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A STAR ALLIANCE MEMBER 

The text "A STAR ALLIANCE MEMBER" is in a blue, all-caps, sans-serif font. To the right is the Star Alliance logo, which consists of five grey, three-dimensional triangles arranged in a circle, with a small "TM" symbol to its upper right.

**INTERNATIONAL TARIFF GENERAL RULES**

**APPLICABLE TO THE TRANSPORTATION**

**OF PASSENGERS AND BAGGAGE**

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**RULE 1 - DEFINITIONS**

**“Add-on-fare”**: see "arbitrary"

**“Adult”** means a person who has reached his/her 12th birthday as of the date of commencement of travel.

**“Africa”** means the area comprised of all the countries on the continent of Africa, other than Algeria, Morocco, Sudan, Tunisia, and Egypt, but including the following islands: Cape Verde, Comoro, Fernando Poo, Malagasy, Mauritius, Reunion, Sao Tome and Seychelles.

**“Animals”** in addition to the usual connotation of domestic pets, include reptiles, birds, poultry and fish.

**“Applicable Adult Fare”** means the fare which would be applicable to an adult for the transportation to be used except those special fares which are applicable due to the adults' status.

**“Arbitrary”** means an amount published for use only in combination with other fares for the construction of through fares. It is also referred to as "Proportional Fare", "Basing Fare", and "Add-on-fare".

**“Area no. 1”** means all of the North and South American continents and the islands adjacent thereto; Greenland, Bermuda, the West Indies and the islands of the Caribbean Sea, the Hawaiian Islands (including Midway and Palmyra).

**“Area No. 2”** means all of Europe (including that part of the Russian Federation in Europe) and the islands adjacent thereto; Iceland, the Azores, all of Africa and the islands adjacent thereto; Ascension Island; that part of Asia lying west of and including Iran.

**“Area No. 3”** means all of Asia and the islands adjacent thereto except that portion included in Area No. 2; all of the East Indies, Australia, New Zealand, and the islands adjacent thereto; the islands of the Pacific Ocean except those included in Area No. 1; Russian Federation east of the Urals.

“**Australasia**” means Australia, New Caledonia, New Zealand; New Hebrides, Fiji, Samoa, Cook Islands, Tahiti and the islands adjacent thereto.

“**Baggage**”, which is equivalent to luggage, means, such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, Use, comfort or convenience in connection with his trip. Unless otherwise specified, it shall include both checked and unchecked baggage of the passenger.

“**Baggage Check**” means those portions of the ticket which provide for the carriage of passenger's checked baggage and which are issued by carrier as a receipt for passenger's checked baggage.

“**Baggage Tag**” means a document issued by carrier solely for identification of checked baggage, the baggage (strap) tag portion of which is attached by carrier to a particular article of checked baggage and the baggage (claim) tag portion of which is given to the passenger.

“**Caribbean Area**” means the area comprising:

a) (not applicable between Canada and Puerto Rico/Virgin Islands) Anguilla, Antigua, Bahamas, Barbados, Bermuda, British Virgin Islands, Cayman Islands, Cuba, Dominica, Dominican Republic, Grenada, Guadeloupe, Haiti, Jamaica, Leeward Islands, Martinique, Montserrat, Netherlands Antilles, Nevis, St. Kitts, St. Lucia, St. Martin, St. Vincent, Trinidad, Tobago, Turks and Caicos Islands, West Indies and Windward Islands.

b) (applicable between Canada and Puerto Rico/Virgin Islands) Antigua, Bahamas Islands, Barbados, Bermuda, Cayman Islands, Dominica, Dominican republic, Grenada, Guadeloupe, Haiti, Jamaica, Martinique, Netherlands Antilles, St. Kitts, St. Lucia, St. Martin, St. Vincent, Trinidad/Tobago.

“**Carriage**”, which is equivalent to transportation, means carriage of passengers and/or baggage by air, gratuitously or for hire.

“**Carrier**” means the air carrier issuing the ticket the participating carrier or any air carrier that carries or undertakes to carry the passenger and/or his baggage thereunder or performs or undertakes to perform any other services related to such air carriage.

“**Central Africa**” means the area comprising Malawi, Zambia and Zimbabwe.

“**Central America**” means the area comprising Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua and Panama.

“**Child**” means a person who has reached his/her second birthday but not his/her 12h birthday as of the date of commencement of travel.

“**Circle Trip**” means any trip, the ultimate destination of which is the point of origin, but which includes a stop at a minimum, one other point, and which is not made via the same routing in both directions.

“**Conjunction Ticket**” means two or more tickets concurrently issued to a passenger and which together constitute a single contract of carriage.

“**Continental U.S.A.**” or “**Continental United States**” each means the District of Columbia and all states of the United States other than Alaska and Hawaii.

“**Convention**” means the convention for the unification of certain rules relating to international carriage by air, signed at Warsaw, October 12, 1929, or that convention as amended by the Hague Protocol, 1955, or the Montreal Convention whichever may be applicable to carriage hereunder.

“**Country of Commencement of Transportation**” means the country from which travel on the first international sector takes place.

“**Country of Payment**” means the country where payment is made by the purchaser to the airline or its agent; payment by cheque, credit card or other banking instruments shall be deemed to have been made at the place where such instrument is accepted by the airline or its agent.

“**Date of Transaction**” means the date of issuance of the ticket, EMD, MCO.

“**Days**” means full calendar days, including Sundays and legal holidays; provided that for the purposes of notification the balance of the day upon which notice is dispatched shall not be counted; and that for purposes of determining duration of validity, the balance of the day upon which the ticket is issued or flight commenced shall not be counted.

“**Direct Route**” means the shortest all year route operated by a carrier in both directions between ticketed points at which it exercises traffic rights.

“**Double Open Jaw**” means travel which is essentially of a round trip nature except that the outward point of arrival and the inward point of departure and the outward point of departure and the inward point of arrival are not the same.

“**East Africa**” means the area comprising Burundi, Djibouti, Eritrea, Ethiopia, Kenya, Rwanda, Somalia, Tanzania and Uganda.

“**End-on Combination**” means a combination of two or more fares which could be ticketed separately at a fare construction point (not applicable to combination of fares between the same points).

“**Excursion Fares**” a non-advance purchase round trip fare, whereby reservation for all segments is not required at time of ticketing.

“**Europe**” means the area comprised of Albania, Algeria, Andorra, Armenia, Austria, Azerbaijan, Azores, Belarus., Belgium, Bosnia and Herzegovina, Bulgaria, Canary Islands, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Monaco, Montenegro, Morocco, Netherlands, Norway, Poland, Portugal, Romania, Russian Federation (west of the Urals), San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tunisia, Turkey in Europe and Asia, Ukraine, and United Kingdom.

“**EC member**” states Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, United Kingdom.

**“Fare Component”** means a portion of an itinerary between two consecutive fare construction points - the point of origin and the point of destination of the journey are fare construction points.

A **“Fare Construction”** point means the terminal points of a fare component (these are also termed fare break points).

**“Flight Coupon”** means a portion of the passenger ticket that indicates particular places between which the coupon is good for carriage.

**“Flight Pass”** - a prepaid package of flight credits to be used during a specific time period on flights operated by certain carriers.

**“Gateway”** means the passenger's first point of arrival or last point of departure in areas no. 1, 2 or 3.

**“Guardian”** means a legal guardian or a person acting in lieu of parents in the event of death or legal incapacity of parents.

**“Half Round Trip Fare”** means half of a specified or constructed round trip normal or special fare. In the absence of a specified or constructed round trip normal fare, the one way normal fare is considered to be a half round trip normal fare. If a specified or constructed one way special fare may be doubled to establish a round trip special fare, the one way special fare is considered to be a half round trip special fare.

**“Iberian Peninsula”** means the area comprised of Gibraltar, Portugal (including Azores and Madeira) and Spain (including Balearic and Canary Islands).

**“Immediate Family Members”**, except as otherwise indicated, shall be defined as:

Spouse (including common law, same sex partner, and ex-spouse) Child, (including step, grand, great grand) Parent, (including step, grand, great grand, in-law, common law in-law) Daughter, son (including step, in-law, common law in-law) Brother, sister (including step, half, in-law, common law in-law) Legal guardian and spouse of legal guardian (with proof of judgment) All above include in-law of same sex partner.

**“Indirect Route”** means any scheduled continuous air route other than a direct route.

**“Infant”** means a person who has not reached his/her second birthday as of the date of commencement of travel.

**“Interline Transportation”** means transportation on the services of more than one carrier.

**“International Carriage”** means (except when the convention is applicable) carriage in which, according to the contract of carriage, the place of departure and any place of landing are situated in more than one state. As used in this definition, the term "state" includes all territory subject to the sovereignty, suzerainty, mandate, authority or trusteeship the convention means any carriage in which, according to the thereof. International carriage as defined by contract of carriage, the place of departure and the place of destination, whether or not there be a break in the carriage or a transshipment, are situated either within the territories of two high contracting parties to the convention or within the territory of a single high contracting party to the convention, if there is an agreed stopping place within a territory subject to the sovereignty, suzerainty, mandate or authority of another power even though that power is not a party to the convention.

**“International Transportation”** means any transportation or other services, furnished by any carrier, which are included within the scope of the term “International Transportation” as used in the convention for the unification of certain rules relating to international transportation by air signed at Warsaw, October 12, 1929, or such convention as amended, whichever may be applicable to the transportation hereunder and to which the said convention applies. For the purpose of determining the applicability of the term "**international transportation**"

Agreed Stopping Place. All stops between the original place of departure and the place of final destination scheduled by any carrier by air which participates in the transportation between such places, as shown in the schedules or time tables of

such carriers shall constitute "**agreed stopping places**," but each participating carrier reserves the right to alter the "agreed stopping places" in the case of necessity without thereby depriving the transportation of its international character; and Single Operation. Transportation to be performed by several successive carriers by air, arrangements for which are made in advance, is regarded as "**a single operation**" and shall be deemed to be "one undivided transportation" whether one or more tickets or other documents are issued to cover such transportation, and whether or not all such tickets or documents are issued prior to the commencement of such transportation; but this provision shall not be deemed to contain an exclusive definition of transportation which is regarded by the parties as "**a single operation**".

"**Journey**" means all travel between the origins to destination of an entire ticket.

"**Local Currency Fares**" means fares and related charges expressed in the currency of the country of commencement of travel.

"**Maximum outside Linear Dimensions**" means the sum of the greatest outside length plus the greatest outside depth plus the greatest outside height.

"**Micronesia**" means the area comprised of Guam, Johnston Island, Marshall Islands, Caroline Islands, Palau Island and Mariana Islands.

"**Middle East**" means the area comprised of Aden, Bahrain, Cyprus., Egypt, Islamic Republic of Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Muscat and Oman, Qatar, Saudi Arabia, Sudan, Syrian Arab Republic, Trucial, United Arab Emirates and Republic of Yemen.

"**Miscellaneous. Charges Order (MCO)**" means a document issued by a carrier or its agents requesting issue of and appropriate passenger ticket and baggage check or provision of services to the person named in such document.

"**Month(s)**" means a period of time from a given date in one month to the corresponding date in a subsequent month(s), e.g.

“**Normal fare**” means a fare established for first, intermediate or economy class service and any other fares denominated and published as a normal fare. Children's fares and infants' fares which are established as a percentage of the fares referred to above are also considered to be normal fares.

“**North Central Pacific**” means all routes between points in Canada/U.S.A. on the one hand and points in Area No. 3 except points in the Southwest Pacific, on the other hand via the Pacific Ocean.

“**North America**” means the area comprising Alaska, Canada, Continental U.S.A. and Mexico. “Neutral Unit of Constructions (NUC)” means the unit value equivalent of local currency fares, add-ons and related charges derived by converting same using the IATA rate of exchange.

“**On-line tariff data base**” means the remotely accessible, on-line version, maintained by the filer, of (1) the electronically filed tariff data submitted to the "official D.O.T. Tariff database," and (2) the departmental approvals, disapprovals and other actions, as well as departmental notations concerning such approvals, disapprovals or other actions, that subpart w of the proposed part 221 requires the filer to maintain in its database. The term "official D.O.T. Tariff database" means those data records (as set forth in sections 221.283 and 221.286 of the rule) which would be in the custody of, and maintained by the Department of Transportation.

“**One Way Sub journey**” part of a journey whenever travel from one country does not return to such country and to which the fare is assessed as a single pricing unit using a one way fare.

“**Online Transfer Point**” means any point at which the passenger transfers from one service of a carrier to another service of the same carrier (bearing a different flight number).

“**Open Jaw Trip**” means:

a) (not applicable between Canada and Puerto Rico/Virgin Islands) travel which is essentially of a round trip nature but the outward point of departure and inward

point of arrival and/or outward point of arrival and inward point of departure of which are not the same.

b) (Applicable between Canada and Puerto Rico/Virgin Islands.) Open Jaw trip means any trip which is essentially of a round trip or circle trip nature but the outward point of departure and the inward point of arrival or the outward point of arrival and inward point of departure of which are not the same.

“**Origin**” means the initial starting place of the journey as shown on the ticket.

“**Other Charges**” means charges such as taxes, fees, etc. not to be shown in the fare construction box of the ticket excluding excess baggage charges.

“**Passenger**” means any person, except members of the crew, carried or to be carried in an aircraft with the consent of carrier.

“**Passenger Coupon**” means that portion of the passenger ticket constituting the passenger's written evidence of the contract of carriage.

“**Passenger Ticket**” means those portions of the ticket issued by the carrier that provide for the carriage of the passenger.

“**Pex fares**” round trip fares whereby reservations and ticketing must be completed at the same time. Tickets must show reservations for the entire journey. Point of turnaround the farthest geographical fare break (between two fare components) from the pricing unit origin.

“**Preferred Seat**” means seats having more legroom than normally offered such as bulkhead and exit seats. The available seat numbers and type vary depending on aircraft type.

“**Prepaid Ticket Advice (PTA)**” means the notification between offices of a carrier by teletype, commercial wire or mail that a person in one city has purchased and requested issuance of prepaid transportation to a person in another city.

“**Pricing unit**” a journey or part of a journey which is priced as a separate entity, i.e. is capable of being ticketed separately.

“**Rebooking**” means change of reservation or other changes which do not require ticket reissuance.

“**Related charges**” such as cancellation penalties, non-refundable amounts, rebooking and rerouting charges, stopover charges, weekend surcharges etc., and excess baggage charges.

“**Rerouting**” change of routing or other changes which require ticket reissuance.

“**Resident**” means a person normally living in a country; provided that a more restricted definition may form part of an agreement reached locally.

“**Return sub journey**” part of a journey wherein travel is from a point/country and return thereto and for which the fare is assessed as a single pricing unit using half round trip fares - round trip, circle trip, normal fare open jaw; also applicable to special fare open jaw returning to the same or another country.

“**Round-the-world (RTW)**” means travel from the point of origin and returns thereto which involves only one crossing of the Atlantic and only one crossing of the Pacific Ocean.

“**Round trip**”

a) (Not applicable between Canada and Puerto Rico/Virgin Islands) Round trip means travel from one point to another and return by any air route for which the same normal all year through one way fare of the same class applies from the point of origin; provided that this definition shall not apply to journeys for which the same all year through one way fare is established, between two points, in either direction around the world.

b) (applicable between Canada and Puerto Rico/Virgin Islands) Round trip means any trip, the ultimate destination of which is the point of origin, and which is made via the same routing and the same carrier in both directions.

“**Round trip**” travel entirely by air from a point to another point and return to the original point comprising two half round trip fare components only, for which the applicable normal half round trip fare for each component, measured from the



point of unit origin, is the same for the routing travelled; provided that this definition shall not apply to round the world travel if the fares to be used differ through class of service/seasonality/midweek/carrier variations, the outbound fare shall be used also for the inbound fare component for the purpose of determining if the pricing unit is a round trip.

**“Routing”** means the carrier(s) and/or the cities and/or class of service and/or type of aircraft (jet or propeller) via which transportation is provided between two points.

**“Scandinavia”** means the area comprising Denmark, Norway and Sweden.

**“School Year”** means a period of 12 consecutive months less whatever interruptions for vacations are normally granted by the education establishment at which the student is enrolled; provided that where the official scholastic year is less than 12 months, "school year" shall mean not less than 6 months period less whatever interruptions for vacations are normally granted at the educational establishment at which the student is enrolled.

**“Special Drawing Right”** means a special unit of currency, the currency values of which fluctuates and is recalculated each banking day. These values are known to most commercial banks and are reported in some newspapers and in the IMF survey, published weekly by the International Monetary Fund.

**Side Trip”** means a journey from and/or to an en-route point of a fare component. **“Side Trip Combination”** means the combination of a fare which could be ticketed separately from and/or to an en-route point of a fare component.

**“Single Open Jaw Trip”** means travel that is essentially of a round trip nature, except that the outward point of arrival and inward point of departure are not the same or the outward point of departure and inward point of arrival are not the same.

**Exception:** (applicable between Canada and Puerto Rico/Virgin Islands) single open-jaw means any trip which is essentially of a round or circle trip nature, but the outward point of arrival and the inward point of departure are not the same.

**“South America”** means the area comprising Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, French Guiana, Guyana, Paraguay, Peru, Suriname, Uruguay and Venezuela.

**“South Asia Subcontinent”** means the area comprised of Afghanistan, Bangladesh, Bhutan, India, Nepal, Pakistan and Sri Lanka.

**“South East Asia”** means Brunei, Darussalam, Cambodia, China, Guam, Hong Kong, Indonesia, Kazakhstan, Kyrgyzstan, Laos, and People’s Democratic Republic of, Malaysia, Mongolia, Myanmar, Philippines, Singapore, Taiwan, Province of, Tajikistan, Thailand, Turkmenistan, Russian Federation (East of Urals), Uzbekistan and Vietnam.

**“South Pacific”** means the area comprising of all routes between points in the U.S.A./Canada on the one hand and points in the Southwest Pacific on the other hand via the Pacific Ocean.

**“Southern Africa”** means points within Africa comprised of Botswana, Lesotho, Mozambique, Namibia, South Africa and Swaziland.

**“Southwest Pacific”** means that area comprised of American Samoa, Australia, Cook Islands, Fiji, French Polynesia, Gilbert and Ellice Islands, Loyalty Islands, New Caledonia, New Hebrides, New Zealand, Papua New Guinea, Samoa, Society Islands, Solomon Islands, Tonga and intermediate islands.

