of the country of departure, transit and destination.

13.2. TRAVEL DOCUMENTS



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Before travelling, the passenger must present all the exit, entry, health or other documents required by the laws, rules, directives, requirements or conditions of the countries which are in question and he will allow the lessee or the carrier to make and keep copies of those documents. The carrier keeps the right to deny carriage of a passenger that did not comply with the applicable law, rules, directives, requirements or conditions or whose documents the lessee or the carrier finds not valid.

13.3. DENIAL OF ENTRY TO COUNTRY

The passenger who was denied the entry to any country is obliged to pay any fine, or compensation, imposed on the carrier by the public law authority of that country, as well as the costs of carriage of the passenger from that country. The paid fare to the place where the passenger was denied the entry will not be reimbursed.

13.4. PASSENGER'S LIABILITY FOR FINES, COSTS OF STAY AND SIMILAR COSTS

If the carrier is obliged to pay any fine or make any payment because the passenger did not comply with the laws, rules, requirements, directives and conditions of a specific country, or did not present the necessary documents, the passenger will be obliged, at the request of the carrier or the lessee, to compensate all the costs that were paid by the carrier. For the purpose of settling the mentioned fines, deposits or costs, the carrier is entitled to use the value of carriage not carried out per the passenger's travel ticket or any cash funds of the passenger in the carrier's possession.

13.5. CUSTOMS INSPECTION

If that is required, the passenger will be present at checking of his baggage, that will be carried out by the customs or other public law officials. The carrier will not be liable for any damage the passenger suffers during checking, or for any damage the passenger suffers because he did not meet this requirement.

13.6. SAFETY CHECK

The passenger will undergo any safety check by a public law authority, the officials of the airport, the carrier or other carriers.

ARTICLE 14 LIABILITY FOR DAMAGE

The liability of ETF Airways and every other carrier that participates in the passenger's journey will be determined by the Conditions of Carriage of each of them.

14.1. Provisions of the carrier about liability:

14.1.1. Unless it is stated differently herein, the carrier's liability for international carriage is determined by the rules and limitations established in the Convention.

14.1.2. Unless it is stipulated differently regarding carriage that is not considered international carriage according to the provisions of the Convention, the liability of the carrier is determined by the Law.



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14.1.3. Article 14 of these General Conditions of Carriage is the summary of the rules about the liability from the Montreal Convention and the Law, but, in case of inconsistency with the Convention and the Law, or other applicable regulations, the Convention, the Law or other applicable regulations have the priority and shall apply.

14.2. Damage compensation in case of death or bodily injury

14.2.1. The carrier is liable only for the damage suffered in case of death or bodily injury of a passenger providing that the accident that caused death or injury happened in the aircraft or during the boarding or disembarking procedure.

14.2.2. In case of damage claims the amount of which does not exceed SDR 128,821, the carrier can be completely or partially relieved of the liability if he proves that the damage was caused by, or may be assigned to negligence, or another harmful act or omission of the person requesting the compensation in the extent in which that negligence, or another harmful act or failure caused the damage or contributed to it.

14.2.3. In case of damage claims the amount of which exceeds SDR 128,821, the carrier may be completely or partially relieved of the liability up to the extent in which it exceeds SDR 128,821, if he proves that the damage did not arise due to negligence or omission of the carrier, or the persons that operated according to his order and instruction or that the damage arose exclusively due to negligence or harmful behaviour or omission of a third person.

14.3. Payment of advance

14.3.1. In case of damage claims due to death of a passenger, the carrier will pay the amount in the corresponding value of SDR 16,000 per passenger to the person authorized for damage compensation within the term of 15 days from the day of identification of that person, for the purpose of meeting his urgent needs regarding the harmful event. Thus paid amount will not mean the recognition of the carrier's liability, and it will be included in the final amount of the compensation that the authorized person is entitled to request from the carrier. The stated amount shall not be returned to the carrier except in cases when it is proved that the person who received that payment, or the deceased or injured passenger, caused the suffered damage completely or partially, i.e. that the person who received that payment was not authorized for the same.

