

# General Terms of Business and Carriage for flights to/ from the United States of America and Canada (GTBC of Condor US/ CAN)



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## 1.0 Area of application

These General Terms of Business and Carriage (GTBC) apply to the air carriage contracts for flights to and from the United States of America/ Canada entered into between you and Condor in which Condor is the carrier.

Condor has entered into agreements with other airlines, on the basis of which Condor is entered as air carrier in the carrier column on your ticket despite the fact that the carriage may be executed by another airline. If Condor or our airline code (DE) is entered as the air carrier, the carriage is subject to these GTBC. If your carriage is to be executed by another airline, we will inform you of this as soon as possible. In the event that an aircraft from another airline is used, we undertake to only use such airlines as comply with our safety standards and which have been approved by the German Federal Aviation Authority (Luftfahrt-Bundesamt) or by the relevant European aviation authority.

## 2.0 Payment and fare

### 2.1 Payment

The prices confirmed with the booking apply only for the carriage from the actual place of departure to the destination for the person(s) and flight times mentioned in the booking confirmation. Payment is due in full when the booking is made.

Payment of the total fare can be made when booking in a travel agency, by telephone or via our website by credit card (Eurocard/MasterCard, VISA, American Express) or by direct debit. As payment is due in full when booking, your credit card is charged or account debited with the fare immediately and, at the same time, the carriage documents are dispatched.

In the case of payment by credit card, Condor assesses a payment transaction fee of EUR 8 per booking. The direct debit method of payment is only possible for customers of a financial institution based in Germany for bookings made no later than one day prior to departure, in which case the person booking must be identical with the account holder.

Condor reserves the right on some of its routes to rule out certain payment options for technical reasons. In cases of nonpayment or late payment (default of payment), we are entitled to charge default interest. In the case

of a returned debit payment due to information wrongly communicated by you or insufficient bank funds, Condor is entitled to assess a flat charge for the return debit. In case of a returned debit note before the date of departure, the flat charge is € 7.50 per reservation; payments at the ticket counter shall carry a flat charge of € 22.50 per booking. In the case of a returned debit note after the departure date the flat charge is € 26 per reservation unless you provide evidence that, due to the returned debit payment, no (or less) loss has been incurred. Should no payment of the fare be forthcoming despite notice of default, Condor is entitled to cancel the carriage contract and claim compensation in accordance with the cancellation regulations applicable to the booking concerned. It is not necessary to set a further payment deadline if the flight departure is imminent and consequently no further payment deadline is feasible prior to departure. In such cases, Condor may cancel the contract with immediate effect and refuse carriage.

Any partial payments you make on an existing receivable are applied first against the oldest receivable. A payment which is insufficient to clear a receivable in full is applied first against interest and then against the fare.

## **2.2 Fare**

The services and prices confirmed with the booking apply.

## **3.0 Seat reservation and reservation of special services**

### **3.1 Seat reservation**

Seats can be reserved up to 48 hours prior to departure. A handling fee is charged for processing seat reservations. This service is only available on Condor flights with our airline code (DE) and Condor fleet aircraft.

The cost for short- and medium-haul routes is EUR 10 per person and route. The cost for long-haul routes is EUR 15 per person and route.

On short- and medium-haul flights, we also offer the possibility of reserving seats located adjacent to emergency exits. These seats offer extra leg room and can be booked on short- and medium-haul connections for EUR 20 per person and route.

We must draw your attention to the fact that due to safety regulations imposed by the authorities the following groups of persons may not sit in exit rows / emergency exit seats (XL seats):

- Babies and children under 12 years
- Expectant mothers
- Persons taking animals with them in the cabin
- Persons with physical and/or mental impairments
- Persons with restricted mobility

By reserving a seat adjacent to one of the emergency exits, you warrant that the above-mentioned criteria do not apply to you or persons booked by you. Moreover, you must be prepared to assist the on-board staff in an emergency. This presupposes that you can follow the crew's instructions given in German or in English. Should this not be the case, Condor is entitled to assign another seat to the person concerned without he or she having an entitlement to reimbursement of the seat reservation charge paid. Should it prove impossible to assign an alternate seat to the person concerned, having exhausted all available options, Condor is entitled to refuse any carriage at all.

The seat reservation and the costs involved are valid from the last German airport to the first foreign airport and vice versa. We apologize for any inconvenience caused due to the fact that the seats in the first row cannot be reserved in advance as they are intended for use by families travelling with infants under 2 years.

Children aged 2-11 pay the adult tariff for a seat reservation.

We advise you to make your seat reservations no later than 48 hours prior to departure. The reservation can still be made with us even after you have booked or in the case of package tour customers. For Condor Comfort Class and Premium Economy Class customers, the seat reservation, if available, is included in the fare at no extra charge .

### **3.2 Reservation of special services**

You can also book numerous other special services with Condor such as the carriage of sports baggage and special baggage, and premium and special meals. In the event that a reservation is changed or a special service cancelled, Condor is entitled to charge a handling fee of EUR 10 per special service booked or reservation made.

Special services are payable directly when booking by credit card or via the electronic direct debit method of payment.

### 3.2.1 Premium & special meals

Instead of the regular on-board service, we also offer on our international flights a selection of special meals – our premium meals.

Moreover, it is possible to order the following special meals: vegetarian, diabetic, gluten-free, muslim, kosher food, non-lactose, and children's meals. The order can be made directly through your travel agency or our service center when booking or no later than 48 hours, prior to departure. Prices for premium and special meals are provided online at [www.condor.com](http://www.condor.com).

### 3.2.2 Travel Xtra

The Travel Xtra package can be booked exclusively in conjunction with Condor flight-only bookings and includes a free seat reservation (excepting XL seats), 10 kg extra free baggage and Rail & Fly for a price of EUR 23 per person and route.

The Travel Xtra package cannot be booked in conjunction with a flight booking booked via a tour operator as a flight-only booking or package tour booking.

The order can be made directly when booking or no later than 48 hours prior to departure via your travel agency or our service center.

If purchased online, the Travel Xtra product is only available via the German website.

Prices for travel xtra are provided online at [www.condor.com](http://www.condor.com).

## 4.0 Ticket

Condor renders the agreed carriage service only on behalf of the passenger named in the ticket or other carriage document; the passenger must prove his or her identity by way of a valid ID document. The passenger's first name and surname must be the same in both cases. Carriage documents are non-transferable. If you are not travelling with an electronic ticket, you have an entitlement to carriage only upon presentation of a valid carriage document issued in the name of the passenger in conjunction with a valid ID document. When booking, please ensure that your name and that of any persons travelling with you fully correspond with those shown in the relevant ID documents you carry with you.