**“Special Fare”** means a fare other than a normal fare.

**“Stopover”** when a passenger arrives at an intermediate point and is scheduled to depart later than 24 hours after arrival.

**Exception:** For travel wholly within Central America or for travel between Central America and Panama: when passenger arrives at an intermediate point and is not scheduled to depart within 6 hours of arrival.

“**Through Fare**” means a fare applicable for travel between two consecutive fare construction points via an intermediate point(s).

“**Ticket**” means the "Passenger Ticket and Baggage Check," including all flight, passenger and other coupons therein, issued by carrier, which provide for the carriage of the passenger and his baggage.

“**Ticketed Point**” means points shown in the 'good for passage' section of the passenger ticket plus any other point(s) used for fare construction and shown in the fare construction box of the passenger ticket; provided that two flight numbers of two carriers such as for an interchange flight will not be permitted on one flight coupon.

“**Transatlantic Sector**” means that portion of travel covered by a single flight coupon from the point of departure in Area No. 1 to the point of arrival in Area No. 2 and vice versa.

“**Transfer**” means a change from the flight on one carrier to the flight of another carrier; or a change from the flight of a carrier to another flight of the same carrier bearing the same flight number; or a change from the flight of a carrier to another flight (that is) of service bearing a different flight number of the same carrier, irrespective of whether or not a change of aircraft occurs.

“**Transfer Point**” means any point at which the passenger transfers from the services of one carrier to another service of the same carrier (bearing a different flight number) or to the service of another carrier.

“**Transit Point**” means any stop at an intermediate point on the route to be travelled (whether or not a change of planes is made) which does not fall within the definition of a stopover.

“**Transpacific Sector**” means the portion of travel covered by a single flight coupon from the point of departure in Area No. 1 to the point of arrival in Area No. 3 and vice versa.

“**Trust Territory**” means the area comprising the Caroline Islands, Mariana Islands and Marshall Islands.

“**Unchecked Baggage**”, which is equivalent to hand luggage, means baggage other than checked baggage.

“**United Kingdom**” or “U.K.” means England, Scotland, Wales and Northern Ireland.

“**Unit Origin**” the initial starting point of a pricing unit.

“**Unit Destination**” the ultimate stopping place of a pricing unit. "United States of America" or the "United States" or the "U.S.A." each means, unless otherwise specified, the area comprising the 48 contiguous federated states; the federal District of Columbia; Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands; American Samoa; the Canal Zone; Guam; Midway and Wake Islands.

“**Validate**” means to stamp or write on the passenger ticket an indication that the passenger ticket has been officially issued by carrier.

“**Virgin Islands**” (applicable between Canada and Puerto Rico/Virgin Islands) mean the Virgin Islands of the U.S.

“**West Africa**” the term West Africa shall be deemed to apply to:

Angola, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Congo, Equatorial Guinea, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Cote d'Ivoire, Liberia, Mali, Mauritania, Niger, Nigeria, Sao Tome and Principe, Senegal, Sierra Leone, Togo and Zaire.

“**Westbound**” means travel from a point in Area No. 2 or 3 to a point in Area No. 1 via the Atlantic Ocean or travel from a point in Area No. 1 to a point in Area No. 2 or 3 via the Pacific Ocean.

“**Western Hemisphere**” means the United States of America, Canada, Greenland, Mexico, Central and South America, Bermuda, Bahamas, the islands of the Caribbean Sea, St. Pierre and Miquelon.

## **RULE 5 - APPLICATION OF TARIFF**

### A) General

(1) This tariff shall apply to carriage of passengers and baggage and to all services incidental thereto:

a) Performed and marketed (carrying an Egypt Air flight number) by Egypt Air, including when flights are operated in conjunction with other participating carriers under joint fares, rates and charges contained in tariffs which make specific reference to this tariff for governing rules, regulations and conditions of carriage, and b) For carriage on flights marketed by Egypt Air but operated by another carrier, unless otherwise stated in this tariff.

(2) International transportation shall be subject to the rules relating to liability established by, and to all other provisions of the Convention for the Unification of Certain Rules Relating to International Transportation by Air, signed at Warsaw, October 12, 1929, or the Convention for the Unification of Certain Rules International Carriage by Air, (Montreal Convention of 1999) or such convention as amended, whichever may be applicable to the transportation hereunder. Any provision of these rules which is inconsistent with any provision of said convention shall, to that extent, but only to that extent, be inapplicable to international transportation.

(3) Except as otherwise provided below, these general rules are subject to fare rule provisions, local or joint fares, including arbitraries, which are considered to be part of this tariff.

(4) Except as otherwise provided herein, the rules, regulations and terms and conditions of carriage contained in this tariff apply to flights operated by Egypt Air Rouge (**Flight range: MS 8000-9999**).



(5) Unless otherwise stipulated, any contract for the carriage of passengers and baggage and all services incidental thereto governed by this tariff are deemed to be made and entered into in Egypt without regard to conflicts of law principles.

B. Gratuitous Carriage With respect to gratuitous. Carriage, carrier reserves the right to exclude the application of all or any part of this tariff.

C. Change without Notice

Except as may be required by applicable laws, government regulations, orders and requirements, carrier's rules, regulations and conditions of carriage are subject to change without notice; provided, that no such change shall apply to a contract of carriage after the carriage has commenced.

D. Effective Rules, Fares and Charges

(1) All carriage of passengers and/or baggage shall be subject to the carrier's rules, regulations, and tariffs in effect on the date of commencement of carriage covered by the first flight coupon of the ticket. For tickets issued for carriage where required by local law or regulation, carriage of passengers and/or baggage shall be subject to the carrier's rules, regulations, and tariffs in effects on the date of the ticket issuance.

(2) No increase in fares or charges applicable to the carriage of passengers will be collected in the event that an increase in fares or charges occurs between the time of ticket issuance and the effective date of any subsequent tariff containing such an increase provided the confirmed ticketed reservations are not changed and the ticket is not reissued at the passengers request.

E. Percentage of Fares or Charges

When rules or provisions in this tariff, or tariffs governed hereby, provide for the application of fares and charges based upon percentages of other fares and charges, such proportionate fares and charges will be determined in accordance with the percentage conversion table of this tariff.



## Egypt Air International Tariff

F. Reference to tariffs, pages, rules, items and notes are continuous and include revisions, supplements thereto and reissues thereof.

G. No agent, servant or representative of carrier has authority to alter, modify or waive any provisions of the contract of carriage or of this tariff.

H. Erroneous fares

(1) Egypt Air reserves the right to cancel reservations and/or tickets issued with an erroneously quoted fare.

(2) An erroneously quoted fare is one which carrier has, in good faith, mistakenly published and which is clearly erroneous. When compared to fares usually published in the relevant routing.

(3) Egypt Air reserves the right to void the purchased ticket and refund the amount paid by the customer or, if customer agrees to forgo the refund, offer the customer the ticket at a published fare that should have been available at time of booking.

(4) Egypt Air will use reasonable efforts to notify the customer:

a) Within 72 hours after the carrier becomes aware of the publishing of an erroneous fare, that all or any portion of their ticketed itinerary has been cancelled.

b) At least 24 hours prior to the customer's scheduled departure from the point of origin issued on the ticket, that all or any portion of their ticketed itinerary has been cancelled, if the ticket was purchased less than 72 hours before their scheduled departure from the point of origin.

(5) With respect to interline itineraries, carrier will coordinate with participating carriers in order to determine which of the interline carriers will notify the customer and provide the refund in the event that the customer's ticketed itinerary is cancelled.



**RULE 10 - RESERVATIONS AND SEAT SELECTION**

A. General A ticket will be valid only for flight(s) for which reservation(s) shall have been made, and only between the points named on the ticket or applicable flight coupons. A passenger holding an unused open-date ticket or portion thereof or exchange order for onward travel, or who wishes to change his ticketed reservations to another date, shall not be entitled to any preferential right with respect to the obtaining of reservations.

**B. Conditions of Reservations**

(1) A reservation for space on a given flight is valid when the availability and allocation of such space is confirmed by the carrier or its agent and entered into the carrier's reservation system. A validated ticket will be issued to the passenger subject to payment or other satisfactory credit arrangement, provided that all applicable requirements are complied with, including any requirement set out in applicable fare rule, such as ticketing time limits. Reservation of space may be cancelled by carrier without notice if these requirements are not complied with, including if ticket is not issued within the ticketing time limit stated in applicable fare rule.

(2) Reservations - Reservations requested from any carrier or authorized agency will be accepted subject to the ticketing provision of the rule governing the fare used.

**C. Seat Allocation**

(1) Carrier does not guarantee allocation of any particular space in the aircraft.

**Note:** Carrier has a supplemental seating policy (and related procedures) for passengers under the age of 12 travelling with a parent or guardian traveler to ensure that reasonable efforts are made by the carrier prior to check-in, at time of check-in and by airport and inflight agents to seat the child next to their parent or guardian traveler, free of charge.

Such efforts include:

- a) The possibility of selecting adjoining seats online; passengers travelling on a Standard fare can select a non-preferred economy class seat free of charge, subject to availability, at the time of online check-in, which commences 24 hours prior to departure.
- b) If unavailable on-line and if requested by customer, check-in agents attempting to locate adjoining seats at check-in;
- c) If efforts are unsuccessful at check-in, gate agents attempting to locate adjoining seats at boarding, or if unavailable, requesting volunteers to change seats;
- d) If efforts are unsuccessful at boarding flight attendants requesting volunteers, to change seats on-board.
- e) Children under age 8 must be accompanied by an adult age 16 or older when travelling. The accompanying adult must occupy a seat in the same cabin and be seated adjacent to the young child.

(2) Preferred or Advance Seat Selection is subject to availability and only on flights operated by Egypt Air and Passengers may pre-select a seat, preferred or not, when booking a fare via the web or call center or where offered. A fee per passenger and per segment of travel may apply as shown below:

a) Restrictions

- i. Egypt Air reserves the right to change passenger seating at any time after booking, in certain circumstances such as schedule irregularity, aircraft substitution, or if the seat is needed to accommodate the needs of a passenger with a disability. The seat fee will then be refunded



automatically or upon request, unless passenger is accommodated in an equivalent seat to his/her satisfaction.

ii. Exit row seats are only available and offered to passengers 12 years of age and older; who are able to read, understand, and provide oral instructions in English or French; are able to visually assess if it is safe to open the emergency door; are free of any disability, condition, reduction in mobility or responsibility, such as attending to another person, that may prevent them from performing emergency exit functions, and are able to reach and operate the emergency exit and willing to assist in evacuating the aircraft in the event of an emergency. Passengers who attest, at time of booking, that they qualify for sitting in an exit row seat have the obligation of informing Egypt Air should any of these qualifications change after booking.

iii. Passengers travelling with children under the age of 12 will receive complimentary seat assignment ensuring are seated adjacent to as adult/guardian travelling with them. Customers may contact Air Canada reservations directly to be seated or their reservation 36 hours after booking to validate their seat assignments. Customers should always indicate in their booking they are with children.

#### Exit seat Terms and conditions:

This service is NOT available on EGYPTAIR's Domestic Flights.

In case of no show, the guest will lose the full value of the service (EMD).

This service can only be provided up 48 hours before departure time.

EGYPTAIR has the right to change the pre-paid seat of the guest after boarding the aircraft for security reasons or any safety reasons if the guest does not comply with safety requirements.

SEATING IN THE EMERGENCY EXIT ROWS

#### Exit row seat requirements and conditions



In order to sit in an exit row seat, you must:

- be at least fifteen years old
- not be travelling with someone who needs your assistance in an emergency e.g. an infant or child unless there is another guardian seated elsewhere with the child
- not require the use of an infant/extension seat belt
- be willing and able to move quickly and assist crew in an emergency situation
- be willing and able to listen to a briefing, check outside conditions and follow instructions given in English by crew
- be physically able to reach, open, lift and throw out an emergency exit up to twenty (20) kgs
- not be travelling with a service dog
- not have an amputated or prosthetic limb
- not have a visual impairment that is not corrected by use of spectacles/glasses/contact lenses, which must be worn during taxi, take-off and landing
- Not have a hearing impairment that is not corrected by use of a hearing aid/device, which must be worn during taxi, take-off and landing.
- Not utilize any part of the aircraft door (or its surrounding area) to rest your feet, or any other personal item(s).

EGYPTAIR has the sole discretion, at check-in or boarding, to determine whether a passenger meets the requirements to sit in an exit row seat. If the passenger does not meet the requirements, they will be assigned a different seat

The following information applies to all seat selections, although note that requirements and additional conditions apply to the purchase of exit row seats.

- Prices quoted are subject to change. Prices apply to all fare types for extra legroom seats, including exit row seats.
- Seat selection is subject to the availability of requested seats.
- Passengers who wish to sit next to each other but have made separate bookings will need to request their seat independently. EGYPTAIR is not able to advise on the seat selection of passengers on other bookings.
- At any time up to 48 hours prior to scheduled departure, provided you have not checked in for the flight, you may change your seat request to:



## Egypt Air International Tariff

- Move to an available seat of higher value within the same cabin (for example an extra legroom seat) on payment of any price difference.
  - upgrade to a seat in a higher cabin, however, the amount paid for seat selection will not be refunded
- If in accordance with your fare rules you select to move to another flight, the amount paid for your selection can be transferred to your new flight. Any price difference is payable.
- Seat selection is not transferable to another passenger.
- Seat selection is non-refundable unless:
  - EGYPTAIR changes your seat for operational, safety or security reasons (even after boarding the aircraft), and we are unable to seat you in a suitable alternative.
  - upgrade to a seat in a higher cabin, however, the amount paid for seat selection will not be refunded
  - There is a flight disruption causing you to be moved to another flight and EGYPTAIR moves you to a flight not operated by EGYPTAIR.
- Seat selection is non-refundable if we have moved you to a seat in a higher cabin class for operational, safety or security reasons
- Seat selection refund conditions are independent of fare refund conditions.
- In the event of an aircraft change, the same or a similar seat may be allocated. Passengers will not be contacted if this occurs before check-in but may check the position of the allocated seat online via manage booking.
- Passengers will still be required to check-in before their flight departure. Select seats at check-in through manage booking.
- Seat requests cannot be guaranteed as they may need to be changed for operational, safety or security reasons, even after boarding the aircraft.



We have the pleasure to put into your kind attention 1<sup>st</sup> Row Seat Assignment policy for Economy Class on Egypt Air.

Passengers can book a first row seat with Extra fees according to length of flight which will be applied on all Egypt Air international flights, all Aircraft types.

**- Charge ranges according to Trip length:**

<b>Destination</b>	<b>Charge in USD</b>
BKK/CAN/HKG/JNB/NYC/WAS/PEK/TYO/YYZ	75
BRU/FRA/BER/MUC/AMS/GVA/BOM/LON/MAD/BCN/ PAR/DXB	40
AUH/SHJ/BAH/TUN/CAS/ALG/KWI/JED/MED/RUH/DMM/ IST/ ATH/LCA/CPH/MIL/ROM/MOW/VIE	35
ABV/ACC/DAR/EBB/LOS/NBO/ADD/JUB/KAN/KRT/KGL/ ABJ/DLA/AHB/ELQ/AMM/BEY	25

\* Effective for Tickets Sale and travel 01NOV2019.

- All booked seats will remain assigned as long as no segment or SSR update.

- In case of Aircraft type change, seat status will be turned to UN, booking will be placed on the Queuing Office owner of the PNR, in order to contact passenger and assign his new seat preference or refund.

- In case passenger booked seat by previous value and want to change date of travel, Difference on seat value should be collected.

- Charges applied per sector for 6<sup>th</sup> freedom journey.

Change	Refund	No-Show
Permitted	20%	100%

-Seats will be open for sale until 48hours before departure.

We have the pleasure to put into your kind attention Chargeable Seat Assignment policy for Economy Class on Egypt Air.

The following will be applied on all Egypt Air Network flights (except Domestic), all Aircraft types.

**- Seats Type:**

Service	Price
Exit seat on 789/773/333	40\$
Exit seat on other types	25\$
Seat Aisle	20\$
Window seat	15\$
Other seats	10\$

All above charges applied on all RBD's except Y, B and Platinum Card members.

- All booked seats will remain assigned as long as no segment or SSR update.

- In case of Aircraft type change, seat status will be turned to UN, booking will be placed on the Queuing Office owner of the PNR, in order to contact passenger and assign his new seat preference or refund.

- In case passenger booked seat by previous value and want to change date of travel, Difference on seat value should be collected.

Charges applied per sector for 6<sup>th</sup> freedom journey.

- Changes permitted, and in case of a change to a higher seat price, difference will be collected.

Change	Refund	No-Show
Permitted	20%	100%

-Seats will be open for sale until 48hours before departure.

- Effective for Tickets Sale and travel 01NOV 2019,

**RULE 15 - CURRENCY OF PAYMENT**

The provisions of this rule are subject to applicable exchange laws and government regulations. When used in this tariff, EGP refers to Egyptian pound.

**A. Payment in the country of commencement of transportation**

(1) Payment of fares shall be made in the currency of the country of commencement of transportation;

(2) Payment of fares shall be made in any currency acceptable to the carrier, provided that the equivalent of the local currency fare is collected at the bankers' buying rate of exchange in effect on the date of issuance of the airline transportation document.

(3) When a transportation document issued outside the country of commencement of transportation is tendered for payment (in total or in part), the provisions of paragraph (B) below shall apply.

**B. Payment outside the country of commencement of transportation**

(1) The amount to be paid shall be determined by converting the total amount to be collected, expressed in the currency of the country of commencement of transportation, into the currency of the country of payment at the applicable bankers' selling rate of exchange in effect on the date of the transaction.

(2) Payment shall be made either in the currency of the country of payment, or in any currency acceptable to the carrier, provided that the equivalent of the local currency amount of the country of payment established in accordance with paragraph (B) above is collected at the bankers' buying rate of exchange in effect on the date of the transaction.

C. Voluntary rerouting in the event that voluntary rerouting or cancellation results in the reassessment of the fare:

### Egypt Air International Tariff

(1) The fare will be reassessed in the currency of the country of commencement of transportation.

