

Terms and Conditions: Low cost flights

Easy Market operates exclusively as an intermediary for the services/products.

Easy Market informs travel agency that it deals only with an intermediation of the flights which cannot be represented as a typical legal form inside one package, therefore is regulated by the terms and deadlines of the individual service, as it is mentioned in the following text, and needs to be carefully analyzed, in particular, parts about fare rules and baggage allowance of the selected company.

Booking and/or a combination of the flights and different products and/or services delivered by Easy Market represent freedom of choice of the final client who takes every responsibility coming from the selected combination.

Easy Market under no circumstances is responsible for inaccurate insertion of client's data during the purchase of the service. It is the client who is responsible for any consequence coming from that error.

In the case of low cost flights, Easy Market acts as an intermediary for the sales of the airline's tickets. Tariff is not confirmed until the ticket has been issued. Easy Market under no circumstances is responsible for the obligations on the side of the provider individual products and/or services, but solely for those based on its role of intermediary and in accordance with legal regulation, in particular articles 1, 3 and 6, from 17 to 23 and from 24 to 31 of Law no. 1084 from 27/12/1977 in accordance with International Convention on Travel Contracts (CCV) signed in Brussels on 23/04/1970 (restricted to the parts which do not refer to the contract about sales of packages and until its abrogation by article 3 of Law Decree no 79 from 23.05.2011. – The Law on Tourism) and articles 51, paragraph II, 62 and 65 of Law Decree from 21.02.2014., no 21 Implementation of the Directive 2011/83/EU about Consumer rights, in particular part about passengers' transport. Easy Market, as an intermediary, takes no responsibility for full or partial non-compliance with the obligations of a flight, accommodation or other services/products which are part of the contract between the client and provider. Travel agencies state and guarantee that Easy Market will not be held responsible and will be released from any responsibility as well as subjects connected with or controlled by it, its legal representatives, employees and partners from any financial liability including legal court expenses which may arise through the use of the services and/or products purchased on the website.

With respect to the law, travel agencies do not take Easy Market responsible for any delays, damages or losses linked to the transportation, canceled flights or any other unpredicted event attributable to the airline's responsibility, with respects to the Regulation 261/04/EC which establishes common rules for the compensation and assistance for the passengers in the cases when boarding is refused, cancellation or extended delays.

Information present on the website

Intermediary acknowledges that it will undertake any necessary measure in order to provide updated and right information about airlines and their services. However, the information presented on the website is provided by third parties. Therefore, within the limits of the applicable law, intermediary cannot be held responsible for their accuracy.

Travel documents

It is agency's responsibility to ensure that client possesses personal documents, visas and valid sanitary requirements necessary to enter destination's country. It is client's

responsibility to respect the laws and regulation of the departure, transit and destination country. Easy Market does not take any responsibility for client's failure to respect any of these conditions. During the booking phase it is particularly important to pay attention when completing the fields with name(s) and surname(s) which must correspond exactly to those in personal documents. Carrier can accept and board only traveler whose name is printed on the ticket.

There is no right to ask for any refund when boarding is not allowed due to the failure to present required documents or if the presented documentation is invalid. The passenger is the only person responsible for the possession of the valid documentation. For the information about the documentation needed to enter different countries we suggest you to consult the website of the Ministry of Foreign Affairs prior to purchase.

Ticket collection, check in and boarding

In order to collect the ticket and finish check in formalities passengers need to present themselves directly at the right check in desk at the airport with valid personal documents. It is recommended to present themselves at least two and a half hours before departure in order to finalize all procedures. The reservation shows the departure time of the flight. In the event that a passenger does not arrive in time at the check in desk or at the boarding gate, or is not in possession of the correct documentation or is denied travel, the airline will not be able to accept or board the passenger and will not be able to delay departure. Easy Market does not take any responsibility in the aforementioned cases due to the fact that it is only the passenger who is responsible for the damage or expenses coming from the disrespect of the requirements.