## 5.0 No-shows, rebooking, replacement persons

### 5.1 No-shows

In accordance with the regulations set out below, you are entitled at any time to cancel the carriage contract prior to the departure of the flight. In your own interest and in order to avoid any misunderstandings, you are urgently advised to do so in writing and indicate your booking or reference number. Not showing up for a flight is also considered to be a cancellation thereof as far as we are concerned. The receipt of your cancellation either by us or by our contractual partners during standard business hours determines the point in time at which you cancel the carriage contract.

In the case of cancellation, we are entitled to demand payment of the agreed remuneration. However, we set off against this the amounts which we usually save due to the cancellation of contract or which we have acquired by way of alternative use.

If your reservation is made one week or more prior to a flight's departure and your cancellation is made within 24 hours after your reservation, no cancellation fee or penalty will apply.

The compensation due us is based on the price of carriage excluding tax and fees. Other terms of compensation apply to special reservations and seat reservations.

The flat-rate amounts are rounded to next full euro. You are entitled to prove to us that no loss at all or significantly

less loss has been incurred. The service charge we assess when booking cannot be refunded.

Definition of route type:

Short- and medium-haul routes	max. flight time 5 hours
Long-haul routes	min. flight time 5 hours

## 5.2 Cancellation fees:

### – Flex Relax (Base Rate with Flex Relax or tariff code “N”)

- Up to 29 days prior to the departure of the first flight booked:

Short- and medium-haul routes	EUR 30 per person and route
Long-haul routes	EUR 60 per person and route

- Starting from the 28<sup>th</sup> day up until 24 hours prior to the departure of the first flight booked and, in the case of a cancellation after a previous rebooking, starting from 28 days prior to the departure of the first flight booked:

Short- and medium-haul routes	EUR 30 per person and route plus 25% of the fare and, if applicable, of the Flex Relax booked
Long-haul routes	EUR 60 per person and route plus 25% of the fare and, if applicable, of the Flex Relax booked

Starting 24 hours prior to the departure of the first flight booked, no refund is possible. In the case of passengers showing up for the outward flight but not for the return flight, no refund is possible for the latter.

### – Base Rate (tariff code “SPO”) and Special Rate (tariff code “LM”)

In the case of cancellations or no-shows for passengers making Base Rate and Special Rate booking, no refund of the fare is possible.

## 5.3 Rebooking prior to departure of the first flight booked

Rebooking is only possible within the same season (summer season May 1-October 31 / winter season November 1-April 30 within the same year) and subject to retention of the original route type (short-, medium- or long-haul route). Rebooking from originally higher priced departures to lower priced departures is only possible if the original fare is maintained. In the case of rebooking to a higher priced departure, the price difference to the higher fare at the time of rebooking (fare on the day concerned) is payable and due with immediate effect.

If you make changes in terms of date, destination, passenger or departure airport after the flight has been booked but prior to the departure of the first flight, we assess a flat-rate rebooking charge per passenger concerned. The charge is based on the given fare; the fees are rounded to the next full euro.

In each case of rebooking, the flat-rate rebooking charges due are as follows:

### – Flex Relax (Base Rate with Flex Relax or tariff code “N”)

- No rebooking fee for max. 3 rebookings up to 24 hours prior to the departure of the first flight booked
- Starting with the 4<sup>th</sup> rebooking, the flat-rate rebooking charges payable in conjunction with the Base Rate apply.
- Starting 24 hours prior to the departure of the first flight booked or after the date of departure, no rebooking is possible.

### – Base Rate (tariff code “SPO”)

- EUR 30 per person and route up to 24 hours prior to the departure of the first flight booked for short- and medium-haul flights (max. 5 hours' flight time); children under 2 years free of charge
- EUR 60 per person and route up to 24 hours prior to the departure of the first flight booked for long-haul flights (min. 5-hour flight time); children under 2 years free of charge

- Starting 24 hours prior to the departure of the first flight booked or after the date of departure, no rebooking is possible.
- **Special Rate (tariff code “LM”)**  
No rebooking is possible whatsoever.
- 

If your reservation is made one week or more prior to a flight's departure and you re-book within 24 hours after your reservation, no cancellation fee or penalty will apply.

### 5.3.1 Rebooking after the departure of the first flight booked

After the departure of the outward flight, no rebooking is possible for Special Rate (tariff code “LM”) bookings. As far as Base Rate and Base Rate with Flex Relax bookings are concerned, a change of the originally booked return flight is possible subject to regulatory approval up to 24 hours prior to the originally booked return flight and the availability of seats in either the same or a higher tariff category within the same season (summer / winter season of the same year). Any tariff differences are payable as well as a flat-rate rebooking charge of EUR 30 per person for short- and medium-haul routes and EUR 60 per person for long-haul routes.

Settlement of the rebooking fees and any tariff differences that may be incurred is only possible after the departure of the first flight booked by credit card or via direct debit from a German bank account.

### 5.4 Replacement persons

No name change or nomination of a replacement person is allowed for Special Rate bookings.

In the case of Flex Relax or Base Rate bookings, the nomination of a replacement person within the tariff booked is allowed for the entire carriage service up to 24 hours prior to the departure of the outward flight. A subsequent amendment of bank or credit card data is not possible in connection with a name change. The contractual partner and the replacement person are jointly and severally liable for the carriage costs.

The following flat-rate charges are assessed for name changes:

#### **Flex Relax (Base Rate with Flex Relax or tariff code “N”)**

- No name change fee for max. 3 rebookings up to 24 hours prior to the departure of the first flight booked
- Starting with the 4<sup>th</sup> rebooking, the flat-rate name change charges assessed in conjunction with Base Rate bookings apply.
- Starting 24 hours prior to the departure of the first flight booked or after the date of departure, no name change is possible.

#### – **Base Rate (tariff code “SPO”)**

- EUR 30 per person and route up to 24 hours prior to the departure of the first flight booked for short- and medium-haul flights (max. 5 hours' flight time); children under 2 years free of charge
- EUR 60 per person and route up to 24 hours prior to the departure of the first flight booked for long-haul flights (min. 5 hours' flight time); children under 2 years free of charge
- As from 24 hours prior to the departure of the first flight booked or after the date of departure, no rebooking is possible.

#### **Special Rate (tariff code “LM”)**

No rebooking is possible whatsoever.