(2) The local currency fares to be used will be those applicable at the time of commencement of transportation.

(3) The IATA rate of exchange to be used will be that applicable at the time of original ticket issuance.

#### D. Refunds

(1) The amount of refund shall be converted using the bankers' rate (Egyptian Central Bank rate) applicable on the date of the refund except as provided in (D) (2) below.

(2) When the original payment has been made in a currency other than the currency of the country of commencement of transportation, refunds in the same currency as originally tendered will be made at the exchange rate used for the original payment.

E. Additional collection when an additional collection is made in a country other than the country of commencement of transportation, the amount to be collected shall be converted using the bankers' selling rate applicable on the date of the additional collection.



## **RULE 20 - TAXES, FEES AND OTHER CHARGES**

A. Any tax, fee or other charge imposed by domestic or foreign government, airport authority or third party and collectible from a passenger will be in addition to the applicable fares, ancillary fees and surcharges.

B. Conditions under which taxes, fees and other charges are imposed, collected or refunded are established by the domestic or foreign government, airport authority or third party and must be respected. As a result, refund of unused taxes, fees and other charges will be made only if permitted by the domestic or foreign government, airport authority or third party.

## **RULE 25 - TICKETS**

### A. General

(1) A ticket will not be issued and in any case carrier will not be obligated to carry until the passenger has paid the applicable fare or has complied with credit arrangements established by carrier. Unless otherwise provided, payment for a Prepaid Ticket Advice (PTA) will constitute issuance of a ticket. PTAs sent to another airline for ticket issuance require a 48 hour advance notice for processing.

(2) No person shall be entitled to transportation except upon presentation of a valid ticket. Such ticket shall entitle the passenger to transportation only between points of origin and destination and via the routing designated thereon.

B. Flight coupons will be honored only in the order in which they are issued.

C. Tickets are not transferable but carrier is not liable to the owner of a ticket for honoring or refunding such ticket when presented by another person.



D. Compliance with Terms and Conditions of Sale Tickets are valid for travel only when used in accordance with all terms and conditions of sale. Flight passes are subject to additional conditions of sale and restrictions. Terms and conditions of sale include but are not limited to:

(1) The passenger's itinerary, as stated on the ticket or in the passenger's reservation record;

(2) Any requirement that the passenger stay over a specified date or length of time (for example weekend) at the destination specified on the ticket;

(3) Any other requirement associated with the passenger's fare level, (for example, age in the case of children's discount).

E. Prohibited Practices Egypt air specifically prohibits the practices commonly known as:

**"Back to back ticketing"** - The combination of two or more Round-trip fares end to end for the purpose of circumventing minimum stay requirements;

**"Duplicate bookings"** - Carrier does not permit a passenger to hold more than one confirmed reservation/ticket on the same departure flight/origin and destination for the same travel date.

**"Throwaway ticketing"** - The usage of round-trip fares for one way travel;

**"Hidden City/Point beyond ticketing"** - The purchase of a fare from a point before the passenger's actual origin or to a point beyond the passenger's actual destination. Accordingly, passenger shall not purchase one or more tickets or use flight coupons in one or more tickets in order to obtain a lower fare than could otherwise be applicable.

## F. Invalidated Ticket

(1) A ticket is invalid:

- a) If used for travel to a destination other than that specified on the ticket.
- b) If the passenger fails to comply with applicable stay over requirements,
- c) If the passenger does not meet the purpose of status. Requirement associated with the fare category on the ticket,
- d) If Egypt Air determines that the ticket has been purchased or used in a manner designed to circumvent applicable fare rules.

(2) Where a ticket is not valid as the result of the passenger's non-compliance with any term or condition of sale, with this rule or applicable fare rule, or where one or more tickets have been issued in furtherance of a prohibited practice, Egypt Air has the right in its sole discretion to:

- a) Cancel any remaining portion of the passenger's itinerary or ticket.
- b) Confiscate or revoke unused flight coupons.
- c) Refuse to board the passenger or check-in the passenger or the passenger's baggage or
- d) Assess the passenger for the reasonable remaining value of the ticket, which shall be no less than the difference between the fare actually paid and the lowest fare applicable to the passenger's.

## G. Ticket validity General

The ticket is good for carriage from the airport at the place of departure to the airport at the place of destination via the route shown therein and for the applicable class of service and is valid for the period of time specified or referred to below. Each flight coupon will be accepted for carriage on the date and flight for which a confirmed reservation has been made.



### (1) Period of validity

A ticket will be valid for transportation for one year from the date of issuance of the original ticket.

### (2) Extension of validity

Upon request, Egypt Air will extend the period of validity of an unused Egypt Air ticket for travel on Egypt Air operated or Egypt Air code flights beyond the original validity expiry date for a maximum of 3 months. A ticket can only be extended once and the extension must be requested within 30 days prior to the original validity expiry date of the ticket. Completion of travel can exceed 3 months beyond the original validity expiry date, subject to applicable fare rules. Travel must be completed within 1 year from the new departure date.

**Exception:** The period of validity may not be extended for certain tickets, such as paper, other airlines tickets, inclusive tour and bulk tickets Aero plan tickets and Air Miles reward tickets.

### (3) Special Fare Provisions

When a ticket includes a fare with a maximum stay provision, this provision shall override the period of validity.

## **RULE 30 - FARE BRANDS, CLASSES OF SERVICE AND UPGRADES**

A. Fare brands Carrier offers various fare brands or fares for each class of service. The fare brands are: **Best offer**, **Good Deal**, **Fully Flex**, and. Fare rules, as well as terms and conditions, may vary by fare brand.

B. Classes of service Certain complimentary products and services are offered depending on class of service or fare brand purchased, such as separate check-in, in-flight entertainment, use of headsets/player, reading material, meals, beverages , etc. These products and services are amenities and their availability is not guaranteed. No compensation will be offered for their unavailability, including for unavailability of in-flight entertainment and choice of meal.



C) Passengers seated in the Business Class cabin will (when flight times permit) be afforded in-flight amenities such as complimentary meals and beverages (including soft drinks) and complimentary use of headsets/player for audio/visual entertainment (where such feature is provided inflight).

b) Passengers seated in the Economy Class cabin will (when flight times permit) be afforded in-flight amenities such as complimentary meals and beverages (including soft drinks) and complimentary use of headsets/player for audio/visual entertainment (where such feature is provided inflight).

### **(3) Economy Class**

a) Economy Class service is provided to passengers paying Economy Class fares for transportation in the Economy Class cabin on flights operated by Egypt Air.

b) Passengers seated in the Economy Class cabin will, when flight times permit, be afforded in-flight amenities on certain flights such as complimentary meals and beverages (including soft drinks) and complimentary use of headsets for audio/visual entertainment (where such feature is provided inflight; on Egypt Air.

### **C. Upgrades**

(1) Passengers may be offered to Bid or to purchase a non-refundable upgrade to Business:

a) Last Minute Upgrade: At check-in on the web, at a self-service check-in kiosk, or with a check-in agent



**Upgrade Fees in USD....To EGYPT**

<u>Destination</u>	<u>Region</u>	-	<u>RBD</u>	
	<b>America &amp; Canada</b>	<b>Y-B-M</b>	<b>H-Q-K</b>	<b>V-L-S</b>
NYC/WAS		400	850	950
YYZ		270	550	650
	<b>Europe</b>		<b>Y-K</b>	<b>V-S</b>
PAR		200	300	400
LON		250	325	450
FRA		275	350	450
BER/MUC		150	275	350
MIL/MOW		150	175	225
BCN/MAD		150	275	400
AMS		125	300	350
BRU/IST		100	150	200
ATH/ROM		80	125	175
VIE		100	200	300
GVA		175	350	450
CPH		125	200	300
	<b>Far East</b>	<b>Y-B-M</b>	<b>H-Q-K</b>	<b>V-L-S</b>
CAN		400	750	850
BKK/HKG		200	350	450
PEK		400	650	700
BOM		100	150	200
TYO		500	800	900
	<b>Middle East</b>			
DXB		250	400	500
RUH		100	175	250
AUH		150	200	275
KWI		100	175	250
DMM/SHJ		100	160	230
JED/AHB/MED/ELQ		100	125	175
BEY/MCT//BGW/EBL		100	125	175
AMM		75	100	150
BAH		100	150	200
	<b>Africa</b>			
TUN/ALG		100	125	175
CAS		100	175	225
NDJ/JNB		150	300	350
ACC/LOS/ADD		100	200	300
ASM/EBB/JUB/NBO		100	200	300
KRT/DAR		100	175	250

**Upgrade Fees in USD....To Domestic**

<u>Origin</u>	<u>Destination</u>	<u>RBD</u>		
		Y-B	M-K	V-S
-	-			
KWI/RUH/JED/MED/DMM	HBE	75	100	125
LON	LXR	100	150	175

**Upgrade Fees in USD....From EGYPT**

<u>Destination</u>	<u>Region</u>	-	<u>RBD</u>	
			Y-B-M	H-Q-K
	<b>America &amp; Canada</b>			
NYC/WAS		300	500	700
YYZ		230	400	580
	<b>Europe</b>			
PAR		170	250	360
LON		200	350	550
FRA/MUC/BER		120	180	250
ROM/MIL		100	150	200
ATH		100	125	150
BCN/MAD/VIE/AMS		150	200	250
BRU		125	150	175
GVA		110	175	225
MOW		100	200	250
CPH/ IST		125	175	200
	<b>Far East</b>			
CAN		200	400	500
PEK/BKK/TYO/HKG		200	325	400
BOM		150	200	275
	<b>Middle East</b>			
DXB		150	250	360
RUH/MCT/DMM/BAH		100	125	175
KWI		100	150	220
SHJ/AUH/BGW/EBL/BEY		75	100	125
AHB/ELQ/JEDMED/AMM		75	100	125

<u>Destination</u>	<u>Region</u>	<u>RBD</u>		
		<u>Y-B-M</u>	<u>H-Q-K</u>	<u>V-L-S</u>
	<b>AFRICA</b>			
TUN/ALG		100	150	200
EBB/NDJ		150	200	250
JNB		150	350	450
JUB/ADD		100	150	200
ASM		100	150	175
KRT/DAR		100	125	150

b) Bid Upgrade: Passenger may bid up or modify bid until 96 hours prior to departure. Egypt Air accepts or rejects bids 48 hours prior to departure at the latest.

(2) Conditions and Restrictions:

- a) Bid Upgrade or Upgrade offer is subject to availability.
- b) Only available on certain flights operated by Egypt Air. Visit Egypt Air's website for more information on cabin configuration.
- c) Not available for booking with more than one passenger if not all passengers upgrade.
- d) A Business Class/ Economy meal is not guaranteed, because of the last minute nature of this offer.
- e) Cancellation and change fee, and status/mileage accumulation applies as per the original fare option.
- f) If offered, this option must be purchased at time of offer.
- g) A list setting forth the priority of waitlisted upgrade requests may be included in the Flight Status Section of the Egypt Air App. A passenger's upgrade request will be displayed on the priority list using the first three letters of the passenger's family name and the initial letter of passenger's first name.

## Option town Upgrade (Bidding)

- Egypt air will release unsold business class seats 4 days before flight and will release again unsold seats 2 days before flight.
- If 3 passengers are bidding on only one seat released from Egypt Air the higher price offered will have the chance to be upgraded.
- Passenger will be notified via email about his upgrade status usually 4days to 2 days before the flight departure.
  
- If business class seats are all sold out the passenger's ticket will not be upgraded and his money will be automatically refunded through Option town 5 days after the flight's departed.

### General rules:

- Eligible classes: all economy subclasses except X,N,E,W,G
- Excluded flights: code share and domestic flights.
- Miles gained: no miles will be gained for the business class ticket only the miles of the original RBD.
- Privileges:
  - Lounge access
  - Baggage allowance for business class.

## **RULE 35 - PERSONAL DATA**

A. Use of Personal Information The passenger recognizes that personal information must be provided for purposes of making a flight booking for carriage obtaining ancillary services, facilitating immigration and entry requirements, and to be contacted in relation to the flight booking, if necessary. Passenger also recognizes that this information must be made available to government agencies,

other airlines, payment processors and service providers, when needed. For these purposes, the passenger authorizes carrier to retain such data and to transmit it to third parties as needed, in whatever country they may be located, subject to its privacy policy.

## B. Secure Flight Data

(1) As a result of the United States Transportation Security Administration's (TSA) secure flight program, Egypt Air requires all passengers flying to, from, via or over the United States, for non-domestic flights, to provide the following secure flight information at time of booking:

- a) Full name as it appears on the passport (mandatory);
- b) Date of birth (mandatory);
- c) Gender (mandatory);
- d) Redress number (optional, if applicable).

Failure to provide secure flight information at time of booking may result in the booking being cancelled. No compensation will be given for bookings cancelled as a result of failure to provide secure flight information on time, but cancelled bookings may be refunded subject to applicable fare rule.

## (2) Russian Federation Passenger data requirements

As a result of requirements from the Russian Federation, Egypt Air is required to provide the following information to the Russian Federation for all flights overflying Russian territory:

- a) Complete name (family name, first name, middle name)
- b) Date of birth
- c) Type of travel document (i.e. Passport)
- d) Number of that travel document



e) State that issued the travel document

## **RULE 40 - PASSENGERS WITH DISABILITY**

### A. Definitions

(1) “Ambulatory” - A person who is able to move about within an aircraft unassisted.

(2) “Self-reliant” - A person who is independent, self-sufficient and capable of taking care of all physical needs during flight, and who requires no special or unusual on board attention beyond that afforded to the general public, except that assistance in boarding and deplaning may be required. Egypt Air will accept the determination of a passenger with a disability as to self-reliance.

(3) “**Attendant**” - An able-bodied person 16 years of age or older physically capable of assisting a person with a disability to an exit in the event of an emergency and who will attend to the personal needs of that passenger during flight, where such is required.

(4) “**Service Animal**” - Means an animal required by a person with a disability for assistance and certified, in writing, as having been trained to assist a person with a disability by a professional service animal institution.

### B. Acceptance of Persons with Disabilities

(1) The carrier will accept for carriage any passenger whose mental or physical condition is such as to render him/her incapable of caring for him/herself without assistance, provided:

a) he/she is accompanied by an attendant who will be responsible for the passenger en route;

b) With the care of such attendant, he/she will not require unreasonable attention or assistance from employees of the carrier that is usually provided by the carrier employees.



(2) For all itineraries in accordance with 14 CFR part 382, the carrier will accept for carriage any passenger whose mental or physical condition is such as to render him/her incapable of caring for him/herself without assistance, unless, in carrier's opinion, passenger requires a safety assistant for safety reasons.

(3) Non self-reliant passengers must be attended at all times or, for all itineraries travel with a safety assistant. For all itineraries for safety reasons, carrier must limit the number of non-ambulatory passengers according to aircraft type, self-reliance and presence of an attendant. Contact carrier for details. Limits may be altered by carrier in the case of athletes with a disability attending their sporting events.

#### (4) Medical Certificate

a) All itineraries the carrier reserves the right to require a medical clearance from the company medical authorities if travel involves any unusual risk or hazard to the passenger or to other persons (including, in cases of pregnant passengers, unborn children).

b) All Itineraries Subject to the requirements of 14 CFR part 382, the carrier reserves the right to require a medical certificate, as defined therein,

If:

i. Passenger requires medical oxygen during flight;

ii. There is a reasonable doubt that the passenger can complete the flight safely without requiring extraordinary medical assistance during the flight; or

iii. Passenger has a communicable disease or condition that could pose a direct threat to the health or safety of others on the flight.

(5) An attendant or a safety assistant cannot travel with a child under 8 years old and a passenger that requires an attendant or a safety assistant. An attendant or safety assistant must travel in the same cabin as the passenger requiring such attendant or safety assistant. In the Economy cabin, the attendant or safety assistant must be seated in the adjacent seat or across the aisle. In the Signature



Class / Business cabin, the attendant or safety assistant must be seated in the closest seat.

#### (6) Severe Allergies

a) Severe Nut/Peanut Allergy On flights operated by Egypt Air, a buffer zone will be set up for passengers with severe nut/peanut allergies that will help avoid the risk of exposure. Passengers seated within the buffer zone will be advised prior to departure not to consume nut/peanut products and will not be offered any food known to contain nuts/peanuts sold from the onboard cafe. The size of the buffer zone depends on aircraft type, cabin and seating configuration. b) Severe Food Allergy (other than nut/peanut)

On flights operated by Egypt Air passengers with severe food allergies other than nut/peanut allergies will be reseated away from the source of the allergen at their request when possible, based on safety considerations. c) Severe Cat Allergy On flights operated by Egypt Air a buffer zone will be set up for passengers with severe cat allergies that will help avoid the risk of exposure. The size of the buffer zone depends on aircraft type, cabin and seating configuration. d) Advance Notice and Medical Clearance Passengers requiring a buffer zone may be required to provide a 48 hour advance notice and obtain prior medical clearance. e) Responsibility Egypt Air cannot guarantee allergen-free meals, snacks or environment. Passengers with severe allergies are responsible to take additional precautions, such as packing their own snacks, Using hand sanitizer, bringing wet wipes to clean surrounding areas, and carrying an epinephrine auto-injector. C. Seating Accommodations and Restrictions

(1) Passengers with a disability requiring special seating accommodation for travel on Egypt Air operated flights and who do not pre-select their seat upon making a reservation must contact an Egypt Air reservations center at least 24 hours prior to departure.



(2) Passengers with a disability requiring special seating accommodation for travel on Egypt Air coded flights operated by another carrier must either contact Egypt Air reservation center or the operating carrier directly.

(3) Passengers with a disability will not be permitted to occupy seats in designated emergency exit rows or over-wing emergency exit rows.

#### D. Reservations/Advance Notice/Advance Check-in

(1) For all itineraries:

Reservations should be made at least 48 hours in advance of travel, advising the carrier as to the nature of the disability and assistance required. The carrier will make a reasonable effort to accommodate passengers who fail to make a reservation 48 hours in advance. If special oxygen services are required, the carrier requires a 48 hour advance notice prior to travel. See **RULE 45 - OXYGEN SERVICE AND PERSONAL OXYGEN CONCENTRATORS**.