14.4. Delay in carriage of passengers and baggage

14.4.1. In case of a damage caused due to a delay in carriage of passengers, the carrier is liable for the damage, unless he undertook all the reasonable measures in order to avoid the damage or such measures could not have been undertaken. The carrier's liability is limited to the corresponding value of SDR 5,346 per passenger.

14.4.2. In case of a damage caused due to the delay in carriage of baggage, the carrier is liable for the damage, except in case when the carrier undertook all the reasonable measures in order to avoid the damage or such measures could not have been undertaken. The carrier's liability is limited to the corresponding value of SDR 1,288 per passenger.

14.5. Destruction, loss or damage of baggage



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14.5.1. The carrier is not responsible for the damage arisen by the loss, destruction or damage of hand baggage except if the damage was caused by fault of the carrier or the person engaged in carrying out of carriage according to the order or on behalf of the carrier. If the passenger is partly liable for the damage from this Sub-item, the carrier's liability will be determined in accordance with the provisions of the applicable law that refer to divided liability.

14.5.2. Except if the damage is caused by intention or gross negligence of the carrier, the carrier's liability in case of a damage on the checked and hand baggage will be limited to the amount of SDR 1,288 per passenger. If the weight of baggage is not stated in the baggage bulletin, it is supposed that the total weight of the checked baggage does not exceed the weight that is carried free of charge, according to the carrier's rules for the class in question.

14.6. GENERAL PROVISIONS

14.6.1. The carrier will be liable only for the damages that arise during carriage on the parts of the flight for which the carrier's carrier designation code appears in the column "carrier" on the travel ticket for that part of the flight. However, as for the checked baggage, the passenger is authorized to invoke the liability either of the first or the last carrier or that carrier on whose part of the journey the damage arose, and all the stated carriers will be liable to the passenger jointly and severally.

14.6.2. If the carrier issues his own travel ticket on which the carrier's carrier designation code is stated, but carriage is carried out by another carrier, the carrier will be considered the contractual carrier and will be liable for the damage arisen to the passenger on that flight jointly and severally together with the actual carrier.

14.6.3. If the carrier issues his own travel ticket on which the carrier designation code of another carrier is entered in the column "carrier" or if he collects the baggage for a flight of another carrier, he does that only as an agent of that other carrier.

14.6.4. If the carrier's liability towards the passenger is ascertained, the carrier will compensate the passenger for the damage the existence of which the passenger proves and for which it is proved that it arises directly from the carrier's harmful action, in accordance with the Convention or the Law. The carrier will in no way be liable for any lost profit, any loss or damage that arose indirectly from the carrier's violation of the contract or an obligation towards the passenger, any indirect or ancillary loss or any indirect or ancillary damage when the passenger travels for business purposes.

14.6.5. The carrier will not be liable for an injury of a passenger or for a damage on the passenger's baggage if the injury or damage was caused by items found in the passenger's baggage. Any passenger that causes an injury to other persons by his items, or a damage on items of other persons or on the carrier's items, will have to compensate the carrier for all the losses or costs that were caused to him that way.

14.6.6. The carrier will not be liable for a loss or damage on fragile or highly perishable items, on money, jewellery, precious metals, dioptric or sun glasses, musical instruments, computers or electronic devices, optical or photographic equipment, telecommunication devices, securities, bonds or other valuables, keys, business documents, passports or other identification documents, tools, samples and other items that are included in the passenger's checked baggage in spite of the prohibition stated in these General Conditions of Carriage.



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14.6.7. If a person whose age or mental or physical condition is such that it is dangerous or risky for that person, the carrier will not be responsible for any illness, injury or disability, including also death of that person, if that illness, injury, disability or death is the consequence of the mentioned condition of that person. The carrier will also not be responsible for deterioration of the condition of such person.

14.6.8. The carrier is not liable for any damage that is the result of the carrier's observing of any applicable law or decisions, directives or requirements of any public law body, or if such a damage is the result of passenger's failure to observe those same laws, decisions, directives or requirements.