We can refuse acceptance of the change in the person of the passenger if he or she fails to meet the special requirements applicable to the flight and any seat reservations that may have been made or if regulatory orders prevent this from being accepted.

If feeder flights to and/or from departure and/or destination airports have been booked that are executed by another airline company, it is for technical reasons only possible to make a name change or nominate a replacement person up to 4 days prior to the contractually agreed date of departure. Any change requests in respect of name or of a replacement person notified less than 4 days prior to the planned departure date cannot be met. In such cases, all that can be done is to cancel the booking in accordance with the above-mentioned

terms of cancellation and make a new booking at the fare applying at the time concerned.

## **6.0 Cancellation of upgrades, cancellation of special services**

### **6.1 Cancellation of upgrades**

The above-mentioned cancellation and rebooking fees apply exclusively to the price of carriage. The cancellation of upgrades for Premium Economy Class and Condor Comfort Class bookings are subject to other terms of cancellation and rebooking. The terms concerned apply exclusively to the price of carriage in a higher booking category. However, if your reservation is made one week or more prior to a flight's departure and your cancellation is made within 24 hours after your reservation, no cancellation fee or penalty will apply.

### **6.2 Condor Comfort Class**

In the case of cancellations up to 24 hours prior to the contractually agreed outward flight or return flight, the fee amounts to 50 % of the upgrade price. In the case of rebooking up to 24 hours prior to the contractually scheduled flight departure, the cost incurred amounts to 10 % of the upgrade price.

No cancellations and rebookings are possible on the day of departure. In the case of a cancellation of your Comfort Class booking, we will endeavor to find an alternative use for your booking. You are entitled to provide us with evidence that we have incurred significantly less or no damage at all as a result.

### **6.3 Premium Economy Class**

In the case of cancellation up to 24 hours prior to the contractually agreed outward flight or return flight, the fee raised amounts to 50 % of the upgrade price. In the case of rebooking up to 24 hours prior to the contractually scheduled flight departure, the cost incurred amounts to 10 % of the upgrade price.

No cancellations and rebookings are possible on the day of departure. In the case of a cancellation of your Premium Economy Class booking, we will endeavor to find an alternative use for your booking. You are entitled to provide us with evidence that we have incurred significantly less or no damage at all as a result.

### **6.4 Cancellation of special services**

You can also book numerous other special services with Condor such as the carriage of sports baggage and special baggage, premium and special meals. In the event that a reservation is changed or a special service cancelled, Condor is entitled to charge a handling fee of EUR 10 per special service booked and/or reservation made.

## **7.0 Loss of tickets**

In the case of the loss of tickets, we charge a handling fee of EUR 50 per ticket for issuing new travel documents. In cases where ticket collection at the airport has already been arranged and then cancelled on the same day, we are entitled to charge a fee of EUR 50 per ticket.

## **8.0 Punctual appearance at the airport**

The check-in deadline applicable to you depends on the distance of the flight booked and/or on the departure airport concerned. We define the check-in deadline as the point in time set by us at which you must have shown up at the check-in / passenger handling counter. Kindly give due consideration to the check-in deadlines quoted below when planning your journey. In order to ensure that the flight is checked in smoothly and departs on time, you are urgently advised to comply with the deadlines set out below as otherwise, in the case of your late appearance at the check-in counter, we are entitled to cancel your booking and refuse your carriage. We assume no liability for any damage and expenses you may incur due to such violations of this collateral duty as are your sole responsibility.

We herewith agree with you that you must have appeared at the check-in counter / passenger handling area within the times set out below (check-in deadlines):

- in the case of short- and medium-haul flights 90 min. prior to the departure time shown in the ticket,
- in the case of long-haul flights 120 min. prior to the departure time shown in the ticket and
- in the case of flights to the USA / Canada 180 min. prior to the departure time shown in the ticket.

In the case of a Comfort Class booking, kindly turn up at the check-in / passenger handling counter no later than 60 min. prior to the departure time shown in the ticket.

Irrespective of the carriage category booked, all our passengers are subject to the requirement that they must be in possession of their boarding cards and have completed all check-in formalities no later than 45 minutes (no less than 60 minutes for long-haul flights) prior to the departure time shown in the ticket.

Due to the safety regulations applying at the time and checks carried out on both persons and baggage, we notify you herewith that you should make your way to the gate indicated on your boarding card and await the call that the aircraft is ready for boarding immediately after check-in procedures have been completed. You must have made your way to the gate no later than the point in time indicated to you at the check-in / passenger handling counter for the purpose of boarding the flight booked by you and for which you have already checked in as otherwise we are entitled to cancel your booking and refuse your carriage in order to avoid any boarding and flight departure delays. We assume no liability for any damage and expenses you may incur as a result.

## **9.0 Passenger behavior**

In the event that your behavior during check-in procedures, boarding or on board is such that you represent a risk for the aircraft or for persons or objects on board, you disturb the crew in the execution of their duties or do not follow the crew's instructions including those relevant to the ban on smoking or to the use of alcohol or drugs, or that you inconvenience or harm other passengers or members of the crew, we reserve the right to take any measures necessary to prevent the behavior concerned up to your restraintment and to refuse your carriage. This also applies in cases where after careful consideration we found it appropriate to provide you with written notification prior to the booking that we no longer wish to convey you on our flights from the time that written notification was provided due to the fact that you violated the above-mentioned code of conduct on a previous flight and that we consider your carriage to therefore be inappropriate.

## **10.0 Restricted or refused carriage of passengers or baggage**

Condor may refuse the carriage or continued carriage of a passenger or his baggage or prematurely interrupt the carriage concerned if one or more of the following points apply:

### **– In the case of a passenger**

- the carriage violates applicable law, the applicable regulations or conditions imposed by the country of departure or destination or by the country over which the flight passes;
- the carriage puts at risk the safety, order or health of the other passengers or crew members or represents an unreasonable burden on their carriage;
- insofar as you carry on your person weapons of any kind but above all firearms, blunt or sharp weapons as well as spray devices that can be used for attack or defensive purposes, ammunition and explosive substances, objects that due to their external form or markings give the impression of being weapons, ammunition or explosive substances, you are obliged to notify us of this prior to starting your journey. The carriage of such objects is only allowed if they are conveyed as cargo or checked in as baggage in accordance with the regulations governing the carriage of dangerous goods. This does not apply to police officers who are obliged to carry weapons in order to meet their official duties. The police officers must hand over their weapons to the captain in charge of the aircraft for the duration of the flight;
- the passenger's mental or physical state including his or her alcohol- and drug-related impairment represents a safety or security danger or a risk to himself or herself, to other passengers, to the crew members or to property;
- you refuse to allow a safety check to be carried out on yourself or on your baggage;
- the valid fare, due including taxes or surcharges, including a fare for previous flights, has not been paid;
- you do not carry with you all the documents required for entering / exiting the destination country and/or for your return to the Federal Republic of Germany; you have no valid travel documents in your possession and/or have destroyed them during the flight or refuse to hand them over to the crew upon issuance of a receipt despite being asked to do so;
- Pt 382
- Due to the safety measures applying to the carriage of pregnant women within the last four weeks prior to the scheduled date of birth. Moreover, we would like to point out herewith that carriage by aircraft constitutes a significant risk to pregnant women and the babies they are carrying starting with the 36<sup>th</sup> week of pregnancy.
- You have an infectious disease (e.g. open TBC, infectious hepatitis, chickenpox, etc.) that poses a direct threat to the health or safety of others on a flight and cannot provide a medical certificate.