(2) For all itineraries:

Carrier recommends that reservations made at least 24 hours in advance of travel, advising the carrier as to the nature of the disability and assistance required. In the following cases, passenger must provide 48 hours advance notice of intention to travel, and must present themselves one hour in advance of normal check-in: a) Passenger requires medical oxygen (e.g. Medipak) or CPAP, or need to use a personal oxygen concentrator.

B) Passenger is travelling with a dog as an emotional support or psychiatric service animal in the cabin. See **RULE 55 - PETS AND ANIMALS** for additional requirements.

d) Passenger has both a severe hearing and severe vision impairment.

e) Passenger needs Egypt Air to provide hazardous. Materials packaging for the battery of a battery-operated assistive device (e.g. **wheelchair**);



f) Passenger is travelling as part of a group or ten or more qualified individuals with a disability;

He/she accompanies the passenger with a disability provided a medical certificate in a form acceptable to carrier confirming the need for an accompanying attendant is presented.

#### F. Acceptance of Mobility Aids

(1) In addition to the regular free baggage allowance provided in **RULE 60 - BAGGAGE**, carrier will accept the following items which must be stowed in the baggage compartment, if they are necessary for the mobility or well-being of a person:

a) Manually and powered wheelchairs, scooters, walkers, and other mobility aids will be carried on a priority basis, subject to the following size limitations:

(check [Egypt Air' website](#))

b) Crutches and canes may be retained in the passenger's custody provided they can be safely stowed.

c) Mobility aids with spill able batteries are accepted at no charge to the passenger as follows: The mobility aid must fit through the cargo door and inside the compartment in an upright position, including online connections. If some disassembly is required for the mobility aid to fit, passengers should bring disassembly instructions. The carrier will provide assistance in disassembling and packaging the aid, unpacking the reassembling aid, and returning the aid promptly on arrival at the passenger's destination, all without charge. The battery terminals must be insulated to prevent accidental short circuits (e.g. by being enclosed in a battery container). The battery need not be disconnected nor removed but it must be securely attached to the mobility aid.

(2) Battery powered medical equipment will be accepted, 1 except for spill able Lead Acid. External and spares must be protected to prevent short circuits, and are acceptable as cabin baggage only.



G. Service Animals See **RULE 55 - PETS AND ANIMALS**.

H. The carrier is not liable for its refusal to transport any passenger or for its removal of any passenger in accordance with the preceding paragraphs of this rule or with **RULE 75 - REFUSAL TO TRANSPORT**. However, at the request of the passenger, a refund will be issued in accordance with **RULE 100 - REFUNDS**, subject to the applicable fare rule.

1 Battery powered medical equipment must be secured during take-off and landing.

### **RULE 45 - OXYGEN SERVICE AND PERSONAL OXYGEN CONCENTRATORS**

Applicable to flights operated by Egypt Air. A. Own Oxygen Passengers cannot bring their own oxygen onboard, where dry oxygen D-Type cylinders fewer than 22 inches may be accepted. Liquid oxygen is forbidden on all aircraft. B. Preplanned Oxygen Service Egypt Air will provide online in-flight oxygen service on all flights subject to the following conditions:

(1) Passenger are required to give Egypt Air at least 48 hours' notice that in-flight oxygen will be needed. The carrier will make a reasonable effort to accommodate the passengers who fail to give the required notice. It is the passenger's responsibility to make arrangements for oxygen service on other carriers involved in their transportation, if required.

(2) A Medical certificate is needed for trans-border itineraries. For all other itineraries, passengers must obtain medical clearance from Egypt Air as to the passenger's ability to travel and to determine the rate of oxygen to be maintained.

(3) Fees:

The fee for oxygen service is dependent on length of flight and cylinder flow, as set out below. This fee is not subject to discount and not refundable if cancelled within 72 hours of departure. Changes made within 72 hours of departure (48 hours for trans-border itineraries) may be subject to additional charges.



(4) When oxygen is also required on the ground (boarding, connecting and upon arrival), the passenger is responsible to make those arrangements separately.

C. Personal Oxygen Concentrators Passengers are allowed to carry onboard aircraft and utilize carrier approved personal oxygen concentrators, subject to the following conditions:

(1) At least 48 hours prior to departure, passenger must inform carrier of his/her intent to use a personal oxygen concentrator during the flight. The carrier will make a reasonable effort to accommodate passengers who fail to inform carrier of his/her intent to use a personal oxygen concentrator within the aforementioned time.

(2) A medical certificate is needed for trans-border itineraries. For all other itineraries, passengers must obtain medical clearance from Egypt Air as to the passenger's ability to travel and to determine the rate of oxygen to be maintained.

(3) The personal oxygen concentrator must be of a type approved by Egypt Air, and must be free of oil and grease. Some restrictions apply to certain types of personal oxygen concentrators that cannot be safely stowed during flight.

(4) Passengers must bring extra batteries as part of their carry-on baggage, in an amount specified by carrier. Batteries are not accepted as checked baggage. Batteries must be packaged in a manner that protects them from short circuit and physical damage, and away from metal objects such as keys, coins, etc. Extra batteries must be sufficient to cover the use of the personal oxygen concentrator for the entire duration of the travel itinerary, including connection time, check-in and travel buffer. Aircraft power supply to power on and use personal oxygen concentrators or recharge batteries during flight is not permitted. Ability to recharge battery during connection may not be available.

(5) Personal oxygen concentrators and extra batteries are accepted free of charge, in addition to the normal carry-on baggage allowance, provided they can



be safely stowed underneath the seat. However, the area around the personal oxygen concentrators must be clear of blankets, coats, and other pieces of carry-on baggage.

(6) Check-in is not permitted through the web and/or self-service device. Check-in must be made with an airport agent at any check-in position.

### **RULE 50 - UNACCOMPANIED MINORS AND INFANTS**

For the purposes of the present rule, a minor means a person who has not reached his/her 18th birthday as of the date of commencement of travel.

#### **A. Accompanied**

(1) Children are accepted for transportation when accompanied on the same flight and in the same compartment by a passenger at least 16 years of age. Only one infant will be accepted for carriage with each fare paying passenger at least 16 years of age occupying the same or adjacent seat occupied by the infant.

(2) Children under age 8 must be accompanied by an adult age 16 or older when travelling. The accompanying adult must occupy a seat in the same cabin and be seated adjacent to the young child.

(3) Passengers travelling with children under the age of 12 will receive complimentary seat assignment ensuring children are seated adjacent to an adult/guardian travelling with them. Customers may contact Egypt Air reservations directly to be seated or review their reservation 36 hours after booking to validate their seat assignments. Customers should always indicate in their booking they are travelling with children. B. Unaccompanied Minors not accompanied on the same flight and in the same compartment by a passenger 16 years of age or over are accepted for transportation only under the following conditions:



## Egypt Air International Tariff

(1) Age of minor at last birthday under 8 years of age via all classes of service: Not accepted under any conditions.

(2) Age of minor at last birthday 8 to 11 years of age via all classes of service: Unaccompanied minor service is mandatory. See conditions and restrictions below.

(3) Age of minor at last birthday 12 to 17 years of age via all classes of service: Unaccompanied minor service is optional. C. Child restraint devices an infant occupying a seat must be placed in an approved child restraint device. The use of an approved child restraint device is optional for children age 2 and up. Child restraint devices are not permitted in the Signature / Business suite at any time.

### D. Fare and Service Fee

(1) The fare applicable to the transportation of children or infants occupying a seat is the applicable published fare for all itineraries and a discounted applicable published fare for international itineraries (discount not applicable to taxes, fees, charges and surcharges).

(2) Infant not occupying a seat

The fare for infants not occupying a seat will be assessed 10% of the applicable adult fare on international itineraries. No fare is applicable on all itineraries (certain taxes, fees and charges may apply).

### E. Conditions of Application of Unaccompanied Minor Service

(1) Registration for the unaccompanied minor service must be made at least 24 hours prior to departure.

(2) The minor must be brought to the airport of departure by a parent or responsible adult who remains with the minor until carrier starts providing supervision, and must remain at the airport until the flight has departed in case a schedule irregularity occurs. The parent or responsible adult must furnish the



carrier with satisfactory evidence that the minor will be met by another parent or responsible adult showing photo identification, upon deplaning at his destination. Children of ages 8 to 11 are not accepted if the flight on which the child holds a reservation is not expected to terminate at his/her destination.

(3) Carrier will provide supervision for the minor from the time of boarding or check-in, where applicable, until the minor is met at destination by a parent or a responsible adult showing photo identification, as identified in the above paragraph.

#### (4) Medical Conditions

Children with medical conditions may not be accepted for travel as an unaccompanied minor. Medical approval from Egypt Air medical officer is required for any unaccompanied minor service to be offered to a minor with a medical condition, including customers with disabilities or severe allergies – see **RULE 40 - PASSENGERS WITH DISABILITY**. A child with severe allergy may not be accepted for travel as an unaccompanied minor. F. Limited responsibilities of Carrier With the exception of the service specifically provided to an unaccompanied minor in this rule, carrier will not assume any financial or guardianship responsibilities for unaccompanied minor beyond those applicable to an adult passenger.

## Egypt Air International Tariff

We have the pleasure to put into your kind attention new charges to be collected for Un-accompanied and Young passenger travelling on International flights.

### Applicable charges:

Service for	Price in USD
Departure from Egypt	25\$
Departure to Egypt	50\$

- In addition to applicable fare according to passenger's age as follows:-
  - Children between 6 and 11 years charge 100% of adult fare.
  - Young passenger between 12 and 16 years.
  - SSR code: UMNR for Child
  - UMNS for young passenger
- **Conditions;**

Change	Refund	No-show
Permitted	20%	100%

### **RULE 55 - PETS AND ANIMALS**

The Transportation of Animals is subject to the conditions set out in this rule. Passengers should contact Egypt Air or visit its website for recommendations on preparing the animal for travel. A. General Conditions of Acceptance

- (1) Advance arrangements must be made with Egypt Air. It is recommended to register the animal within 24 hours of booking so as to avoid flight change or cancellation fees in the event that Egypt Air is unable to accommodate the animal on the booked flight.

(2) The animal must be harmless, inoffensive and odorless.

(3) The animal must be confined in a cage or container subject to inspection and approval by the carrier prior to acceptance.

(4) Containers must be leak proof and ventilated on at least two sides. Animal must be able to stand, turn around and lie down comfortably, as per international regulations. An empty water dish should be provided so that water may be given if circumstances permit. No part of the animal may protrude from the container wire/weld mesh (cage like) (carriers are not permitted). Container should not be locked in case carrier staff needs to access the animal in the event of an emergency. Additional container restrictions apply depending on whether the animal is transported in cabin or in the baggage compartment.

(5) Animals will be transported either in the cabin or baggage compartment.

(6) The passenger must make all arrangements and assume full responsibility for complying with any applicable laws, customs and/or other governmental regulations, requirements or restrictions of the country, province, state or territory to which the animal is being transported, including but not limited to furnishing valid health and vaccination certificates, when required. Pets may be quarantined upon arrival. Egypt Air will not be responsible in the event any such animal is quarantined, refused entry into or passage through any country, province, state or territory. Visit Egypt Air's website for details on restrictions for certain countries.

(7) Animals must be at least twelve weeks old and fully weaned.

(8) Passengers travelling with an animal must check-in 30 minutes prior to the recommended check-in time as check-in must be done with an agent. Web check-in or airport self-service kiosks cannot be used for check-in.

B. Animals in Cabin - Additional Requirements and Restrictions Egypt Air will only carry in cabin domesticated cats and small dogs that require no attention during



flight, (with exception of service animals) subject to the following additional requirements.

(1) Number of animals allowed is limited per cabin and aircraft type.

(2) Carriage of animals is limited to one animal per container and one container per passenger. The container replaces the standard piece of carry-on baggage allowance.

(3) The container must be stored under the seat directly in front of the passenger during takeoff and landing. The animal must remain enclosed in the container while on board the aircraft, from time of entry into the aircraft until after deplaning.

(4) The passenger will not be permitted in a bulkhead row or in a row immediately behind a bulkhead or adjacent to an emergency exit.

(5) Egypt Air will not accept an animal if it is in the custody of an unaccompanied minor.

(6) Carrier reserves the right to refuse carriage of animals because the total number of animals in cabin is limited on each flight by aircraft type and cabin configuration or at any time because a person with a severe allergy to the animal is travelling on the same aircraft.

(7) Egypt Air may request passenger to change seats before or after boarding to accommodate allergy sufferers.

(8) Additional piece, oversize, and overweight fees do not apply. First and/or second bag fees do not apply; animal is not considered part of the checked baggage allowance.

(9) A maximum of two dogs, or two cats, of comparable size up to 14 kg each, that are used to cohabitation, may be carried in the same kennel.

(10) Maximum weight limit of 45 kg (100 lbs.) including pet and kennel.



### Egypt Air International Tariff

(11) Animals will not be accepted more than 4 hours before scheduled departure (6 hours with prior arrangements).

(12) Animals used for commercial intent such as those for sale, sled racing competitions etc. may require specific documentation for declared value, insurance and liability.

### (C. Fees

Charges for pet in Cabin up to 8 KG or in Hold up to 23 KG

To	From									
	Egypt	Middle East	IST	Europe	Far East	CAN	Africa	ASM	NYC/WAS /YTO	Canada/ USA
Currency in USD or equivalent on local currency										
Egypt		100	100	125	175	185	100	150	265	300
NYC/WAS/YTO	225	300	300	300	300	345	225	270		
Canada/USA	300	375	375	375	375	375	300	340		
Middle East	100	125	125	150	190	225	125	150	300	375
Europe except IST	125	150	150	190	190	225	125	150	300	375
IST	125	150		130	190	225	125	150	300	375
Far East except CAN	150	175	175	190	200	250	150	175	300	375
CAN	150	175	175	190	250		150	175	340	375
Africa Except ASM	125	125	185	175	200	225	125	150	300	375
ASM	180	200	225	200	225	250	150		375	450

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More than 23Kk up to 32 KG (Hold only)

To	From									
	Egypt	Middle East	IST	Europe	Far East	CAN	Africa	ASM	NYC/WAS/YTO	Canada/USA
Egypt		150	150	190	265	275	150	250	350	400
NYC/WAS/YTO	300	400	400	190	400	460	300	360		
Canada/USA	400	500	500	500	500	500	400	450		
Middle East	150	190	190	225	285	340	190	225	400	500
Europe except IST	190	225	225	285	285	340	190	225	400	500
IST	190	225		195	285	340	190	225	400	500
Far East except CAN	225	265	265	285	300	375	225	265	400	500
CAN	225	265	265	285	375		225	265	450	600
Africa Except ASM	190	190	280	265	300	340	190	225	400	500
ASM	270	300	340	300	340	375	225		500	

## More than 32KG up to 45KG (Hold only)

To	From									
	Egypt	Middle East	IST	Europe	Far East	CAN	Africa	ASM	NYC/WAS/YTO	Canada/USA
Egypt		200	200	250	350	370	200	300	525	600
NYC/WAS/YTO	450	600	600	600	600	690	450	540		
Canada/USA	600	750	750	750	750	750	600	675		
Middle East	200	250	250	300	380	450	250	300	600	750
Europe except IST	250	300	300	380	380	450	250	300	600	750
IST	250	300		260	380	450	250	300	600	750
Far East except CAN	300	350	350	380	400	500	300	350	600	750
CAN	300	350	350	380	500		300	350	675	750
Africa Except ASM	250	250	370	350	400	450	250	300	600	750
ASM	360	400	450	400	450	500	300		750	900

(3) A service animal required to assist a person with a disability provided that, for all flights the animal is properly harnessed and certified as having been trained at a professional service animal institution.

(4) For the safety and comfort of all passengers, Egypt Air staff (in consultation with the person with a disability) will determine where the person with a disability and service animals accepted under this rule will be seated.

(5) The passengers must make all arrangements and assume full responsibility for complying with any laws, customs and/or other governmental regulations, requirements, or restrictions of the country, province, state, or territory to which the animal is being transported, including but not limited to furnishing valid health and vaccination certificates, when required. Egypt Air will not be responsible in the event any such animal is refused entry into or passage through any country, province, state or territory.

(6) Emotional support or psychiatric service animals.

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Passengers travelling on all itineraries may travel with a dog as an emotional support or psychiatric service animals, as long as they provide supporting documentation in the form of an original letter on the letterhead of a licensed mental health professional (e.g. a psychologist, psychiatrist or licensed clinical social worker), dated within one year from the date of commencement of travel. The letter must confirm that:

- a) Passenger has a mental or emotional disability recognized by the DSM-IV (diagnostic and statistical manual of mental disorders);
- b) Passenger needs the dog for emotional or psychiatric support during travel and/or at destination;
- c) The person who prepared the document is a licensed mental health professional; and
- d) Passenger is currently under the care of the licensed mental health professional who prepared the document. The letter must also provide information on the mental health professional's license (i.e. type of license, date issued, and issuing authority). Egypt Air does not accept animals other than dogs as emotional support or psychiatric service animals.

F. Limits or Exclusions from Liability Egypt Air will not be liable for illness, death or injury to an animal when the animal has been handled with ordinary standards of safety and care, or when Egypt Air has acted in the interests of the entire flight or of other passengers during flight, such as in the event of an emergency. Moreover, Egypt Air shall not be responsible for loss, expenses, illness, death or injury to the animal resulting from passenger's failure to comply with the provisions of this rule, including, without limitation, if the animal is refused entry at destination or in transit.



**RULE 60 - BAGGAGE****A. General Acceptance of Checked Baggage****(1) Regular Baggage Allowance**

a) General The passenger is entitled to carry checked baggage as specified in this section and subject to the terms and conditions set out in this rule, in particular but not limited to those set out in the sections pertaining to prohibited and unacceptable items, special items, and sporting equipment.

**b) Combined Class Fares**

i. For through journeys where the passenger travels partly in Signature Class, Business Class and partly in Economy Class, the free baggage allowance for each portion of the trip shall be that applicable to the class of service for which the fare is paid.

ii. When passenger, who has paid a higher class fare (E.g. Signature Class / Business Class), travels in a lower class cabin (E.g. Economy cabin), the free baggage allowance will be that applicable to the original higher class fare.

**c) Baggage Size and Weight Limitations**

i. All checked baggage must have maximum outside linear dimensions of 62 in. (158 cm). A piece of baggage whose dimensions exceed this maximum is considered oversize.