Online check-in

ATTENTION: Some low cost carriers ask for check-in to be done only on their own website within a specific timeframe prior to departure. Passengers who do not present a printed boarding pass to the airport security personnel and at the boarding gate will have to check-in again at the check-in desk (if it would be possible) and will be charged an extra fee by the carrier. Airlines which currently ask compulsory online check-in include and are not limited to: Ryanair, Volotea, WizzAir, Bluiar.

Electronic ticket (e-ticket)

An electronic ticket is sent automatically to the airline/carrier and is identified by the booking code called PNR (Passenger Name Record) which is communicated at the moment the booking is confirmed in a confirmation email sent to the **email address indicated by the client during the booking process.**

Ticket emission

Generally, low cost companies use electronic tickets. This means that no paper ticket is printed and that once the booking is finalized you will receive a confirmation mail where the booking reference for your flight will be highlighted. We ask you to print that confirmation and present it together with your personal document at check-in. We remind you that for all Ryanair flights is obligatory to do check-in online on Ryanair website and to print the boarding pass and present it at the airport.

Please read carefully notes on their website regarding the time limits for the print of the boarding pass as the penalties are applied in the cases when those deadlines are not respected.

Ticket payment

We inform you that payment for the airline ticket involves two separate transactions. Low cost company will charge the cost of a ticket (ticket tariff, airport taxes, checked luggage charge and eventual card surcharge), while Easy Market as an intermediary will charge service fee and optional travel insurance (if requested). In bank statement you will see two separate charges but the sum of these two will correspond to the total price mentioned in the confirmation mail.

Cancellations

In the most of the cases low cost tickets are non-refundable except when the airline cancels the flight or changes departure time significantly. For more information we advise you to consult terms and conditions of each carrier separately. Passengers who book flight far in advance are advised to reconfirm booking 24 to 72 hours prior to departure by accessing directly to the airline's website.

Name change

Change of the name is possible by paying a fee imposed by the low cost carrier, in addition to the payment of the difference between the original price and minimum price available at the moment of the change. In any case, change must be asked directly to the carrier.

Date, time and itinerary change

Date, time and itinerary can be changed if there exists availability and the payment of the fee has been made along with a payment of the difference between the original price and the minimum price available at the moment of the change. In any case, change must be asked directly to the carrier.

Security regulation for hand luggage

Since November 6 2006. new security rules are active which limit the quantity of liquid which may be carried through the airport security control. Passengers are allowed to carry only small amount of liquid, gel and cream in hand luggage (max 100 ml per container) and the must be carried in a transparent plastic bag which cannot exceed one liter (approximately 18 x 20 cm). Liquid medicines and dietary products (baby food, as well) can be carried without plastic bag and are not subject to the limitations. In the checked luggage there are no limitations for the liquid. Source: ENAC

What to carry on board

For the rules relating hand luggage passengers can consult ENAC website and find all relevant information.

Unaccompanied minors

Each carrier has its own procedures and rules regarding unaccompanied minors. Usually, a minor must present herself with an accompanying adult who must qualify as such during check in and boarding. The accompanying adult must be at least 18 years old and, if it is not a parent, tutor or other subject exercising parental authority, must have a relevant permit and travel documents for the same journey as the minor and must travel on the same flight. (Ryanair does not allow transportation of unaccompanied minors under the age of 16, however, in any case it is advisable to check carrier's website prior to the ticket purchase). Minors of the age of 16 or less must always be accompanied by a passenger who is at least 18 years old. There are NO accompanying services or other special

services.

Easy Market does not take any responsibility for failure to board due to not respecting the rules related to the boarding of the unaccompanied minors. In any case, it is passenger's responsibility to get informed about terms and special procedures applied by the airline which he/she aims to book or has booked; potential damages and costs arising from a failure to respect the rules related to the boarding of an unaccompanied minor are completely charged to the passenger.

Delayed or cancelled flights

In these cases you may consult Rights of Passengers page at ENAC website.