- You are dependent on the use of pneumatically or electrically powered devices and, at the same time, on a supply of oxygen.
- **In the case of baggage**
  - In the case of such items of baggage as are likely to put the aircraft, persons or objects on board at risk as well as such items of baggage as are listed in the ICAO and IATA rules governing the carriage of dangerous goods which are available from us or from our authorized agents.
  - These include above all explosive substances, ammunition, fireworks, signal rockets, gases, flammable, non-flammable, deep-frozen and toxic, flammable liquid substances (e.g. camping gas, aerosols, cigarette lighter refills), paints and thinner, flammable solids (e.g. matches) and other easily flammable materials (e.g. cigarette lighters too).
  - Substances with a tendency to self-ignite, substances that generate flammable gases in contact with water, oxidizing substances such as bleaching powder and peroxides, toxic substances and pathogens as well as radioactive materials.
  - Corrosive materials (e.g. mercury, in thermometers too), acids (alkalis, batteries filled with battery fluid), magnetizing substances, liquid substances of all kinds and such hazardous items as are listed in the IATA Dangerous Goods Regulations.
  - Items the carriage of which is prohibited according to the relevant regulations imposed by the country of departure, the country of destination or by the country over which the flight passes.
  - Such items as are dangerous or unsafe on account of their weight, size or type or are unsuitable for carriage due to their perishable, fragile or especially delicate nature. Further details in this respect are available from us or our authorized agents.

Should any of the above-mentioned items be contained in your checked baggage and be discovered therein via security checks, the items concerned must be removed from your baggage. To this end, your item of baggage must be opened and the dangerous item removed. No liability for the item removed is assumed by Condor. Moreover, we must charge you with any costs incurred for the removal and any safe custody that may be required. We assume no liability for any damage to the item of baggage or its contents incurred due to the opening of the item of baggage and the removal of the offending item.

## **11.0 Carriage of animals on Condor flights**

For safety reasons, we are only able to accept such animals as have a confirmed reservation and are accompanied by a booked passenger. The passenger must be in possession of a passport for the animal concerned. Anyone wishing to travel abroad with a pet needs to have the blue EU ID card for pets for this purpose. The name of the owner entered in the pet passport must correspond with the passenger's name. The EU ID card for pets applies in all 27 member states of the European Union and certifies that the pet concerned has been vaccinated against rabies. Kindly note that special regulations apply in some destination countries in addition to the above. Relevant information is available from the embassy of the vacation country concerned.

Animals may only be conveyed in such containers as meet the requirements set out in the IATA Live Animals Regulations. The animal must be able to stand upright without its head or ears touching the top of the cage. It must have the option of turning around and lying down in a natural position. Water and food containers must be available. The cage must be stable and clean, have a waterproof base and be clad inside with an absorbent material. Kindly note that the carriage of an animal can be refused at the check-in counter if the container is too small or otherwise unsuitable. The final decision as to whether the animal can be conveyed in an appropriate container is not up to our check-in staff but instead up to the relevant animal protection officer of the airport concerned.

Such ill or injured animals, young animals as are not yet in the post-weaning phase as well as such dogs and cats as are likely to give birth during the flight or as have given birth less than 48 hours prior to the scheduled passage are excluded from carriage. In accordance with Regulation (EC) 998/03, we do not convey dogs and cats within the EU under the age of 4 months and from non-listed third party countries to the EU under the age of 7 months.

Such animals as have been immobilized via the administration of medicine must react when spoken to by our staff and/or by the animal protection officer.

Fighting dogs of the following breeds are excluded from carriage - pit bull terrier, American pit bull, American Staffordshire terrier, Staffordshire bull terrier, American bulldog, dogo argentino, fila brasileiro, kangal (Karabash), Caucasian owtscharka, mastiff, mastino napolitano.

In the case of non-compliance with the above-mentioned terms of carriage, we are entitled to refuse carriage of the animal concerned. We cannot be made responsible for any direct or indirect damage incurred as a result.

Should you or a further person accompanying you be refused carriage for this reason, the fare cannot be refunded.

All necessary documents in respect of import, health, etc. must be obtained by the passenger himself or herself in all cases. We would like to point out that on flights to and from Dubai and Sharjah no animals may be conveyed either in the cabin or in the hold.

Prices for the carriage of pets are provided online at [www.condor.com](http://www.condor.com).

Animals in the hold and in the cabin are subject to mandatory registration. There is no carriage guarantee if the animal is not registered beforehand.

Booking deadline: The booking deadline for animals in the cargo space is 48 hours before departure; the booking deadline for animals in the cabin is eight hours before departure.

In the event that feeder flights to and/or from departure and/or destination airports are used, the terms of the airline executing the first flight applies for the entire route.

It is possible to transport a dog or a cat in the cabin. If the maximum admissible number of animals in the cabin is not exceeded, we are pleased to convey one dog or one cat up to a weight of 6 kg incl. bag per passenger in the cabin. We apologize for any inconvenience caused due to the fact that in the interest of all passengers we only allow a limited number of small animals in the cabin and that the animal must remain in its closed container on the floor for the entire flight. The size of the container (air permeable and watertight, lockable – available from pet supplies stores) may not exceed the maximum hand baggage dimensions of 55 x 40 x 20 cm. We apologize for any inconvenience caused due to the fact that birds and rabbits and other rodents unfortunately cannot be conveyed by us in the passenger cabin. Such animals are conveyed in appropriate approved transportation boxes in the hold. The carriage of mice, rats, hamsters and guinea pigs is excluded both in the cabin and in the hold.