Exception: garment bags may exceed these linear dimensions, through the maximum number and weight restrictions still apply.

ii. Unless otherwise specified herein, all checked baggage must have a maximum weight per baggage of 50 lbs. (23 kg) for Economy Class and 70 lbs. (32 kg) for Signature Class / Business Class. Checked baggage whose weight exceeds the aforementioned maximum is considered overweight.

## (D) Baggage Allowance

2 Baggage allowed + one hand bag /Laptop case free of charge.

(E) Infants on lap (under 2 years old) or children (over 2 years old) occupying a seat are entitled to the regular baggage allowance set out above. In addition:

i. One stroller may be checked in at check-in or the gate during boarding, free of charge; and

ii. A car seat may be checked, free of charge.

iii. A playpen may be substituted for either a car seat or stroller.

### Exception:

i. In the case of voluntary rerouting which permits a higher regular baggage allowance, the higher allowance applies only to the remainder of the journey from the point of rerouting. No refund is made for the portion of the journey already performed.

ii. In the case of voluntary rerouting which makes the passenger liable for additional charges because of a lower regular allowance, such additional charges will apply only from the point of rerouting.

iii. In the case of involuntary rerouting, the passenger shall be entitled to the regular baggage allowance applicable for the class of service originally paid for. This provision applies even if the passenger is rerouted from Business Class/ Economy Class and is entitled to fare refund.

## (2) Excess Baggage

Baggage in excess of the regular baggage allowance set out in (A) (1) above, in number, dimension or weight, will be accepted subject to the conditions set out below, upon payment of applicable fees;

a) Maximum Weight and Dimensions i. No bag may exceed 70 lbs., 80 in. in length, or 115 in. In total linear dimensions. Such items may be sent via



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cargo. ii. Any item over 32kg (70 lbs.) will not be accepted and must be sent via Egypt Air Cargo. iii. Any item over 292 cm (115) in linear dimensions and/or 203 cm (80 in) in length will not be accepted and must be sent via Egypt Air Cargo.

b) Applicable Fees FOR TRAVEL BETWEEN ADDITIONAL PIECE FEES:

[egyptair.com](http://egyptair.com)



Excess baggage charge for Domestic within Egypt

USD 30  
or equivalent in local  
currency

**\* N.B Example**  
**From CAI to NYC→ USD 150.00**

To	From									
Currency in USD or equivalent on local currency	Egypt	Middle East	Turkey	Europe	Far East	CAN	Africa	ASM	NYC/WAS YTO	Canada USA
<b>Egypt</b>		100	100	125	175	185	100	150	175	200
<b>NYC/WAS/YTO</b>	150	200	200	200	200	230	150	180		
<b>Canada/USA</b>	200	250	250	250	250	250	200	225		
<b>Middle East</b>	100	125	125	150	190	225	125	150	200	250
<b>Europe except IST</b>	125	150	150	190	190	225	125	150	200	250
<b>Turkey</b>	125	150		130	190	225	125	150	200	250
<b>Far East except CAN</b>	150	175	175	190	200	250	150	175	200	250
<b>CAN</b>	150	175	175	190	250		150	175	225	250
<b>Africa Except ASM</b>	125	125	185	175	200	225	125	150	200	250
<b>ASM</b>	180	200	225	200	225	250	150		250	300

**From NYC to CAI→ USD 175.00**

**\*Effective for Tickets Sale and travel 01NOV2019**

**5th Freedom Baggage policy**  
**Pre-paid Baggage Charge for Website & Call center**  
**And EGYPTAIR Website only**

<b>Between</b>	<b>And</b>	<b>Charge in USD or equivalent in local currency</b>
BKK	HKG	100

<b>Middle East</b>	Including All points in Middle East Plus Khartoum and Juba
<b>Europe</b>	Including All points in Europe plus Morocco, Tunisia and Algeria except Turkey

\*Effective for Tickets Sale and travel 01NOV2019

[egyptair.com](http://egyptair.com)



To	From									
Currency in USD or equivalent on local currency	Egypt	Middle East	IST	Europe	Far East	CAN	Africa	ASM	NYC WAS YTO	Canada USA
Egypt		75	75	95	135	140	75	115	135	150
NYC/WAS/YTO	115	150	150	150	150	175	115	135		
Canada/USA	150	190	190	190	190	190	150	170		
Middle East	75	95	95	115	145	170	95	115	150	190
Europe except IST	95	115	115	145	145	170	95	115	150	190
IST	95	115		100	145	170	95	115	150	190
Far East except CAN	115	135	135	145	150	190	115	135	150	190
CAN	115	135	135	145	190		115	135	170	190
Africa Except ASM	95	95	140	135	150	170	95	115	150	190
ASM	135	150	170	150	170	190	115		190	225

\*Effective for Tickets Sale and travel 01NOV2019

c) Collection of Excess Baggage Charges

egyptair.com

- i. The fees for additional pieces set out above are in addition to the fees applicable to the 1st or 2nd bag, if any, that are set out in the regular baggage allowance. The fees for additional pieces apply to pieces above the number of pieces set out in the regular baggage allowance.
- ii. If a bag is both overweight and oversize, the fee will only be charged once per direction or to the point of stopover. Additional baggage pieces outside the regular baggage allowance set out above are only subject to one excess baggage fee, even if the baggage is also overweight and/or oversize.
- iii. Excess baggage charges will be payable at the point of origin per direction, or at the point of origin to the point of stopover, in which event, when carriage is resumed charges will be payable from the point of stopover to the next point of stopover or destination.
- iv. When a journey for which a through excess baggage ticket has been issued there is an increase in the amount of excess baggage carried, carrier may issue a separate excess baggage ticket for such increase and collect charges to destination or a stopover point, as the case may be.
- v. In delivering baggage at the place of departure or at an intermediate stopping place, or if baggage is lost, carrier shall be under no obligation to refund any charge paid.

Exception:

Carrier reserves the right to refuse excess baggage, for operational reasons. In addition, during embargo periods applicable to certain routes, carrier will not accept baggage that exceeds the regular baggage allowance. Passengers should contact carrier or review its web site for more information.

(3) Excess Value Charges

- A) This rule shall not entitle the passenger to declare such excess value for baggage in connection with carriage over carrier's route in relation to which the above rule does not permit such declarations, unless the carriage over



such route forms a part of through carriage including other routes in relation to which such declarations are permitted.

#### (4) Codeshare

In the case of code-share, the baggage rules of the first marketing carrier (carrier whose code appears on the flight number) may apply, not those of the operating carrier.

#### (5) Check-In, Collection and Delivery of Checked Baggage

a) Check-in Baggage must be checked at the designated off-site check-in facility or airport in advance of flight departure time, as prescribed by the check-in time limits set out in **RULE 70 - CHECK-IN AND BOARDING TIME LIMITS (A)**. A portion of this baggage identification tag will be provided to the passenger. Any baggage which passenger intends to take onboard as carry-on baggage and which carrier required passenger to surrender at boarding for placement in the cargo compartment will be regarded as checked baggage. It is passenger's sole responsibility to ensure that all checked baggage have passenger's name or other personal identification affixed to it.

Baggage will not be checked:

- i. To a point that is not on the passenger's routing, as stated in his/her ticket.
- ii. Beyond the passenger's next point of stopover or, if there is no stopover, beyond the final destination designated on the ticket.
- iii. Beyond a point at which the passenger wants to reclaim the baggage or any portion thereof.
- iv. Beyond the point to which all applicable charges have been paid.
- v. Beyond a point at which the passenger is to transfer to a connecting flight if carrier is unable to through-check the baggage, or if that flight is scheduled to



depart from an airport different from the one at which the passenger is scheduled to arrive.

b) Collection and Delivery of Baggage Checked baggage will be delivered to the bearer of the baggage check upon payment of all unpaid sums due to carrier under contract of carriage or tariff. Only the passenger for whom a baggage identification tag was issued may take possession of the baggage. Carrier may, but is under no obligation to do so, require satisfactory proof that the baggage belongs to the passenger in question before delivering the baggage to the passenger. Acceptance of the baggage without complaint, within the time limits stipulated in **RULE 105 – LIABILITY OF CARRIERS (E)**, by the passenger in possession of the baggage identification tag is prima facie evidence that the carrier delivered the baggage in good condition in accordance with this tariff.

#### (6) Movement of Baggage and Delayed Baggage

Checked baggage will be carried in the same aircraft as the passenger unless such carriage is deemed impracticable by carrier, in which event carrier will move the baggage on a space available basis, and the checked baggage may arrive after the passenger's arrival at destination. Carrier shall make reasonable efforts to deliver baggage to passenger as soon as practicable, unless restrictions apply pursuant applicable law or local requirements, such as the need for presence of passenger for customs clearance. If passenger's baggage is delayed, carrier will provide out-of-town passengers with an over-night kit if required, and will provide information necessary to allow passenger to obtain updates on the status of their baggage.



## B. Acceptance of Carry-on Baggage

### (1) General Conditions of Acceptance

Carry-on baggage must fit within the size limits set out herein, as it must fit under the seat located in front of the passenger or in the enclosed storage compartment in the passenger cabin. Should the carry-on baggage exceed the limits set out herein, carrier may require passenger to check baggage, either at check-in or at boarding.

Note: some exceptions may apply to certain mobility aids and other assistive devices. As further detailed in this rule, some items are not suitable for carriage, or are subject to special restrictions and/or fees.

### (2) Free Baggage Allowance

A maximum of 2 pieces of cabin baggage may be carried onto the aircraft by the passenger. One bag must have total overall dimensions not exceeding 9x15.5x21.5 inches (23x40x55 cm) except where the under seat space facility requires a bag of a lesser size. The second bag must have total overall dimensions not exceeding 6x13x17 inches (16x33x43 cm). Carry-on baggage must be stored under the seat in front of the passenger or placed in an enclosed overhead bin.

### (3) Musical Instruments

Instruments are accepted as checked baggage, carry-on baggage or cabin-seat baggage – depending on their size and shape – on flights operated by Egypt Air. String instruments must have their strings loosened to prevent damage caused by changes in temperature and/or pressure. a) Instruments that Can Be Brought in the Cabin Size Restriction

- String instruments (e.g. guitars, violins and violas) can be carried on board – even if their dimensions slightly exceed Egypt Air’s carry-on size requirements - as long as they fit in the overhead bin or under the seat in front of the passenger, and there is sufficient space to accommodate the instrument in the cabin at time of boarding. If there is no space available in the cabin to securely store the



instrument according to airline staff, the instrument may need to be checked.

#### Hard Case

- In case they need to be checked, instruments must always be packaged in a rigid/hard shell container designed to transport such items. Allowance
- Instruments can count as part of a passenger's carry-on baggage allowance provided they meet the current Egypt Air carry-on size requirements of (55 x 40 x 23cm); (21.5 x 15.5 x 9in). As such, they can be carried in the cabin as part of, but not in addition to, a passenger's carry-on baggage allowance. Priority Boarding
- The number of instruments that can be accommodated on each flight is limited. Some aircraft have limited onboard storage space. Instruments as Checked Baggage Allowance If instruments are checked-in; they count as one piece of baggage towards the maximum number of checked bags allowed by fare type. If the passenger's bag count (instrument plus number of other bags to be checked) exceeds the maximum number of items allowed by fare type, excess checked baggage charges will apply. Baggage restrictions on dimensions and weight applicable to the fare type will apply to the instrument. Hard Case If checked, instruments must always be packaged in a rigid/hard shell container designed to transport such items. Seat-Loaded Instruments If a passenger believes that the instrument is too fragile to be handled as checked baggage or if it exceeds requirements for carry-on baggage, an additional seat may be purchased for the instrument, subject to seat availability and size restrictions.



**Fee/Fare**

We have the pleasure to put into your kind attention EGYPTAIR amended pricing policy for Music Instrument for application on/after 20FEB19.

Type	Carry-on	Cabin seat
<b>Small Instrument</b>	With max. (8KG/118CM) including hard case  Without carry-on Baggage	With max one musical instruments, 75KG occupying an extra seat by discount 50% from Basic.
<b>Large Instrument</b>	Accepted as checked Baggage only,  With max (23KG/158CM)	

**Conditions:**

- Cabin Seat must be issued starting from L/ class or higher.
- In case passenger need to get cabin seat for his music instrument in the same time of issuing his travel ticket, two separate tickets must be issued on the same class.
- In case passenger need to get cabin seat for his music instrument after issuing travel ticket, ticket for cabin seat must be issued on available class starting from L/class.
- For change/no-show and refund, rules for applicable fare must be applied.

The instrument must not restrict access to, or use of, any required emergency or regular exits or aisle of the cabin nor obscure any passenger's view of seatbelt, no smoking or exit signs. Passenger Option if Flight Occurs on a Different Aircraft than Expected If the flight the passenger is booked on occurs on a different aircraft than expected and there is insufficient stowage space for a musical instrument, attempts will be made to place the instrument in the cargo compartment. If there remains insufficient space for the instrument, Egypt Air will, at no additional charge, offer to place the passenger on the next available flight that can accommodate the passenger and instrument.

#### (4) Additional Items

In addition to the free baggage allowance for carry-on baggage set out in the previous paragraphs, passengers may bring on-board: a) Coat or other outer garment

b) A small purse measure measuring no more than 25 cm x 30 cm x 14 cm (10 in x 12 in x 5.5 in). Larger purses will be included in the regular fee baggage allowance for carry-on baggage.

c) An infant care item (e.g. diaper bag), if passenger is travelling with an infant

d) A child restraint device if a seat has been purchased for the child/infant,

e) A mobility aid or other Assistive Devices for stowage or use within the cabin (e.g. prescription medications or any medical devices needed to administer them such as syringes or auto-injections, vision-enhancing devices, POCS, ventilators and respirators that use non-spill able batteries, as long as they comply with applicable safety, security and hazardous materials rules). It is recommended and sometimes required that passengers contact carrier prior to departure to make arrangements (in particular, but not limited to, for situations where any such aid or device exceeds the maximum weight or dimensions mentioned above). See **RULE 40 - PASSENGERS WITH DISABILITY** and **RULE 45 -**



**OXYGEN SERVICE AND PERSONAL OXYGEN CONCENTRATORS** for more information, or contact carrier.

f) A small electronic device such as cell phone or mp3 player, but not electronic devices that can interfere with aircraft navigational and/or communication equipment. Transmitting and receiving functions must be turned off while on board. Passengers should contact carrier or review its web site for more information on these items.

#### (5) Seat-loaded Cabin Baggage

Passengers should contact the carrier for more information:

#### (6). Prohibited or Unacceptable Items (1) General

Passengers should contact carrier or review its web site for more information on these items. Certain items will be carried only under certain restrictions or special packaging conditions (see "special items", below). Notwithstanding any tariff provision to the contrary, as a general rule, passenger must not include in checked or carry-on baggage items which:

- a) Are likely to endanger the aircraft, persons or property; or
- b) Are likely to be damaged by air carriage; or
- c) Are unsuitably or inadequately packed, if included in checked baggage; or
- d) Are unsuitably for carriage by reason of their weight, size or character; or
- e) Articles strapped, fastened, or otherwise secured to other baggage being checked and which are not independently tagged and/or packaged. Such items include but are not limited to sleeping bags, tents, luggage racks, luggage carriers, and umbrellas; or

Are restricted as carry-on baggage due to security restrictions (e.g. sharp, piercing or cutting object). Such items must be checked. g) By their particular nature



(fragile, perishable, valuable or otherwise) the carrier does not, or would not, if discovered, agree to carry; or h) Unless otherwise stated herein, dangerous goods, explosives, ammunitions, corrosives and articles, which are easily ignited, including all items, listed in the U.S. D.O.T hazardous materials regulations (49 CFR 100-185); the International Civil Aviation Organization technical instructions for the safe transport of dangerous goods by air and/or the IATA dangerous goods regulations; or i) Are prohibited by the applicable laws, regulations or orders of any state to be flown to or from. It is the passenger's sole responsibility to ensure that he/she is in compliance with the laws and regulations of the countries in his/her itinerary.

### (7) Valuables

Articles not acceptable in checked baggage or when otherwise placed in the care of the carrier:

Carrier does not accept in checked baggage or when otherwise placed in the care of the carrier, money, jewelry, silverware, negotiable papers, securities, computers, televisions and other electronic equipment, cameras, cellular phones, business documents, samples, painting, antiques, artifacts, manuscripts, irreplaceable books or publications, prescription drugs, or any other valuable or item whose loss may cause serious damage.

### (3) Certain oversize/overweight items

Carrier does not carry as baggage:

Canoes, hang gliders, kayaks, luges, pole vaults, windsurfing equipment, paddleboards, and bobsleighs. Kite boards are not accepted on Egypt Air during embargo periods. Passengers should contact carrier or review its web site for more information on these items.



## D. Special Items

### (1) General

Passengers should contact carrier or review its web site for more information on these items. Certain items will be carried only under certain restrictions or special packaging conditions. These items include, but not limited to: camping equipment (stoves, fuel tanks, and insect repellents), curling irons, lighters, dry ice, brine, and gel/ice packs, avalanche rescue equipment, empty scuba tanks, and paintball cylinders with no regulator/valve, CO2 cylinders, paint, and gasoline-powered equipment.

### (2) Batteries

Carrier will accept batteries in accordance with the following battery acceptance guide, and subject to the conditions contained therein. For identification purposes, the type of battery must be marked on the battery itself or on its packaging, by the manufacturer. Customers must ensure that batteries are packaged in a manner that protects them from short circuit and physical damage. Batteries must be stored away from metal objects, keys, coins. Etc.

BATTERY TYPE PERMITTED REQUIREMENTS RESTRICTIONS Alkaline Carbon Zinc  
(Dry cell)

Must be protected to prevent short circuit.

Cabin baggage only

Silver Oxide; Zinc Air

Yes must be individually protected to prevent short circuit.

Cabin baggage only

Lead Acid (non spill able/gel)

Yes Battery must be marked "non-spill able" by the manufacturer. Securely packaged.



The terminals must be protected in such a way

Cabin baggage only.

To or from the U.S.A outer container must also be marked "non- spill able".

BATTERY TYPE PERMITTED REQUIREMENTS RESTRICTIONS to prevent short circuit. Lead Acid (spill able)

No Forbidden

Lithium \* Internal contained in consumer electronic devices.

