

FREQUENTLY ASKED QUESTIONS

PASSENGER Q & A

Q. Are there any restrictions about which airline my customer flies to Europe on?

A. None whatsoever. You may travel by whichever means you wish to get to Europe.

Q. Do children, students or seniors get an additional discount?

A. No. The FlightPass is already heavily discounted. It's the same price for everyone.

Q. Can I fly the same route more than once?

A. Yes. As each FlightPass is "open" you can come and go as you please.

Q. I hold a foreign passport but reside permanently outside of Europe. Can I purchase the FlightPass?

A. Yes, providing your passport includes a residency visa. Carriers will check these details at airport check-in.

Q. I noticed there are some gaps in the Europe By Air Network.

A. At this time, "what you see is what you get", however, Europe By Air is totally committed to expanding the program with new and exciting destinations and carriers. Look how we've grown. We started with only 9 carriers to 50 destinations and now have over 20 carriers and over 170 destinations. We're growing all the time. Keep checking the website for new routes and carriers!!

Q. I notice on the map and City list that some routes are only available in one direction. Is that correct and why?

A. Yes, there are a few routes that are one directional only. For example, passengers can fly on Croatia from Zagreb to Frankfurt. However passengers cannot fly from Frankfurt to Zagreb because Croatian do not have their own ticket counter at Frankfurt airport to collect airport taxes and the FlightPass ticket.

RESERVATIONS

Q. Must I make flight reservations in advance?

A. It is highly recommended, but you don't have to. Reservations can be made prior to departure or upon arrival in Europe. Please keep in mind these flights sell out just like any other airline ticket. Be mindful of the peak travel times and consider European holidays to avoid disappointment if your desired flights are not available if you wait.

Q. Can I change or cancel a reservation?

A. Yes, of course and there is NO charge for changes or cancellations.

Q. What if they cannot find my booking? What do I do?

A. Ensure you obtain a record locator when making your bookings. The carrier will quote this to you over the phone. It is your reference i.e. confirmation number which ensures you are indeed confirmed.

PASSENGER CHECK-IN

Q. Are there any special airport check-in times or conditions?

A. Flying internationally within Europe always involves extra time as your passport, ID Card or boarding cards will be checked at Passport Control and again at the departure gate. Extra time will also be needed for paying local airport taxes at the Airline's Ticket Sales Desk prior to proceeding to the check-in counter. European airlines can reject passengers who present themselves for check-in less than one (1) hour prior to scheduled departure.

Q. What is my baggage allowance?

A. You are allowed 44lbs or 20 kilos

Q. If I am connecting to another airline, can I check my luggage through to the final destination?

A. A few airlines allow luggage to be checked to your final destination. However, in all cases involving two different airlines you will have to personally check-in for each flight.

Q. Can I check in for a connecting flight in the Transit area?

A. No, all check-in and tax payments must be done in the Airport's Main Terminal.

AIRPORT TAXES

Q. How much are airport taxes?

A. Taxes vary greatly from country to country. Taxes can be as much as \$75 USD.

Q. How do I pay the airport taxes?

A. The easiest way will be to carry a credit card. Some carriers will accept payment by a credit card over the phone at the time of booking. If they do not or you do not carry a credit card, you will have to pay cash at the airlines ticket desk prior to checking in. Note that most carriers require taxes paid in local currency. Again allow yourself more time if you need to pay at the airport or cash money to obtain local currency and proceed to the airline ticket sales desk.

PASSENGER RIGHTS

Q. Since my ticket is "heavily discounted", what happens if the flight I checked in for is delayed or cancelled?

A. You will be treated the same as any other fare paying passenger.

Q. What about denied boarding?

A. Just as in the US, airlines may book more passengers than seats available. In most cases, carriers in this situation will ask for volunteers to step aside and provide them with compensation. This could involve cash, free tickets, accommodations, or all three. If sufficient volunteers are forthcoming they will usually require some economy passengers to stand down.

Q. What do I do if they lose my luggage?

A. Again you will be treated as any other fare paying passenger. The airline responsible will help you to recover your luggage or advise how to claim.

PASSENGER RULES – “NO NO’s”

Q. What happens if I fail to show up for a pre-confirmed flight?

A. Bad news! Failure to advise the carrier of a cancellation will result in the forfeiture of one pass and loss of any taxes paid when booking the sector. Letting the carrier know prior to departure will save you money!

Q. Can I give one of my passes to someone?

A. Sorry. Passes are non-refundable and non-transferable. Only the person named on the FlightPass is eligible to travel on that pass.