If in compliance with animal protection rights dogs or cats are brought back to Germany from abroad, the passenger must confirm with his or her signature that he or she is aware of the relevant terms and conditions of carriage. For safety reasons, we only allow animal rights activists the carriage of no more than one animal either in the cabin or the hold. In such cases too, the above-mentioned flat-rate charges are payable. The guidelines set out in the animal passport regulations apply and the passenger must be entered in the EU animal passport as the animal's owner.

**The carriage of guide dogs in the cabin is free of charge** under the condition that the dog is registered with us no later than 48 hours prior to the scheduled departure, that we confirm the registration and that the passenger can provide us with evidence of medical necessity. We apologize for any inconvenience caused due to the fact that no more than two guide dogs can be conveyed in the cabin at the same time.

## **12.0 Children travelling alone and carriage of infants and persons with restricted mobility**

### **12.1 Children travelling alone (unaccompanied minors - UM)**

Children aged 5-11 years can also travel alone with Condor. Registration for provision of the UM service is possible up to 8 hours prior to departure. The service guarantees the provision of intensive care for the child concerned from the point in time of his or her checking in on the ground. We also make a free of charge seat reservation but only up until 48 hours prior to departure at the latest. We would like to point out that seat reservations on any feeder flights from other airlines used to and/or from the departure and/or destination airports may be subject to a charge or may not even be possible. Children travelling alone pay the full fare plus a service charge of EUR 30 per route.

If two children travel together but otherwise unaccompanied, the UM charge of EUR 30 per child and route is payable but the second child must only pay the reduced child fare.

At the departure airport, we need full details (name, address, telephone number) of the accompanying person bringing the child to or collecting the child from the UM service provision point.

**Should the accompanying person(s) not be the parent(s) of the UM, an authorization notice is required when checking in and picking up the child. This is however only necessary if the accompanying person(s) is/are not the same as that (those) person(s) noted in the booking. The accompanying person(s) must be able to identify himself, herself or themselves via a valid photo ID.**

Our flight attendants then take over care on board. We apologize for any inconvenience caused due to the fact

that children under 5 years of age on the flight departure date must always be accompanied on the flight by their parents or their siblings aged 16 years and above or by other persons aged 18 years and above.

### **Children aged 5-11 years travelling alone are subject to mandatory registration.**

We treat juveniles up to 16 years of age as unaccompanied minors at the express wish of the parents.

### **12.2 Carriage of infants and children**

In cases where a child under 12 years of age is only accompanied by one parent, it helps to avoid misunderstandings and complications if written confirmation from the other parent authorizing the execution of the flight(s) with the accompanying parent can be presented.

No more than one infant under 2 years of age can be conveyed per adult without the infant requiring a separate seat. A second infant under 2 years can be conveyed on request accompanied by one adult only if a seat is booked for the second infant at the regular fare.

### **Please note: an infant must be booked as a child (2-11 years) and paid for as such if the infant concerned reaches the age of 2 years prior to the return flight.**

As a special service for families with children under 2 years, Condor offers the possibility of making advance seat reservations free of charge. Seat reservations for families with infants under 2 years (without a separate seat), comprising two adults, at least one infant and accompanying siblings aged 2-11 years, are made at no cost. Given punctual registration up to 48 hours prior to the scheduled departure, Condor provides bassinets / baby baskets on board for infants up to approx. 6 months and/or max. 8 kg. We must however point out that this service cannot be provided by us in all classes, nor on any feeder flights to and/or from departure and/or destination airports operated by other airlines.

### **12.3 Persons with restricted mobility**

Condor offers handicapped people and passengers with restricted mobility a high level of support at the relevant airports and during flights. The help and support concerned is provided free of charge. Due to the limited amount of capacity available for such cases, prior registration no later than 48 hours before the scheduled departure and confirmation from Condor are required.

If a passenger is unable to care for himself or herself during the flight and is dependent on permanent support and assistance due to his or her physical or mental disability, carriage of the person concerned can only occur together with an accompanying person who must then pay the full fare.

Passengers with very recent fractures are advised to refrain from flying within 48 hours of the occurrence of the fracture due to the enhanced level of the health risk. We would like to draw your specific attention to the health risks involved such as the risk of thrombosis, circulatory disorders, swelling, etc. In all cases, passengers with plaster casts travelling within the first seven days of the occurrence of the fracture need a doctor's certificate confirming the passenger's ability to fly. Moreover, the plaster cast must have a lengthwise opening.

## **13.0 Baggage regulations**

All passengers may take a certain quantity of baggage with them on flights which is conveyed as free baggage. Free baggage allowances are set out in your ticket and/or the invitation tender on which your offer to conclude an air carriage contract is based. The carriage of such baggage as exceeds the free baggage allowance and the carriage of special baggage are subject to the payment of the relevant charges. At the check-in counter, random checks on your baggage are carried out. We would like to point out that the items mentioned in section 10 may be contained in neither your checked baggage nor your hand baggage. Additionally, we would ask you to note that your hand baggage may contain no pointed and sharp objects such as knives, scissors or the contents of a manicure set or the like. Such items belong in the checked baggage.

If feeder flights to and/or from departure and/or destination airports for your Condor flights are used that are executed by another airline company, the General Terms and Conditions of the Carriage of Passengers of the airline concerned apply for the entire route of the given feeder flights. If your ultimate ticketed origin or destination is a U.S. point, baggage allowances and fees that apply at the beginning of your itinerary will apply throughout your entire itinerary. If your flight is a code-share flight which forms part of an itinerary whose ultimate ticketed origin is a U.S. point, the baggage allowances and fees of the marketing carrier, which will be Condor if you book your flight through Condor, apply. You are urgently advised to contact the airline concerned in advance for any information you may require.

### 13.1 Hand baggage

You may take on board with you, free of charge, one item of hand baggage with a maximum weight of 6 kg. Moreover, you are also permitted to take on board a small handbag, a laptop including the bag for it, an umbrella and any walking aid you may need. The dimensions of the hand baggage may not exceed 55 x 40 x 20 cm. Insofar as the maximum permitted weight and/or permitted dimensions for hand baggage is/are exceeded, we are entitled to demand payment of a surcharge for excess baggage. Moreover, our ground and on-board staff members are obliged for safety reasons to stow excess items of baggage in the hold with other baggage. In cases of non-compliance with the weight and dimension restrictions, any valuables and fragile items should be removed from hand baggage that has to be checked in.