Yes No special requirements Cabin baggage only

Lithium \* Internal contained in consumer electronic devices Yes Maximum of 2 batteries. Must be individually protected to prevent short circuit.

Cabin baggage only

Lithium\* ion Internal contained in consumer electronic devices.

Yes No special requirements Cabin baggage only

Lithium \* Ion external/spare extra batteries for consumer electronic devices

Yes must be individually protected to prevent short circuit.

Cabin baggage only

Note 1: protective case required. Examples: nylon bag, plastic container, etc.

Note 2: original retail packaging or individually wrapped in plastic.

Note 3: exceptions exist for mobility aids.

Note 4:\* Lithium-battery powered vehicles are excluded, see (f) below.

### (3) Firearms and Ammunition

Items of shooting equipment will be accepted only as checked baggage subject to the conditions and charges specified below.



**Exception 1:** this provision does not apply to officers of the law carrying side arms.

**Exception 2:** Rifles of armed forces personnel, when retained by the passenger at his seat position, need not be packed in a case. a) Firearms - Conditions of Acceptance

- i. Only hunting rifles, shotguns, BB guns, paintball guns, biathlon rifles, starter pistols, air pistols and certain handguns are accepted.
- ii. A maximum of 3 firearms per customer may be accepted as checked baggage only.
- iii. Certain firearms are prohibited. Passengers should contact carrier or review its web site for more information on these items.
- iv. Entry permits must be in the possession of the passenger for the country or countries of transit and destination, if any. Noncompliance can result in the seizure of the firearm.
- v. Only passengers age 18 and over may carry a firearm.
- vi. Passengers wishing to travel with a firearm in their checked baggage are advised to be at the airport a full 30 minutes before the normal recommended check-in time for their flight. b) Firearms and ammunition - Packaging Requirements

There are important and specific procedures that must be followed regarding the packaging of firearms and ammunition. Passengers should contact carrier or review its web site for more information. c) Ammunition

. Only shells and cartridges are accepted and must be carried in checked baggage. Gunpowder and gunpowder pellets are strictly prohibited. Ammunition with explosive or incendiary projectiles will not be accepted.

. Ammunition allowance is limited to 5 kg (11 lbs.) per passenger. Allowances for more than one passenger cannot be combined into one or more packages. d)

#### Charges

. Firearms will be included in determining the regular baggage allowance, and each item in excess of the regular baggage allowance will be considered excess baggage, with charges applicable in addition to the fixed handling charge set out below.

. Fragile items include, but are not limited to, the following classes and examples:

- (a) Artistic items
  - (b) Chinaware/ceramics/pottery
  - (c) Electronic and mechanical items (see also precision items)
  - (d) Boxes, sacs, bags, garment bags and suit/dress covers of light, flimsy plastic or vinyl designed for carrying and not for shipping. Includes the contents of such bags or covers.
  - (e) Glass or items made of glass.
  - (f) Musical instruments and equipment
  - (g) Historical or unique documents and photographs
  - (h) Photographic/cinematographic equipment
  - (i) Precision items, experimental or scientific equipment
  - (j) Recreational and sporting goods, subject to the conditions set out in this rule
  - (k) Any item that is tied, taped, wired, or strapped to the exterior of any piece of checked baggage.
- f) Perishables Carrier does not agree to carry fragile items as checked baggage, or when otherwise placed in the care of the carrier, unless they are suitably and adequately packed. If otherwise packed, carrier may refuse to carry items.



g) Restricted articles the items listed in the IATA dangerous goods regulations cannot be accepted in carry-on or checked baggage. These items may be accepted as cargo and only in compliance with these regulations. h) Liquids, Gels and Aerosols: Liquids, gels and aerosols are accepted in checked baggage, subject to applicable laws, regulations or orders of any state to be flown to or from to under the following conditions:

- i. their total capacity does not exceed 2 liters or 2 kilograms (75 fl. Oz.)
- ii. The net capacity of each single item does not exceed 500 ml or 500 g (18fl. Oz.)
- iii. Alcohol beverages may not exceed 70% and alcohol beverages between 24% and 70% may not exceed 5 liters
- iv. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents. E. Sporting Equipment Passengers should contact carrier or review its website for more information on these items. Certain items of sporting equipment are unacceptable for carriage. See above on prohibited and unacceptable items for details.

#### (1) Packaging Instructions

Most sporting equipment must be carried in a rigid and/or hard shell container specifically designed for shipping, such as, but not limited to: archery equipment, bicycles, bowling balls, broomball/curling broom, golfing equipment, hockey sticks, racquets, skis, ski poles, snowboards, surfboards, boogie boards, skim boards, speed boards, skateboards, scuba diving equipment, and Skelton sleds. If otherwise packaged, carrier may refuse to carry items. Certain items will be carried upon payment of certain handling charges, and/or under other or additional special packaging conditions.

#### (2) Excess/Oversize Charges

Unless otherwise stated on carrier's website, if passenger's baggage count (special items plus number of bags to be checked) exceed the maximum number of items allowed by fare type, additional checked baggage charges will apply, in addition to



any applicable fixed handling charge, if any. In some cases, certain excess baggage or oversize charges may be waived.

### (3) Items Subject to Handling Charges

Bicycles are subject to a handling charge (plus applicable taxes) for carriage on Egypt Air. Bicycles must have handlebars fixed sideways and pedals removed. Surfboards (including Paddleboards, wakeboards, kite boards, wave skis) are subject to a handling charge (plus applicable taxes). Two handling fees apply for two (2) surfboards packed in the same container. Surfboards are only accepted on a space-available basis. When handling charges apply, the charge applies to one-way flights and for each way of travel on round-trip and multi-segment flights.

F. Hover boards, electric skateboards, air wheels, mini-Segway and balance wheels or any lithium-battery powered vehicle excluding mobility aids. Hover boards, electric skateboards, air wheels, mini-Segway and balance wheels or any lithium-battery powered vehicle excluding mobility aids are not permitted in carry-on or checked baggage due to potential safety risks associated with the power of the batteries that power them.

G. Inspection by Carrier Carrier has the right, but not the obligation, to verify, in the presence of the passenger, the contents of his/her baggage, and in the case of unaccompanied baggage to open and examine such baggage whether or not the passenger is present. The existence or exercise of such right shall not be construed as an agreement, expressed or implied, by carrier to carry such contents as would otherwise be precluded from carriage.

### H. Right to Refuse Carriage

Carrier may refuse to carry any baggage which passenger is unwilling to subject to inspection. Carrier may also refuse carriage, or refuse further carriage of any item, if discovered, that, in accordance with this rule, is either prohibited or unacceptable, or permitted under certain conditions (restricted/special items)



## Egypt Air International Tariff

## Bike - Film equipment's

To	From									
Currency in USD or equivalent on local currency	Egypt	Middle East	IST	Europe	Far East	CAN	Africa	ASM	NYC/WAS /YTO	Canada /USA
Egypt		100	100	125	175	185	100	150	175	200
NYC/WAS/YTO	150	200	200	200	200	230	150	180		
Canada/USA	200	250	250	250	250	250	200	225		
Middle East	100	125	125	150	190	225	125	150	200	250
Europe except IST	125	150	150	190	190	225	125	150	200	250
IST	125	150		130	190	225	125	150	200	250
Far East except CAN	150	175	175	190	200	250	150	175	200	250
CAN	150	175	175	190	250		150	175	225	250
Africa Except ASM	125	125	185	175	200	225	125	150	200	250
ASM	180	200	225	200	225	250	150		250	300

## Egypt Air International Tariff

Ammunition - Archery equipment's - Fishing equipment - Golf equipment - kite/kite board

Scuba equipment - Snow/water skiing equipment - Small surf board/ Paddle board - Fire Arms

To	From									
Currency in USD or equivalent on local currency	Egypt	Middle East	IST	Europe	Far East	CAN	Africa	ASM	NYC/WAS/YTO	Canada/USA
Egypt		50	50	65	90	95	50	75	90	100
NYC/WAS/YTO	75	100	100	100	100	115	75	90		
Canada/USA	100	125	125	125	125	125	100	115		
Middle East	50	65	65	75	95	115	65	75	100	125
Europe except IST	65	75	75	95	95	115	65	75	100	125
IST	65	75		65	95	115	65	75	100	125
Far East except CAN	75	90	90	95	100	125	75	90	100	125
CAN	75	90	90	95	125		75	90	115	125
Africa Except ASM	65	65	95	90	100	115	65	75	100	125
ASM	90	100	115	100	115	125	75		125	150

## **RULE 61 – INTERLINE BAGGAGE ACCEPTANCE**

Definitions “Interline Agreement” an agreement between two or more carriers to co-ordinate the transportation of passengers and their baggage from the flight of one air carrier to the flight of another air carrier (through to the next point of stopover). “Interlining Carrier(s)” includes both the selecting carrier and other carriers who have been identified as providing interline transportation to the passenger by virtue of the passenger's ticket. “Interline Itinerary” all flights reflected on a single ticket involving multiple air carrier ("interlining carriers").

“**Most Significant Carrier** (“MSC”)” is determined by a methodology, established by IATA (resolution 302), which establishes, for each portion of a passenger's itinerary where baggage is checked through to a new stopover point, which carrier will be performing the most significant part of the service. For travelers under the resolution 302 system, the baggage rules of the MSC will apply. For complex itineraries involving multiple checked baggage points, there may be more than one MSc, resulting in the application of differing baggage rules through an itinerary. Most significant carrier (MSC) - IATA resolution 302 as conditioned by the agency in this instance, the MSc is determined by applying IATA a resolution 302 methodology as conditioned by the agency. The agency's reservation has stipulated that only a single set of baggage rules may apply to any given interline itinerary. The aim of the agency reservation is to allow the selecting carrier to use the MSc methodology to determine which carrier's baggage rules apply to an international interline itinerary, while reinforcing the role of tariffs in the determination of which carrier's rules apply.

“**Selected Carrier**” The carrier whose baggage rules apply to the entire interline itinerary. “**Selecting Carrier**” The carrier whose designator code is identified on the first flight segment of the passenger's ticket at the beginning of an interline itinerary issued on a single ticket whose origin or ultimate destination is in Egypt.

“**Summary Page at the End of an Online Purchase**” A page on a carrier's web site which summarizes the details of a ticket purchase transaction just after the



passenger has agreed to purchase the ticket from the carrier A. Baggage Rule Determination by Selecting Carrier

### Checked Baggage

(1) For itineraries beginning and ending in Egypt, the selecting carrier will decide which baggage rule to apply to the entire itinerary.

a) When Egypt Air is the selecting carrier, it will select and apply its own baggage rules as set out in **RULE 60 - BAGGAGE** to the entire itinerary.

b) When Egypt Air is not the selecting carrier, the selecting carrier shall: Select and apply its own baggage rules as set out in its tariff to the entire interline itinerary. OR Select the most significant carrier, as determined by IATA resolution 302, in order for that carrier's baggage rules, as established in its tariff, to apply to the entire interline itinerary. The carrier identified by means of a) or b) will be known as the selected carrier.

(2) For all other itineraries, the most significant carrier methodology, as determined by IATA resolution 302, will apply.

### Carry-on baggage

Each operating carrier's carry-on baggage allowances will apply to each flight segment in an interline itinerary. However, carry-on baggage charges applicable to the entire interline itinerary, if any, will be those of the selected carrier. B. Baggage Rule Application by Interlining Carrier Where Egypt Air is not the selected carrier on an interline itinerary but is an interlining carrier that is providing transportation to the passenger based on the ticket issued, Egypt Air will accept and apply as its own the baggage rules of the selected Carrier throughout the interline itinerary. C. Disclosure of Baggage Rules For baggage rules provisions related to a passenger's 1st and 2nd checked bag and the passenger's carry-on baggage (i.e., the passenger's "standard" baggage allowance), when Egypt Air sells and issues a ticket for an interline itinerary, it will



disclose to the passenger on any summary page at the end of an online purchase and on the passenger's itinerary/receipt and e-ticket at the time of ticketing the baggage information relevant to the passenger itinerary. The disclosed information will reflect the baggage rules of the selected carrier.

(1) Egypt Air will disclose the following information:

a) The baggage rules which applies:

b) Passenger's free baggage allowance and/or applicable fees

c) Size and weight limits of the baggage, if applicable;

d) Terms or conditions that would alter or impact a passenger's standard baggage allowances and charges (e.g. frequent flyer status.);

e) Existence of any embargoes that may be applicable to the passenger's itinerary, if any; and,

f) Application of baggage allowances and charges (i.e. whether they are applied once per direction or if they are applicable at each stopover point).

g) Web site disclosure Egypt Air will disclose on its web site, in a convenient and prominent location, a complete and comprehensive summary of all of the carrier's own baggage rules, including information concerning:

i. The maximum weight and dimensions of passenger bags, if applicable, both checked and unchecked;

ii. The number of checked and unchecked passenger bags that can be transported and the applicable charges;

iii. Excess and oversized baggage charges;

iv. Charges related to check in, collection and delivery of checked baggage;

v. Acceptance and charges related to special items, e.g. surf boards, pets, bicycles, etc.



- vi. Baggage provisions related to prohibited or unacceptable items, including embargoes, if any;
- vii. Terms or conditions that would alter or impact the baggage allowances and charges applicable to passengers (e.g. frequent flyer status.); and
- viii. Other rules governing treatment of baggage at stopover points, including passengers subject to special baggage allowances or charges, etc.

### **RULE 65 – ADMINISTRATIVE FORMALITIES**

A. Compliance with Regulations The passenger shall comply with all laws, regulations, orders, demands, or travel requirements of countries to be flown from, into, or over, and with all rules, regulations, and instructions of carrier. Carrier shall not be liable for any aid or information given by any agent or employee of carrier to any passenger in connection with obtaining necessary documents or complying with such laws, regulations, orders, demands, requirements, or instructions, whether given orally, in writing, or otherwise, or for the consequences to any passenger resulting from his failure to obtain such documents or to comply with such laws, regulations, orders, demands, requirements, or instructions.

#### B. Passports and Visas

(1) Each passenger desiring transportation across any international boundary will be responsible for obtaining all necessary travel documents and for complying with all government travel requirements.

The passenger must present all exit, entry and other documents required by the laws, and unless applicable laws provide otherwise, shall indemnify the carrier for any loss, damage, or expense suffered or incurred by such carrier by reason of such passenger's failure to do so. Carrier is not liable to the passenger for loss or expense due to the passenger's failure to comply with this provision. Carrier



reserves the right to refuse carriage to any passenger who has not complied with applicable laws, regulations, orders, demands or requirements or whose documents are not complete. No carrier shall be liable for any aid or information given by any agent or employee of such carrier to any passenger in connection with obtaining such documents or complying with such laws, whether given orally in writing or otherwise. In addition, carrier reserves the right to hold, photocopy or otherwise image reproduce a travel document presented by any passenger and accepted as a condition of boarding.

(2) Subject to applicable laws and regulations, the passenger agrees to pay the applicable fare whenever carrier, on government order, is required to return a passenger to his point of origin or elsewhere due to the passenger's inadmissibility into or deportation from a country, whether of transit or of destination. The fare applicable will be the fare that would have been applicable had the original ticket designated the revised destination on the new ticket. Any difference between the fare so applicable and the fare paid by the passenger will be collected from or refunded to the passenger as the case may be. Carrier may apply to the payment of such fares any funds paid by the passenger to carrier for unused carriage, or any funds of the passenger in the possession of carrier. The fare collected for carriage to the point of refusal or deportation will not be refunded by the carrier, unless the law of such country requires that such fare be refunded.

C. Customs Inspection If required, the passenger must attend inspection of his baggage, checked or unchecked, by customs or other government officials. Carrier accepts no responsibility toward the passenger if the latter fails to observe this condition. If damage is caused to carrier because of the passenger's failure to observe this condition, the passenger shall indemnify carrier therefor. Carrier shall not be liable to the passenger for any aid, assistance, data, or other information provided to customs or other government agencies involved in border controls of any country pertaining to passenger or passenger's travel.

D. Government Regulation No liability shall attach to carrier if carrier in good faith determines that what it understands to be applicable law, government regulation, demand, order or requirement, requires that it refuse and it does refuse to carry a passenger.

### **RULE 70 - CHECK-IN AND BOARDING TIME LIMITS**

#### A. Check-in

##### (1) Recommended

The passenger is recommended to check-in at least 180 prior to scheduled departure time of the flight on which he/she holds a reservation in order to permit completion of government formalities and departure procedures.

##### (2) Time Limit

For international flights, passengers must check-in, with his/her baggage, if any, at least 60 minutes for domestic flights.

(3) Passenger must check in via self-service device or through an Egypt Air agent at the check-in counter within the aforementioned check-in times. Passengers checking baggage must check-in and drop off baggage within the above check-in times.

B. Boarding the passenger must be available for boarding at the boarding gate at least 15 minutes prior to scheduled departure time of the flight on which he/she holds a reservation. C. If passenger fails to meet any of these requirements, the carrier may reassign pre-reserved seat and/or cancel the reservation of such passenger(s) who arrives past the aforementioned time limits. Carrier is not liable to the passenger for loss or expense due to failure by a passenger to comply this rule. Carrier's liability shall be limited to providing a general refund, per **RULE 100 - REFUNDS**.



**RULE 75 - REFUSAL TO TRANSPORT**

A. Refusal to Transport - Removal of Passenger Carrier will refuse to transport, or will remove any passenger at any point for any of the following reasons:

(1) Government Request or Regulations

Whenever such action is necessary to comply with any government regulations, or at the direction of a government official, or to comply with any government request for emergency transportation in connection with the national defense, or whenever such action is necessary or advisable by reason of weather or other conditions beyond its control (including but without limitation: acts of god, force of majeure, strikes, civil commotions, embargoes, wars, hostilities or disturbances) actual, threatened or reported.

(2) Search of Passenger or Property

When the passenger refuses to permit search of his person or property for explosives or a concealed, deadly or dangerous weapon or article.

(3) Proof of Identity or False Identity

When the passenger refuses on request to produce government-issued identification and show his/her entire face or when the name on the identification does not match the name on the ticket.