14.6.9. The contract of carriage, including these General Conditions of Carriage, as well as any exclusion or limitation of the carrier's liability, will also apply in favour of the agents, employees or representatives of the carrier and in favour of any person whose aircraft is used by the carrier, including also the agents, employees or representatives of such person. The total amount of the indemnity received from the carrier and such agents, employees, representatives and persons will not exceed the amount of the limitation of the liability that refers to the carrier.

14.6.10. Unless it is stated differently, nothing contained in this article will mean that the carrier waived any exclusion or limitation of the liability that he has available on the basis of the Convention, Law or the applicable law.

ARTICLE 15 TERMS FOR MAKING CLAIMS AND FILING SUITS

15.1. NOTIFICATION ABOUT COMPLAINT

Accepting of the baggage of the holder of the baggage bulletin without remarks at the time of handing over is a sufficient proof that the baggage was handed over in good condition and in accordance with the contract of carriage, unless the passenger proves to the contrary.

The carrier is not liable for a damage on the checked baggage if a passenger does not make a complaint to the carrier immediately after finding the damage, and at the latest within the term of seven (7) days from the day of collecting the baggage. In case of a delay with handing over the checked baggage, the carrier is not liable for a damage if a passenger does not make a complaint to the carrier within the term of twenty one (21) days from the day when the baggage was handed over to him. Every complaint must be submitted in writing.

The carrier is not liable for a damage compensation in case of a delay in carriage of a passenger if the passenger does not submit a written request (complaint) to the carrier within the term of 15 days from the day when the flight was carried out.

15.2. DAMAGE CLAIMS PURSUANT TO REGULATION EU 261/2004

15.2.1. This Article applies to damage claims pursuant to the Regulation EU 261/2004.

15.2.2. Passengers are obliged to/must submit the claim directly to ETF Airways and enable ETF Airways to respond to them directly within the term of 30 days, i.e. in the legally prescribed term



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(depending on which is shorter) before the engagement of third legal persons that would claim the damage on behalf of the passenger by a legal process.

15.2.3. ETF Airways will not process damage claims of a third party if the subject passenger has not submitted a damage claim directly to ETF Airways and enabled ETF Airways to respond to the passenger, in accordance with Article 15.2.2.

15.2.4. A passenger may submit a claim to ETF Airways on behalf of other passengers from the same booking. ETF Airways may request a proof that the passenger has the consent of other passengers in the booking to submit the claim on their behalf.

15.2.5. In accordance with the rules of ETF Airways, all payments and reimbursement of the funds will be carried out to the bank account of the passengers in the booking or to the card that was used for payment of the aircraft ticket/booking. ETF Airways may ask for a proof that the passenger is the holder of the submitted bank account.

15.3. LIMITATION PERIOD

The damage claim for any damage becomes obsolete in two years reckoning from the day when the aircraft arrived or should have arrived to the place of destination or from the day when carriage was stopped. The way of reckoning the limitation period will be determined by the applicable law of the competent court.

ARTICLE 16 MODIFICATIONS AND WAIVER

No agent, employee or representative of the carrier is authorized to change, modify or waive any provision of these General Conditions of Carriage.

ARTICLE 17 OTHER CONDITIONS

Carriage of a passenger and his baggage is also governed and stipulated by the conditions that refer to the carrier or that were accepted by the carrier. These conditions, that are changed from time to time, are also important. Among other things, those conditions stipulate:

- (i) carriage of unaccompanied minors, pregnant women and ill passengers
- (ii) the restriction on using electronic devices and equipment
- (iii) consumption of alcoholic beverages in the aircraft
- (iv) visa regimes.

The conditions and rules that refer to the issues stated in this Article can be obtained from the carrier at request.



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ARTICLE 18 AUTHENTICITY OF TEXT

Only the Croatian text of these General Conditions of Carriage is authentic. If there are differences between the English and the Croatian text of these General Conditions of Carriage, the text written in the Croatian language shall be competent for their interpretation.