In all cases, hand baggage must fit under the seat in front of you or in the overhead bins. If your hand baggage does not meet the requirements concerned or comply with the relevant safety regulations, it has to be conveyed as checked baggage. Such items as are then unsuited to carriage in the hold (e.g. delicate musical instruments) are accepted for carriage in the cabin only in cases where they have been registered with us in advance and we have confirmed their carriage. In such cases, the carriage of what is then special baggage is subject to payment of the relevant charges.

In accordance with the regulations set out under Regulation (EC) 1546/2006, you may take on board all flights departing from European airports (international flights too) in your hand baggage liquids, pressurized containers (e.g. sprays), pastes, lotions and other gel-like substances, but no more than 100 ml per packaging unit. Decisive in this respect is the quantity printed on the container, not the actual contents. The individual containers must fit fully into a resealable, transparent plastic bag with a maximum capacity of one liter and are checked at the security counter. Only one bag per passenger is permitted. Special regulations apply to medicines and baby food. Various non-EU states have introduced the same or similar regulations. Passengers can obtain further information in this respect from us or our authorized agents.

In cases where you leave baggage behind at the check-in counter or departure gate, we assume no liability whatsoever for the baggage concerned. Should costs be incurred for the baggage you leave behind or for its safe custody or disposal, the costs concerned are payable by you.

### 13.3 Child car seats on board Condor flights

An EU ruling on the securing of infants (children under 2 years) in aircraft has been in force since July 16, 2008. According to the provisions set out under this directive, infants are to be secured either via a loop belt or via child safety seats.

Condor recommends particularly for infants the use of an approved child safety seat during the flight. Kindly note that you have to book a seat for the child concerned which we naturally offer at a reduced price. On board, certain specific seats are designed to accommodate child safety seats. If you wish to use your child safety seat on board, kindly register it with us in good time (at least 48 hours prior to departure). When registering the child safety seat with us, we require the following details - the standard or code number of the seat, the seat dimensions, your flight data and the age of the child as well as the first names and surnames of the accompanying passengers. Non-registered child safety seats will not be allocated dedicated seats without a prior booking, and carriage in the cabin may be refused.

- Qualification procedure for child restraint systems for use in aircraft in accordance with TÜV Doc.: TÜV/958-01/2001

- Child safety seats that have been licensed and appropriately coded by the relevant authorities of a given EU member state, the FAA (aviation authority in the USA) or Transport Canada (on the basis of a national technical standard) for exclusive use in aircraft.
- Child safety seats that have been licensed pursuant to the UN standard ECE R 44, -03 or a later version for use in motor vehicles.
- Child safety seats that have been licensed pursuant to the Canadian standard CMVSS 213/213.1 for use in motor vehicles and aircraft.
- Child safety seats that have been licensed pursuant to the US American standard FMVSS no. 213 for use in motor vehicles and aircraft and have been manufactured in accordance with this standard on or after 26 February 1985. US-licensed child restraint systems that were manufactured after this date must carry a sticker with the following text in red:
  - 1) "THIS CHILD RESTRAINT SYSTEM CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS" and
  - 2) "THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT".

Child safety seats must be licensed for securing via two-point belts (lap belts). Moreover, kindly note that the child safety seat to be used on board our aircraft may not exceed the following dimensions:

Width 43 cm x depth of support base 45 cm x height 68 cm.

We apologize for any inconvenience caused due to the fact that we as a general rule may only permit the use of such child safety seats on board. Should a seat fail to comply with these requirements, our flight attendants are entitled to refuse the use of the seat concerned and stow it separately in the hold. In such cases, infants are secured via a loop belt or via lap holding on the lap of the accompanying adult. No refund for the cost of the infant's own seat is possible in such cases.

#### **13.4 Carriage of special baggage and sports baggage**

The carriage of special baggage and other sports baggage is subject to payment of the relevant charges. For our guests in the Condor Comfort Class, we will transport one sports baggage item with no surcharge. Registration must take place in due time up to 8 hours prior to departure. Please perform the registration of your sports baggage with no surcharge via our Service Center or in your preferred travel agency. There is no guarantee of transport if registration is not performed beforehand.

Prices for the carriage of special and sports baggage are provided online at [www.condor.com](http://www.condor.com).

**13.5** The carriage of special baggage and sports baggage is only possible in suitable transport packaging or transport containers. Each item of sports baggage must be packed and checked separately i.e. separate from the normal baggage you check. Failure to comply with this will result in your entire baggage being charged at current excess baggage rates which could possibly exceed the flat-rate charge for special equipment and sports baggage. The staff members at the check-in counter reserve the right to carry out random checks on special baggage and sports baggage and, if necessary, to refuse carriage given non-compliance with the relevant regulations. We would like to point out that sports baggage may contain no items other than those required specifically for carrying out the sports activity concerned—this applies above all to clothing which should not be contained in the sports baggage. As far as the carriage of canoes and kayaks is concerned, we need a recourse disclaimer. Kindly note that special baggage and sports baggage are subject to mandatory registration. Registration thereof is only possible up to 8 hours prior to departure.

No registration of special baggage is required in respect of strollers, buggies, child travel beds and child car seats if the items concerned are not to be used on board. Moreover, sunshades and excess baggage in suitcases up to 20 kg over the free baggage allowance do not have to be registered. Due to the extended period of time needed for checking in special baggage and sports baggage, you are kindly asked to report to the check-in counter no later than 120 min. (in the case of USA / Canada flights 180 min.) prior to the scheduled departure time. The charges for the carriage of special baggage and sports baggage as well as for excess baggage are payable when registering by credit card or via direct debit, but no later than at the time you check in. Subsequent payment is not possible.

#### **14.0 Liability and claim assertion deadline**

As far as the liability of Condor and other such companies as execute carriage-related activities is concerned, the respective terms and conditions of the given company apply.

The carriage of persons, baggage and freight is subject to the convention of 28.03.1999 for the standardization of certain regulations concerning international carriage by air (Montreal Convention) and to Regulation (EC) 2027/97 as amended by Regulation (EC) No. 889/02. The Montreal Convention regulates and limits the liability of Condor in respect of death or personal injury as well as of the loss of or damage to baggage and of delays.

#### **Liability is limited according to the Montreal Convention as follows:**

There are no maximum liability limits in respect of the death or personal injury of passengers. In the case of damage up to an amount equivalent to 113,100 special drawing rights (SDRs) of passengers (approx. EUR 123,000) per passenger, it cannot be proven that the party suffering the damage caused or helped cause in full or in part the damage concerned due to his or her culpable behavior. For any damage in excess of the above,

Condor is not liable if it can prove that the damage is not attributable to illegal and culpable action or neglect on its part or on the part of persons appointed by it or is exclusively attributable to the illegal and culpable action or neglect of a third party (Article 21 MC). Condor will pay an advance amount for coverage of the immediate economic needs of the claimant concerned.