**Note:** Carrier is obligated, to screen each passenger by looking at the passenger, and in particular his or her entire face to determine if he or she appears to be 18 years of age or older, and if so, carrier is obligated to compare the passenger; and in particular his or her entire face, one government-issued photo identification that shows the passenger's name, date of birth and gender or two pieces of positive government-issued identification at least one of which shows his or her name, date of birth and gender.

(4) Immigration, Administrative, or Other Requirements

When the passenger is to travel across any international boundary, if:



a) The travel documents of such passenger is not in order; b) For any reason, such passenger embarkation from, transit through, or entry into any country from, though, or to which such passenger desires transportation would be unlawful;

B) Passenger fails to comply with the requirements of **RULE 65 – ADMINISTRATIVE FORMALITIES – PASSPORTS, VISAS AND TOURIST CARDS**. d) Such passenger fails or refuses to comply with this rules and regulations of the carrier, including check-in or boarding time-limits.

#### (5) Passenger's Condition

Subject to exception mentioned below, carrier shall refuse to transport a passenger under the following circumstances: a) when the passenger's mental or physical condition is such as to render him/her incapable of caring for himself/herself without assistance or medical treatment en route unless:

- i. He/she is accompanied by a ticketed attendant who will be responsible for caring for him en route, and
- ii. With the care of such attendant he/she will not require unreasonable attention of assistance from carrier personnel.
- iii. He/she complies with requirements of **RULE 40 - PASSENGERS WITH DISABILITY**, where applicable.

Note: (For transportation to/from Egypt) carrier will accept the determination of a person with disability as to self-reliance (see **RULE 40 - PASSENGERS WITH DISABILITY**). b) When the passenger has obvious contagious disease; or c) When the passenger has an offensive odor (for example, such as from a draining wound). d) When the carrier determines, in good faith and using its reasonable discretion, that a passenger's medical or physical condition involves an unusual hazard or risk to themselves or to other persons (including, in the case of expectant mothers, unborn children) or property, the carrier can require the passenger to provide a medical certificate that then must be accepted and cleared by the carrier's medical officer as a condition of the passenger's acceptance for subsequent travel.



The carrier may refuse transportation to the person posing such hazard or risk. Carrier may refuse to transport a passenger who failed to obtain medical clearance in accordance with this tariff, including with this rule, **RULE 40 - PASSENGERS WITH DISABILITY or RULE 45 - OXYGEN SERVICE AND PERSONAL OXYGEN CONCENTRATORS.**

(1) Prohibited Conduct

Without limiting the generality of the foregoing, the following constitutes prohibited conduct where it may be necessary, in the reasonable discretion of the carrier, to take action to ensure the physical comfort or safety of the person, other passengers (in the future and present) and/or the carrier employees; the safety of the aircraft; the unhindered performance of the crew members in their duty aboard the aircraft; or the safe and adequate flight operations:

- a) The person, in the reasonable judgment of a responsible carrier employee, is under the influence of intoxicating liquors or drugs (except a medical patient under proper care);
- b) The person's conduct, or condition is or has been known to be abusive, offensive, threatening, intimidating, violent, or otherwise disorderly and in reasonable judgment of a responsible, carrier employee there is a possibility that such passenger would cause disruption or serious impairment to the physical comfort or safety of other passengers or carrier's employees, interfere with crew member in the performance of his/her duties aboard carrier's aircraft, or otherwise jeopardize safe and adequate flight operations;
- c) The person's conduct involves any unusual hazard or risk to self or to other persons (including, in cases of pregnant passengers, unborn children) or to property;
- d) The person fails to observe the instructions of carrier and its employees, including instructions to cease prohibited conduct;



- e) The person is unable/unwilling to sit in the seat with the seatbelt fastened;
- f) The person smokes or attempts to smoke or chew or spit tobacco, or uses or attempts to use an electronic cigarette ("vaping") in the aircraft;
- g) The person uses or continues to use a cellular telephone, a laptop computer or an electronic device on board the aircraft after being advised to cease such use by a member of the crew;
- h) While onboard the aircraft, the person is filming, photographing, or recording the image by any other electronic means of other passengers and/or crew without the express consent of the person(s) being filmed, photographed or recorded, or continues to film, photograph or record the image of other passengers and/or crew after being advised to cease such conduct by a member of the crew;
- i) The person is barefoot or otherwise inappropriate dressed;
- j) The person is wearing or has on or about their person concealed or unconcealed deadly or dangerous weapons;
- k) The person is manacled and in custody of law enforcement personnel;
- l) The person has resisted or may reasonably be believed to be capable of resisting escorts.

(2) Sanctions:

Where, in the exercise of its reasonable discretion, the carrier decides that the passenger has engaged in prohibited conduct described above, the carrier may impose any combination of the following sanctions:

- a) Removal of the passenger at any point;
- b) Probation the carrier may stipulate that the passenger is to follow certain probationary conditions, such as does not



engage in prohibited conduct, in order for the carrier to provide transport to said passenger. Such probationary conditions may be imposed for any length of time, which, in the exercise of the carrier's reasonable discretion, is necessary to ensure the passenger's continued compliance in continued avoidance of prohibited conduct, and c) Refuse to transport the passenger The length of such refusals to transport may range from a one-time to an indefinite up to lifetime ban. The length of the refusal period will be in the carrier's reasonable discretion, and will be for a period commensurate with the nature of the prohibited conduct and until the carrier is satisfied that the passenger no longer constitutes a threat to the safety of other passengers, crew or the aircraft or to the comfort of the other passengers or crew; the unhindered performance of the crew members in their duty aboard the aircraft; or the safe and adequate flight operations. The following conduct will automatically result in an indefinite ban, up to lifetime ban:

- i. The person continues to interfere with the performance of a crew member's duties notwithstanding verbal warnings by the crew to stop such behavior;
- ii. The person injures or subjects to a credible threat of injury a crew member or other passenger;
- iii. The person has a conduct that requires an unscheduled landing and/or the use of restraints such as ties or handcuffs;
- iv. The person repeats a prohibited conduct after receiving a notice of probation as mentioned in (b) above;

These remedies are without prejudice to carrier's other rights and recourses, namely to seek recovery of any damage resulting from prohibited conduct or as otherwise provided in the carrier's tariff, including the recourses provided in the Aero plan member's guide or the filing of criminal or statutory charges.

In order to apply any ban, the Carrier will be required to communicate its decision to ban a passenger (and/or any decision to lift an existing ban), including said banned passenger's personal information, to any other airline with whom the Carrier has a codeshare agreement.

### (3) Recourse of the Passenger/Limitation of Liability

Carrier's liability in case of refusal to carry a passenger for a specific flight or removal of a passenger en route for any reason specified in the foregoing paragraphs or in **RULE 40 - PASSENGERS WITH DISABILITY** or **RULE 75 - REFUSAL TO TRANSPORT** shall be limited to the recovery of the refund value of the unused portion of passenger's ticket from the carrier so refusing or removing, if any and subject to applicable fare rule, as provided in the general refund section of **RULE 100 - REFUNDS**.

A person who is refused carriage for an indefinite period of time, up to a lifetime ban, or to whom a probation notice is served may provide to the carrier, in writing, the reasons why he/she no longer poses a threat to the safety or comfort of passengers or crew, or to the safety of the aircraft. Such document may be sent to the address provided in the refusal to carry notice or the notice of probation. Carrier will respond to the passenger within a reasonable period of time providing carrier's assessment as to the need or not to prolong the ban or to maintain the probation period.

### **RULE 80 – SCHEDULE IRREGULARITIES**

#### A. General (1) Schedules not guaranteed.

Times and aircraft type shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract of carriage. Schedules are subject to change without notice. No employee, agent or representative of carrier is authorized to bind carrier by any statements or representation as to the dates or times of departure or arrival, or of the operation of any flight. It is always recommended that the passenger ascertain the flight's status and departure time either by registering for updates on their electronic device, via the carrier's web site or by referring to airport terminal displays.

#### (2) Carrier not responsible



Carrier assumes no responsibility for passenger making connections not included as part of the itinerary set out in the ticket. Carrier is not responsible for changes, errors or omissions either in timetables or other representations of schedules.

The carrier will not guarantee and will not be held liable for cancellations or changes to flight times that appear on passengers' tickets due to force majeure, including labor disruptions or strikes. However, a passenger may invoke the provisions of the convention regarding liability in the case of delay.

### (3) Best efforts

Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch, but no particular time is fixed for the commencement or completion of carriage. Subject thereto carrier may, without notice, substitute alternate carriers or aircraft and may alter the route, add stopovers or omit the stopping places shown on the face of the ticket in case of necessity. B. Operating carrier to arrange alternate transportation The carrier operating that flight that is experiencing the schedule irregularity will make the alternative transportation arrangements for the passenger and will apply its own tarmac delay contingency plan in the event of a tarmac delay. C. Schedule irregularity

(1) Definition “**Schedule irregularity**” means any of the following:

- a) Delay in scheduled departure or arrival of a carrier's flight
- b) Flight cancellation, omission of a scheduled stop, or any other delay or interruption in the scheduled operation of a carrier's flight, or
- c) Substitution of equipment or of a different class of service, or
- d) Schedule changes which require rerouting of passenger at departure time of the original flight.

(2) Information to Passengers Egypt Air will promptly provide timely updates, including the reason for the delay or cancellation:



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- As soon as Egypt Air is aware of such a delay or cancellation, and then;
- At regular intervals of 30 minutes until a new departure time for the flight is set, or new travel arrangements for passengers have been made; and
- As soon as possible when new information is available.

(3) In the event of a scheduled irregularity, carrier will either:

**Note:** additional services are provided to customers, as detailed below:

a) Carry the passenger on another of its passenger aircraft or class of service on which space is available without additional charge regardless of the class of service; or, at carrier's option;

( b) Endorse to another air carrier with which Egypt Air has an agreement for such transportation, the unused portion of the ticket for purposes of rerouting; or at carrier's option;

c) Reroute the passenger to the destination named on the ticket or applicable portion thereof by its own or other transportation services; and if the fare for the revised routing or class of service is higher than the refund value of the ticket or applicable portion thereof as determined from **RULE 100 - REFUNDS**, carrier will require no additional payment from the passenger but will refund the difference if it is lower or,

(d) If the passenger chooses to no longer travel or if carrier is unable to perform the option stated in (a) (b) or (c) above within a reasonable amount time, make involuntary refund in accordance with **RULE 100 - REFUNDS** (an exception to the applicability of a refund occurs where the passenger was notified of the schedule irregularity prior to the day of departure and the schedule irregularity is of 60 minutes or less) or,

e) Upon request, for cancellations within Egypt Air's control, return passenger to point of origin and refund in accordance with **RULE 100 - REFUNDS** as if no portion of the trip had been made (irrespective of applicable fare rules), or subject to passenger's agreement, offer a travel voucher for future travel in the

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same amount; or, upon passenger request. Nothing in the above shall limit or reduce the passenger's right, if any, to claim damages, if any, under the applicable convention, or under the law when neither convention applies.

(4) Except as otherwise provided in applicable local law, in addition to the provisions of this rule, in case of scheduled irregularity within its control (and outside its control) Egypt Air will offer:

- a) For a schedule irregularity lasting longer than 4 hours, a meal voucher for use, where available, at an airport restaurant or our on board cafe, of an amount dependent on the time of day.
- b) b) For a schedule irregularity lasting overnight, hotel accommodation subject to availability and ground transportation between the airport and the hotel. This service is only available for out of town passengers.

(5) TARMAC DELAYS

**(Runways, Taxiways, Apron)**

a) Disembarkation

Egypt Air will not permit an aircraft to remain on the tarmac at a Egyptian airport for more than three hours (or 3 Hours 45 minutes is departure is imminent) Prior to reaching these timelines, Egypt Air will return the aircraft to the gate or another suitable disembarkation point, where passengers will be allowed to disembark.

b) Standards of Treatment

During a tarmac delay, Egypt Air will provide passengers with:

- Adequate food and potable water in reasonable quantities after the aircraft doors are closed (in the case of departure) or has landed (in the case of arrival);
- Proper ventilation and heating or cooling of the cabin;



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- The means to communicate with people outside the aircraft, if feasible; and
- Access to operable lavatory facilities.

Egypt Air will also ensure adequate medical attention is available, if needed.

#### C) Rerouting or Refund in the Event of Disembarkation

Passengers who choose to disembark during a tarmac delay are deemed to no longer want to travel on the flight in question and Egypt Air will apply Rule 80(C)(4) regarding rerouting and/or refunds.

#### d) Exception

This section does not apply if compliance is not possible, including for reasons related to situations outside carrier's control, such as safety and security, or air traffic or customs control.

D) Free baggage allowance an involuntarily rerouted passenger shall be entitled to retain the free baggage allowance applicable for the type of service originally paid for. This provision shall apply even though the passenger may be transferred from one fare brand to another.

### **RULE 85 – VOLUNTARY CHANGES AND REROUTING**

(A) When change can be made at the passenger's request and subject to payment of any fee set out in applicable fare rule, carrier will effect a change in the routing (other than the point of origin), destination carrier(s), class of service, flight coupon(s), travel dates, or will cancel a reservation provided that such carrier issued the ticket. B. Method of effecting change the change requested by the passenger shall be effected by: Endorsement or coupon control of such unused ticket or flight coupon(s) or,

(b) Re ticketing of the passenger. Applicable fare (1) The fare, fees, charges and surcharges applicable as a result of any such change in routing, destination, or carrier shall be the new fare, taxes, fees, charges and surcharges available at the



time the change is made, plus applicable change fee or penalty, per applicable fare rule provided that:

- a) Additional passage at the through fare shall not be permitted unless request has been made prior to arrival at the destination named on the original ticket and
- b) After the carriage has commenced, a one way ticket shall not be converted into a round trip or circle trip ticket at the round trip or circle trip discount for any portion already flown; and
- (c) After carriage has commenced a round trip ticket can be converted into a circle trip ticket, or vice versa provided that request is made prior to the passenger's arrival at the destination named on the original ticket or miscellaneous charges order.

(2) Any difference between the fare, taxes, fees, charges and surcharges applicable under subparagraph (a) above, and the fare, taxes, fees, charges and surcharges paid by the passenger will be collected from the passenger by the carrier accomplishing the rerouting, who will also refund any amount per refund **RULE 100 - REFUNDS.**

D. Expiration date the expiration date of any new ticket issued will be the same as the expiration date of the old ticket.

E. Time limits on cancellations and charges for late cancellations will be applicable to revised routings requested by passenger.

### **RULE 90 – DENIED BOARDING**

Note: This rule applies only to flights operated by Egypt Air.

### **RULE 90 – DENIED BOARDING**

A. Definition of Denied Boarding A passenger is denied boarding when the number of seats that may be occupied on a flight is less than the number of passengers who hold confirmed reservations, have valid travel documentation, and have checked in by the required time and presented themselves at the



boarding gate by the required time as per **RULE 70 - CHECK-IN AND BOARDING TIME LIMITS.**

B. Reason for denied boarding Egypt Air will inform passengers of the reason for the denied boarding.

C. Volunteers Request for Volunteers

(1) Before denying boarding to passengers, Egypt Air will request volunteers from among confirmed passengers to relinquish their seats in exchange for compensation. The request for passengers, selection of passengers and the amount and form of compensation is at Egypt Air's sole discretion. Rerouting

(2) If the passenger wishes to travel, Egypt Air will, at its discretion:

a) Reroute the passenger to the destination on the ticket or applicable flight segment on the next available flight without additional charge; or

b) Endorse the unused portion of the passenger's ticket to another carrier with which Egypt Air has an agreement for rerouting. Refund

(3) If the passenger chooses to no longer travel or if Egypt Air is not able to perform the options stated in (a) and (b) above within a reasonable amount of time, Egypt Air will refund the passenger pursuant to **RULE 100 D - REFUNDS.** Written Confirmation;

(4) The passenger volunteering will receive written confirmation of any benefit provided by Egypt Air before the flight departs. D. Priority for Boarding

(1) In the event there are not enough volunteers, Egypt Air will select passengers who will be denied boarding, giving priority to passengers for boarding in the following order:

A) Unaccompanied minors under the age of 18;

b) Passengers with disabilities and their support person, service animal or emotional support animal, if any;



- c) Passengers travelling with family members;
  - d) Passengers previously denied boarding on the same ticket (having disclosed that information to Egypt Air agents);
  - e) Passengers for whom, in Egypt Air's assessment, being denied boarding would cause severe hardship;
  - f) paying passengers travelling in Signature/Business (J Cabin); g) all other passengers, based on itinerary, fare paid status of loyalty program membership and the time in which the passenger is present at check-in without advance seat assignment.
- E. Passengers on Aircraft Egypt Air will not require customers seated on the aircraft to give up their seat involuntarily unless it is required for safety or security reasons.

#### F. Compensation Eligibility

- 1) A passenger who has been denied boarding involuntarily because of events within Egypt Air's control will be compensated,
- 2) A passenger is not eligible for denied boarding compensation if:
  - a) the passenger was denied boarding for reasons outside the control or for reasons within Egypt Air's control but required for safety purposes, such as when the passenger's aircraft has been substituted with one having lesser capacity because of unexpected maintenance;
  - b) The passenger is seated in a seat other than that specified on his ticket for the same flight at no extra charge to him;
  - c) The passenger has been refused transportation in accordance with **RULE 75 – REFUSAL TO TRANSPORT**; or
  - d) If the flight on which the passenger holds a confirmed reservation is cancelled or delayed. Application of Local Laws and No Double Compensation
- 3) Egypt Air will compensate passengers who are involuntarily denied boarding passengers. However, if a passenger is denied boarding in a country other than



Egypt where another passenger rights regime applies, Egypt Air will compensate the passenger under that regime. The passenger may not receive compensation if they have already received compensation under another passenger rights regime for the same event. Adjustment

4) If the passenger's flight reserved as part of alternate travel arrangements arrives before or after the expected arrival time, and the amount that was paid or confirmed no longer reflects the amount due in function of the actual delay at destination, Egypt Air will adjust the amount of the compensation accordingly. No Expiry

5) Travel vouchers issued as compensation for denied boarding do not expire. If a passenger does not use a travel voucher within one year from the date of issue, the passenger may have to contact Egypt Air to reactivate the travel voucher.