- In the case of the destruction, loss in full or in part, damage or delay of checked baggage, liability is limited to 1,131SDRs (approx. EUR 1,227). In the event that the value of the baggage you check exceeds this amount, you should provide the air carrier with notification to this effect or ensure prior to the journey that your baggage is fully insured.

The price of carriage does not include insurance. You are urgently advised to obtain insurance covering cancellation of travel as well as loss of or damage to baggage. We would be pleased to broker such coverage via our insurance partner Europäische Reiseversicherung AG, Rosenheimer Strasse 116, 81669Munich, Germany. We are not responsible for claims settlement.

- In case of the delay of carriage of the passenger by air, liability is limited to 4,694 SDRs (approx. EUR 5,100).

Any damage, loss in full or in part or destruction of baggage must be reported to us in writing as soon as possible. In the case of damage or loss in full or in part, notification of the damage or loss must be made at the airport; you will be provided with a so-called PIR. If the checked baggage is accepted at the baggage delivery point, we assume unless proof to the contrary is supplied that we delivered the checked baggage to you in an undamaged and complete state. Any scratches, small dents and scrapes do not constitute damage to the checked baggage and are instead signs of the wear and tear caused by the intended use. Kindly ensure that your baggage is capable of withstanding the stress and strain of air carriage and is above all adequately waterproofed. The limitations of liability do not apply insofar as damage is attributable to willful or negligent behavior on the part of Condor.

In the case of damage to or the partial loss of checked baggage, written notification to this effect must be sent to us without delay, but no later than 7 days after you are in possession of the baggage or within 21 days in the case of delayed baggage. The time of mailing the written notification applies. The supply of a PIR does not equate to compliance with the above-mentioned deadlines.

If the damage is attributable in part to the culpable behavior of the party suffering the damage, the relevant statutory requirements in respect of the exclusion of or reduction in the obligation to pay compensation apply in the case of contributory negligence by the injured party. This also applies to the extent the party suffering the damage fails to meet with his obligation to mitigate and minimize loss.

Condor is not liable for any damage arising from its compliance with statutory requirements or your non-compliance with duties arising from the requirements concerned.

The provisions set out under the Montreal Convention remain unaffected by the above-mentioned requirements.

Claims for compensation may only be asserted within a period of two years starting from the day on which the aircraft reaches its destination, on which it should have reached its destination or on which carriage was interrupted.

## **15.0 Flight times, delays and flight cancellations / flight time changes, passenger rights**

**15.1** The published flight times can to a reasonable extent be subject to changes for flight operating reasons. Condor will endeavor to keep changes in flight times to a minimum and inform all passengers of them as early as possible.

**15.2** Condor is entitled to change the aircraft used and transfer carriage in full or in part to a third party, in which case Condor remains responsible for the carriage booked.

If you notify us of your contact address, we will inform you of any changes in carriage as quickly as possible.

**15.3** In cases of the unjustified refusal of carriage and flight cancellations, we will render the services set out in Regulation (EC) 261/04 given compliance with the statutory requirements. In cases of delay, you will be provided with the customer care services set out therein.

**15.4** If you hold a valid ticket and are involuntarily denied boarding due to oversales (i.e. more passengers holding confirmed reservations and tickets than there are available seats on a flight), Condor will provide compensation as provided under Regulation (EC) 261/2004 or Part 250 of the U.S. DOT regulations, as applicable. A copy of the Part 250 oversales notice can be provided upon request.

## **16.0 Electronic devices, seatbelt fastening requirement, non-smoking flights, travel documents, violation of entry regulations and legal consequences**

### **16.1 Electronic devices**

The unauthorized operation of electronic devices on board, e.g. mobile telephones, laptops, CD players, electronic games and devices with transmission functionality and walkie-talkies is prohibited and can be a punishable offence. Exceptions to this are hearing aids and heart pacemakers. Kindly observe the instructions given by the staff on board. Should you be unsure as to whether the operation of a device you have taken on board with you is permitted, we would again kindly ask you to contact the staff on board.

### **16.2 Seatbelt fastening requirement**

Kindly note for your own safety that you are required to keep your seatbelt fastened during the entire flight whenever you are sitting in your seat. The instructions of the staff on board require strict compliance.

### **16.3 Non-smoking flights**

Smoking is not allowed on any Condor flight. Smoking is prohibited in all parts of the aircraft and during your entire stay on board. Violations of the ban on smoking will immediately result in legal action being taken and can cause the flight to be interrupted. Any costs incurred as a result are payable by you in all cases.

### **16.4 Travel documents**

You are obliged and it is your own responsibility to obtain the entry and exit documents and visas needed for your journey and to observe all the regulations prescribed by the countries the aircraft flies over, to or from; the same applies to our relevant regulations and instructions. We are not liable for any consequences you may suffer from your failure to obtain the necessary documents or comply with relevant regulations or instructions.

You are obliged prior to departure to present entry and exit documents, visas, health certificates and any other certificates required by the relevant countries and allow us to make copies of the documents concerned. We reserve the right to refuse your carriage if you do not comply with the relevant requirements or your documents are incomplete. We are not liable for any losses or expenses you may incur due to your non-compliance with the given regulations.

### **16.5 Violation of entry regulations and legal consequences**

If you are refused entry into a given country, you are then obliged to pay the fine imposed on us by the country concerned. You are moreover obliged to pay the applicable fare in the event that you have to be brought to your place of departure or some other place by order of the relevant authorities due to the fact that you may not enter a given country (transit or destination country). For payment of the fare concerned, we can use the money paid by you for unused carriage or any means of payment of yours in our possession at the time. No refund is made for the fare paid for carriage to the place of refused entry or deportation.

In the event that we are asked to pay any penalties or fines, make a deposit on them or pay any other expenses due to the fact that you have not observed the regulations of the country concerned in respect of transit or entry or due to the fact that the documents required by the given regulations are either not in order or not available at the time, you are then obliged at our request to reimburse us for the penalties or fines paid, the amounts deposited and the expenses incurred. We are entitled to use the means of payment in your possession at the time to cover the expenses concerned. The amount due for penalties and fines varies from country to country and can far exceed the fare. In your own interest, you are therefore urgently advised to ensure that you comply with the entry regulations of the given country.