#### **RULE 95 – GROUND TRANSFER SERVICE**

Carrier does not usually maintain, operate or provide ground transfer service between airports or between airports and city centers. Where ground transfer service is offered by carrier, it is agreed that any such service is performed by independent operators who are not, and shall not be deemed to be, agents or servants of carrier. In cases where carrier maintains and operates for its passengers ground transfer services, the terms, conditions, provisions, rules and regulations of carrier, including (but without limitation) those stated or referred to in their tickets, baggage checks and baggage valuation agreements shall be deemed applicable to such local services. No portion of the fare shall be refundable, whether such ground transfer services are not used or whether they are used in replacement of a flight or flight segment (for example, due to a schedule irregularity).



**RULE 100 - REFUNDS**

A. General Refund by carrier: for unused ticket or portion thereof, or miscellaneous charges order, refund will be made in accordance with this rule.

(1) Economy Basic tickets are entirely non-refundable and hold no credit for future travel. For all other non-refundable tickets, the unused value may be used toward the purchase of another ticket within a year from date of issue if ticket is fully unused or from first departure date for partially used ticket, subject to any fee or penalty contained in applicable fare rules and subject to customer cancelling the booking prior to departure.

(2) For paper tickets, persons requesting refund must surrender to carrier all unused flight coupon(s) of the ticket, or miscellaneous charges order.

(3) Carrier shall make all or any individual refunds upon written request, through its general accounting offices of regional sales or accounting offices, through Egypt Air's call centers, at certain airports, or on its transactional websites.

(4) Time limitations for refund requests:

Application for refund should be made during the period of validity of the ticket or miscellaneous charges order, which is one year from the date of issue. However, the period of validity may be extended subject to payment of applicable fee. No refund will be issued after 2 years from original ticket date of issue. All fees are subject to applicable taxes. Currency all refunds will be subject to government laws, rules, regulations; or orders of the country in which the ticket was originally purchased and of the country in which the refund is being made. Refunds will be made subject to the following provisions.

(1) For purchases made in certain currencies or in certain countries, refunds of tickets, or deposit receipts shall be made only in the currency used for such purchase, or only in the country where such purchases was made.

(2) Refunds of tickets or deposit receipts purchased in currency other than Egyptian pounds will be made, using the same rate of exchange as was applied in computing the original cost of the ticket.

B. Person to Whom Refund Is Made Except as provided below, Egypt Air will refund in accordance with this rule only to the person named as the passenger on the ticket in the original form of payment used to make the booking.

**Exception 1:** Tickets issued in exchange for Prepaid Ticket Advice (PTA) and/or miscellaneous charge order (MCO) will be refundable only to the purchaser of the PTA and/or MCO.

**Exception 2:** Tickets issued against a credit card honored by Egypt Air will be refunded only to the account of the person to whom such credit card was issued.

D. Carrier-Caused Refunds (1) For the purpose of this paragraph, the term "Carrier-Caused Refund" (sometimes referred to as "Involuntary Refund") shall mean any refund for reasons within the carrier's control made in the event the passenger is prevented from using all or a portion of his/her ticket. For example, delay or cancellation of flight within carrier's control, inability to provide previously confirmed space (denied boarding), substitution of a different type of equipment or to a lower class of service by carrier (downgrade) other than upon passenger's request, missed connections due to schedule irregularity within carrier's control, or omission of a scheduled stop due to a situation within carrier's control.

#### (2) Amount of Carrier-Caused Refunds

The amount of involuntary refunds will be as follows, unless otherwise provided elsewhere in this tariff and subject to applicable law:

a) When no portion of the trip has been made, or when due to a schedule irregularity within carrier's control the trip is interrupted and the passenger chooses to return to point of origin without completing the trip, or when flight returns to point of origin, a full refund will be issued.



b) When a portion of the trip has been made and the passenger elects to continue to destination by travel not arranged by carrier, the amount of refund of the unused portion will be prorated based on mileage.

c) When a schedule irregularity within carrier's control results in the passenger travelling in a lower class of service than that purchased.

d) Refund can only be determined once travel is completed, and the appropriate class of service has been provided.

E) General Refunds (1) The term "General Refund" (sometimes referred to as "Voluntary Refund") for the purposes of this paragraph, shall mean any refund of a ticket or portion thereof other than carrier-caused refund as defined above, which includes but not limited to circumstances that are not within the airline's control, such as situations described in **RULE 70 - CHECK-IN AND BOARDING TIME LIMITS, RULE 75 - REFUSAL TO TRANSPORT**, passenger chooses to no longer travel, and schedule irregularities outside carrier's control.

(2) Amount of general refund

The amount of general refunds will be as follows:

a) When a ticket is cancelled within 24 hours of purchase, a full refund without penalty can be obtained. Egypt Air will process the refund for tickets purchased directly from Egypt Air. For tickets issued via a travel agency or another airline, cancellation and refund requests must be processed through the travel agency or that airline.

b) When a ticket is fully unused, the amount of refund will be the fare, fees, charges and surcharges paid less any applicable cancellation/change fee or penalty set out in the applicable fare rules.

c) When any ticket coupons have been used, the amount of the refund will be: The difference, if any, between the fare, taxes, fees, charges and surcharges paid and the fare, taxes, fees, charges and surcharges applicable for transportation

used, less any applicable cancellations/change fee or penalty, as set out in the applicable fare .

Note: the most restrictive cancellations/change fee applies.

D) Refund in case of death the following provisions apply to non-refundable ticket with cancellation fees when transportation is cancelled due to death of a passenger, of a member passenger's immediate family or of a travelling companion. "Immediate family members" see definition in **RULE 1 - DEFINITIONS:**

(1) The following conditions must be met in order for these provisions to apply:

a) The death occurs after the purchase of the ticket within 90 days prior to commencement of travel.

b) After commencement of travel, or

c) When the purchase of travel was to visit the deceased immediate family member. (2) Prior to commencement of travel: full refund of the fare, taxes, fee charges and surcharges will be made.

(3) After commencement of travel: the refund of any unused portion will be the difference, if any, between the fare, taxes, fees, charges and surcharges paid and the fare, taxes, fees, charges and surcharges applicable for transportation used. No cancellation/change fee or penalty will be assessed. If a change or cancellation has already been made and the fee applied, cancellation/change fee will be refunded upon request.

(4) In the event of death of the passenger, refundable and non-refundable tickets will be refunded to such passenger's estate or to the original form of payment.

(5) Documentation providing proof of death must be submitted with 90 days of the return date stated on the ticket for a refund.



(6) Refund will only be made upon presentation of:

a) A letter or email with details, including the relationship to the deceased family member and, where applicable, confirmation that the purpose of travel was to visit the deceased immediate family member.

b) The electronic ticket number; and

c) Proper documentation providing proof of the death of the immediate family member or of the passenger, such as a copy of the death certificate, funeral director's statement, or acknowledgement of registration issued by a governmental authority is required. Documents or copies thereof must be issued and executed by the duly authorized authority in the country in which the death occurred, i.e. those designated by the laws of the country concerned.

### **RULE 105 – LIABILITY OF CARRIERS**

A. Successive carriers Carriage to be performed under one ticket or under a ticket and any conjunction ticket issued in connection therewith by several successive carriers is regarded as a single operation.

B. Laws and provisions applicable (1) The carrier agrees in accordance with article 22(1) of the convention for the unification of certain rules relating to international transportation by air signed at Warsaw, October 12, 1929 or, where applicable, that convention as amended by the protocol signed at the Hague on September 28, 1955 (the "convention") that, as to all international carriage or transportation hereunder as defined in the convention:

a) The carrier shall not invoke the limitation of liability in article 22(1) of the convention as to any claim for recoverable damages arising under article 17 the convention.

b) The carrier shall not avail itself of any defense under article 20(1) of the convention with respect to that portion of such claim which does not exceed 113,100 Special Drawing Rights. c) Except as otherwise provided herein, the carrier reserves all defenses available under the convention to any such claim.



With respect to third parties, the carrier reserves all rights of recourse against any other person, including without limitation, rights of contribution and indemnity.

(2) Where the Warsaw Convention system applies, it is understood that carrier's name may be abbreviated in the ticket, the full name and its abbreviation being set forth in carrier's tariffs, and carrier's address shall be the airport of departure shown opposite the first abbreviation of carrier's name in the ticket, and for the purpose the convention the agreed stopping places (which may be altered by carrier in case of necessity) are those places, except the place of departure and the place of destination set forth in the ticket and any conjunction ticket issued therewith, or shown in carrier's timetable as scheduled stopping places on the passenger's route.

(3) All carriage hereunder and other services performed by each carrier are subject to:

a) Applicable laws (including national laws implementing the convention or extending the rules of the convention to carriage which is not "international carriage" as defined in the convention), government regulations, orders, and requirements;

b) Provisions set forth in the passenger's ticket;

c) This tariff, general conditions of carriage and applicable fare rules;

(4) A) Normal carrier limit of liability will be waived for substantiated claims involving loss damage or delay in delivery to mobility aids such as wheelchairs, walkers, crutches, scooters and other mobility aid. When such items have been accepted into the care of the carrier as checked baggage or otherwise.

**Note:** The liability of carrier for substantiated claims involving the loss of, damage to, or delay in delivery of mobility aids, when such items have been accepted as checked baggage or otherwise, is to be based on the cost of the repair or replacement value of the mobility aid.

b) In case of damaged or delayed wheelchairs, walkers, crutches, scooters and other mobility aids if a damaged aid can be repaired, carrier will arrange, at its expense, for the prompt and adequate repair of the aid and for its return to the passenger as soon as possible. A temporary will be obtained without undue delay while the passenger's mobility aid is being repaired or returned.

C) Except as provided herein, or in other applicable law:

a) Carrier is not liable for any death, injury, delay, loss, or other damage of whatsoever nature (hereinafter in this tariff collectively referred to as "damage") to passengers or unchecked baggage arising out of or in connection with carriage or other services performed by carrier incidental thereto, unless such damage is caused by the negligence of carrier.

b) Carrier is not liable for any damage directly and solely arising out of its compliance with any laws, government regulations, orders, or requirements or from failure of passenger to comply with same.

(5) The aforementioned limits of liability apply unless a higher value is declared in advance and additional charges are paid as set out below. In that event the liability of the carrier shall be limited to such higher declared value. In no case shall the carrier's liability exceed the actual loss suffered by the passenger.

(6) Where the Warsaw Convention system applies, when the number of pieces and weight of checked baggage is not endorsed on the passenger ticket, the carrier's liability in the event of loss, damage or the delay in delivery of checked baggage shall be limited to the carrier's free baggage allowance per passenger for each affected piece of baggage times. This limitation on liability shall not apply if

(1) the Passenger has paid the excess baggage fee for each additional bag in excess of the free allowance, in which event the maximum weight allowance shall apply for each additional affected piece, or,

(2) The passenger has declared and purchased valuation in excess of the maximum monetary allowance by weight. All claims are subject to proof of the amount of loss claimed, the exclusions from liability as contained in this rule, and

the applicable time limitations for claims in no case shall the carrier's liability exceed the actual loss suffered by the passenger.

(7) Under no circumstances will the carrier be liable for the loss, delay or damage to unchecked baggage or cabin baggage not attributed to the negligence of the carrier. Assistance rendered to the passenger by the carrier's employees in loading, unloading or trans-shipping of unchecked or cabin baggage shall be considered as a gratuitous service to the passenger.

(8) Where the Warsaw Convention system applies in the event of delivery to the passengers of part but not all of his checked baggage, or in the event of damage to part but not all of such baggage, the liability of the carrier with respect to the or damaged portion shall be based on weight of the undelivered or damaged portion, notwithstanding the value of any part of the baggage or contents thereof.

(9) Carrier is not liable for damage to a passenger's baggage caused by property contained in the passenger's baggage. Any passenger whose property caused damage to another passenger's baggage or to the property of carrier shall indemnify carrier for all losses and expenses incurred by carrier as a result thereof.

(10) Carrier shall not be liable for the destruction, loss, damage, or delay in delivery of any property which is not acceptable for transportation in accordance with **RULE 60 - BAGGAGE** or for any other loss or damage of whatever nature resulting from any such loss or damage or from the transportation of such property, including damage or delay to perishable items or loss or delay of unsuitably or inadequately packed items, to the extent that the destruction, loss or damage resulted from the inherent defect, quality or vice of the baggage, or, in case of delay, that the carrier, its agents, and servants took all measures that could reasonably be required to avoid the damage or that it was impossible to take such measures. This exclusion is applicable whether the non-acceptable property is included in the passenger's checked baggage with or without knowledge of the carrier.

(11) A) Liability of carrier for damages shall be limited to occurrences on its own line except in the case of checked baggage as to which the passenger also has a right of action against the first or last carrier.

b) A carrier issuing a ticket or checking baggage for carriage over the lines of another carrier does so only as agent.

(12) Carrier shall not be liable for non-compensatory, punitive, exemplary damages or for any damages with no sufficient causal link, arising from or connected in any way with any act or omission by the Carrier, its employees or agents, whether or not such act or omission was negligent and whether or not the Carrier had knowledge that such damages might be incurred.

(13) Any exclusion or limitation of liability of carrier under this tariff or the ticket shall apply to agents, servants, or representatives of the carrier acting within the scope of their employment and also to any person whose aircraft is used by the carrier and its agents, servants or representatives acting within the scope of their employment.

(14) All claims are subject to proof of amount of loss. Carrier may disallow any claim for loss or damage which contains misrepresentations with respect to the nature or amount of such loss or damage, carrier may also disallow claims when the passenger fails to provide proof of loss in the form of receipts of purchase unless other sufficient proof of loss is provided.

(15) The acceptance for transportation by the carrier of a passenger whose status, age or mental or physical condition is such as to involve any unusual hazard or risk to himself, or in the case of a pregnant passenger, to any unborn child (whether or not the carrier has knowledge of such status, age or mental or physical condition) shall be only upon the condition a) that the carrier shall not be liable for any loss or damage arising out of an injury, illness or disability (or any aggravation or consequence thereof, including ) sustained by the passenger, if such loss or damage would not have been sustained but for such status, age, or mental or physical condition; and further

b) that, in the case of a pregnant passenger, the carrier shall not be liable for loss or damage arising out of any injury, illness or disability (or any aggravation or consequence thereof, including death) sustained by an unborn child.

D) Declaration of higher value (1) A passenger may, when checking in for a flight and presenting property for transportation, pay an additional charge for each carrier on which the is to be transported and declare a value higher than the maximum amounts specified in (a) above and up to the maximum of .50 per carrier and an additional amount of liability of 100.00 or fraction thereof. In which event, carrier's liability shall not exceed such higher declared value.

Note: Limits on declared higher values the declared value for personal property, including baggage, shall not exceed the limits of \$2,500.

(2) Any right to damages against carrier shall be extinguished unless an action is brought within two years reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.

(3) Receipt by the person entitled to deliverance of checked baggage without complaint is prima facie evidence that the same has been delivered in good condition.

E) Claims Made Pursuant to Regulation (EC) No 261/2004

(1) Passengers must submit claims made pursuant to Regulation (EC) No 261/2004 directly to the Carrier and allow the Carrier 30 days or such time as prescribed by applicable law (whichever is the shorter time period) to respond directly to them before engaging third parties to claim on their behalf.

(2) The Carrier will not process claims submitted by a third party if the passenger concerned has not submitted the claim directly to the Carrier and allowed the Carrier time to respond, in accordance with the above.

(3) In the event that a passenger does not have the capacity to submit a claim personally, the legal guardian of said passenger may submit a claim to the Carrier



on the passenger's behalf. The Carrier may request evidence that the legal guardian has authority to submit a claim on the passenger's behalf.

(4) A passenger may submit a claim to the Carrier on behalf of other passengers on the same booking. The Carrier may request evidence that the passenger has the consent of other passengers on the booking to submit a claim on their behalf.

(5) The Carrier will not process claims submitted by a third party unless the claim is accompanied by appropriate documentation duly evidencing the authority of the third party to act on behalf of the passenger.

(6) Passengers are not prohibited by this clause from consulting legal or other third party advisers before submitting their claim directly to the Carrier.

(7) Any payment or refund will be made by cheque, email transfer or bank transfer directly to the passenger, at the choice of the Carrier. The Carrier may request evidence that the bank account is held by the passenger concerned.

F) Modification and waiver No agent, servant, or representative of carrier has authority to alter, modify, or waive any provisions of the contract of carriage of this tariff.

G) Severability Should any provision in this tariff or in the ticket be determined to be invalid, illegal or unenforceable by a court of competent jurisdiction, all other provisions shall nevertheless remain valid, binding and effective.

### **RULE 110 – BEREAVEMENT**

A. For travel due to a death or an imminent death of an immediate family member, Egypt Air will provide reduced bereavement fares, subject to availability. The following conditions will apply.

(1) Valid on flights operated by Egypt Air.

(2) Tickets must be sold directly by Egypt Air prior to travel, pursuant to the conditions stated in this rule.



(3) Fares may be sold for one-way (to and/or from) or round trip travel from point of origin to the closest point where Egypt Air flies to the funeral, memorial services, or imminent death (as defined below) of immediate family member.

(4) Travel must commence within 10 days of reservation.

(5) Change fees and seat fees are waived. Cancellation fees as per the applicable fares rules. B. "Immediate family" members see definition in **RULE 1 -**

**DEFINITIONS.** C. Imminent death is defined as follows: Any and all cases that have a medical and/or doctor's note to the effect of a pending loss of a loved one.

(1) Any of the following cases:

- a) Patients in intensive care
- b) Heart attack
- c) Final stages of cancer (travel more than once permitted)
- d) Serious accidents

D. Bereavement information requirements: the following information or documentation must be provided prior to ticketing:

(1) Name of dying or deceased immediate family member;

(2) Relationship of dying/deceased to passenger; and

(3) Proof of death or imminent death:

a) A copy of the death certificate, funeral director's statement, coroner's statement, name and contact information of memorial or funeral home ("memorial" means any religious custom/service of family mourning such as Shiva visitation) or acknowledgments of registration issued by a provincial government from destination.



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b) In case of imminent death, a letter from the treating physician on official letterhead that clearly defines the situation as one of imminent death of the immediate family member. Alternatively, the name and contact information (address and phone number) of the attending physician, as well as the location of the dying immediate family member (i.e. Hospital) is acceptable.

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# THANK YOU