## **17.0 Data protection**

You acknowledge having provided Condor with your personal data for the following purposes - the execution of your flight bookings, the acquisition of any additional services required, the performance of entry formalities and the transmission of such data to the relevant authorities in connection with the execution of your flight. You authorize Condor to forward the data concerned in order to fulfill the above-mentioned purposes to its own offices, authorized agents, relevant domestic and foreign authorities, other airline companies and other providers of the above-mentioned services. We also make use of the assistance of external service provision companies within the framework of the customer care services we offer. Their members of staff are naturally subject to the same strict statutory data protection regulations as our own staff.

## **18.0 Insurance**

The fare does not include any insurance services with particular regard to travel cancellation coverage. You are therefore urgently advised to take out the relevant insurance coverage when booking your travel. Immediate written notification of the insurer is required when filing a claim. Condor is not responsible for claim settlement.

The address of our insurance company is: Europäische Reiseversicherung AG, Rosenheimer Strasse 116, 81669 Munich, Germany.

## **19.0 Notice pursuant to the annex to Regulation (EC) 2027/97 as amended by Regulation (EC) 889/02**

**This notice is required pursuant to Regulation (EC) 889/02; it does not constitute any basis for asserting compensation claims or for interpreting the provisions set out under the Montreal Convention. As we are obliged by law to publish this notice, it is not part of the carriage contract concluded between you and Condor.**

### **Liability of airline company for passengers and their baggage**

This notice summarizes the liability rules applied by Community airline companies as required by Community legislation and by the Montreal Convention.

#### **19.1 Compensation in the case of death or personal injury**

There are no maximum liability limits in respect of the death or personal injury of passengers. In the case of personal damage up to an amount equivalent to 113,100 SDRs, the airline company cannot contest claims for compensation. In the case of claims for amounts in excess of that set out above, the airline company can defend itself against such claims by proving that it was not negligent or otherwise at fault.

#### **19.2 Advance payments**

If a passenger is killed or injured, the airline company must make an advance payment to cover immediate economic needs within 15 days of the identification of the person entitled to compensation. In the case of the passenger's death, the advance payment concerned must be no less than an amount equivalent to 16,000 SDRs.

#### **19.3 Delays in the carriage of passengers**

As far as delays in the carriage of passengers are concerned, the airline company is liable for any damage incurred as a result unless it took all reasonable measures to avoid the given damage or it was impossible to take such measures. The liability for any damage due to the delay in the carriage of passengers is limited to an amount equivalent to 4,694 SDRs. Any liability in accordance with Regulation (EC) 261/04 remains unaffected by this.

#### **19.4 Delays in the carriage of baggage**

As far as delays in the carriage of baggage are concerned, the airline company is liable for any damage incurred as a result unless it took all reasonable measures to avoid the given damage or it was impossible to take such measures. The liability for any damage due to the delay in the carriage of baggage is limited to an amount equivalent to 1,131 SDRs.

#### **19.5 Destruction of, loss of or damage to baggage**

The airline company is liable for the destruction of, loss of or damage to baggage up to an amount equivalent to 1,131 SDRs. In the case of checked baggage, it is liable even if not at fault insofar as the baggage was not previously defective. With regard to such baggage as is not checked in, the airline company is only liable in the case of its culpable behavior.

#### **19.6 Higher liability limit for baggage**

A passenger can benefit from a higher liability limit by making a special declaration at the time he or she checks in at the latest and by paying a surcharge.

#### **19.7 Complaints in respect of baggage**

If baggage is damaged, delayed, lost or destroyed, the passenger must provide the airline company with

written notification to this effect as soon as possible. Passengers whose checked baggage sustains damage must provide written notification to this effect within seven days; where baggage is delayed, written notification is required within 21 days. In both cases, these time limits begin on the date the baggage was placed at the passenger's disposal.

### **19.8 Liability of contractual and executing airline**

If the air carrier actually performing the flight is not the same as the contractual airline company, the passenger has the right to address a complaint or a claim for damages to either. If the name or code of an airline company is indicated on the ticket, that airline company is the one entering into the contract.

### **19.9 Claim assertion deadlines**

Any action in court to claim damages must be brought within 2 years of the date of arrival of the aircraft or of the date on which the aircraft should have arrived.

The above requirements are based on the Montreal Convention dated May 28, 1999 that was implemented in the European Community via Regulation (EC) 2027/97 as amended by Regulation (EC) 889/02 and via the national legislation of the member states.

## **20.0 Applicable law and judicial venue**

### **20.1 Applicable law**

The Contract of Carriage contracts concluded with Condor and these General Terms and Conditions of Business and Carriage are subject to German law.

### **20.2 Judicial venue**

The judicial venue for claims asserted by such passengers as are merchants as defined in the German Commercial Code (HGB) is Kelsterbach, Germany. This agreement on the judicial venue does not apply to claims asserted on the basis of the Montreal Convention or Regulation (EC) 261/04.

## **21.0 Rail & Fly**

"Rail & Fly" rail tickets can only be booked in conjunction with a Condor flight via Condor seat-only sales outlets either at a travel agent, at [www.condor.com](http://www.condor.com) or via our Condor service center. Condor is merely a broker of the carriage services provided by Deutsche Bahn AG and assumes no liability whatsoever for services provided by them.

The rail ticket entitles the holder to travel on all trains and routes of Deutsche Bahn AG in the second class including ICE connections. The rail tickets can be used one day prior to the flight departure date, on the actual flight departure date and one day after. When selecting your train connection, kindly note that it must represent the direct route between your place of domicile and the departure airport.

We would like to point out that delays to services of Deutsche Bahn AG due to external circumstances can never be ruled out completely. You should therefore select your rail connections such that you are able to appear at the check-in counter for your Condor flight no later than 120 min. prior to your departure (in the case of USA / Canada flights 180 min.). You are solely responsible for your punctual arrival at the departure airport.

Carriage via Deutsche Bahn AG (Rail & Fly) is subject to Deutsche Bahn AG's Terms and Conditions of Carriage for Passenger Services.

Cancellation of rail tickets (Rail & Fly) is possible free of charge up to 24 hours prior to your scheduled flight departure. After this time, no cancellation is possible, not even for the return rail journey. As far as the punctual cancellation of the tickets is concerned, you are required to notify us of this in writing by returning the original rail tickets supplied to you. The point in time of cancellation depends on the time at which we receive notification of cancellation. The cost of carriage charged by Deutsche Bahn AG is collected by us on behalf of Deutsche Bahn AG.

If purchased online, the "Rail & Fly" product is only available via the German website.

Version: January 25, 2012, subject to amendment without prior notice.

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