

GENERAL CONDITIONS OF CARRIAGE

1. DEFINITIONS

1.1. TICKET

Refers to the locator number and, if applicable, the luggage registration voucher issued by or on behalf of World2Fly, which entitles its holder or the Passenger to travel from the origin to the destination under the terms and conditions contained therein and in these General Conditions of Carriage.

1.2. CODESHARE

"Codeshare" means that World2Fly may sell tickets for flights operated by other airlines with which it has an agreement to do so.

1.3. GENERAL CONDITIONS OF CARRIAGE, OTHERWISE REFERRED TO AS

"CONDITIONS" Refers to the general conditions of the contract for the carriage of Passengers and luggage.

1.4. THE MONTREAL CONVENTION

Convention for the Unification of Certain Rules for International Carriage by Air, signed at Montreal on 28 May 1999.

1.5. SPECIAL DRAWING RIGHTS OR SDRs

Refers to a value whose equivalence is periodically established by the International Monetary Fund.

1.6. PASSENGER

Anyone holding a ticket.

1.7. REGULATION (EU) 185/2010

Refers to Commission Regulation (EU) 185/2010 of March 4, 2010, which establishes detailed measures for the implementation of the common basic standards on aviation security.

1.8. REGULATION 261/2004

Refers to Regulation (EC) 261/2004 of the European Parliament of February 11, 2004, which establishes common rules on compensation and assistance to air Passengers in the event of denied boarding and cancellation or long delay of flights.

1.9. REGULATION 2027/97



Refers to Regulation (EC) 2027/97 of the European Council of 9 October 1997, on air carrier liability in the event of accidents regarding the air transport of Passengers and their luggage, amended by Regulation (EC) 889/2002 of the European Parliament and Council, dated 13 May 2002.

1.10. REGULATION (CE) 2111/2005

Regulation (EC) of the European Parliament and Council of 14 December 2005 on the establishment of a Community list of air carriers subject to an operating ban within the Community, and on informing air transport passengers of the identity of the operating air carrier, and which repeals Article 9 of Directive 2004/36/EC

1.11. DELEGATED REGULATION (EU) 2020/1118

Refers to the Commission Delegated Regulation of April 27, 2020, which amends Regulation (EC) No. 785/2004 of the European Parliament and of the Council on insurance requirements of air carriers and aircraft operators. Specifically, with regard to liability for luggage, the minimum insurance coverage will be 1,288 SDR per passenger in commercial operations. For liability in respect of cargo, the minimum insurance cover shall be 22 SDRs per kilogram in commercial operations.

1.12. CARRIER

Refers to World2Fly SLU, a Unipersonal Limited Company with address at General Riera 154, Palma de Mallorca and NIF B16668451, and registered in the Mercantile Registry of Palma de Mallorca, Sheet PM- 88709 Volume 2852 Page 211.

2. PURPOSE AND APPLICABLE STANDARD

2.1. PURPOSE

The purpose of these General Conditions of Carriage is to regulate the terms and conditions in which World2Fly shall carry the Passenger and their luggage to the destination specified on the Ticket and provide, if applicable, other services relating to the aforementioned air carriage.

2.2. APPLICABLE REGULATIONS

All carriage undertaken and other services provided by World2Fly shall be subject to the following regulations (the "applicable regulations"): (i) the conditions that appear on the Ticket and its tariff; (ii) the provisions included in the General Conditions of Carriage set out herein; (iii) the particular and special conditions that, whenever appropriate, may be applied to a group of Passengers or to one or more thereof on a case-by-case basis, respectively; and (iv) the international, community and state regulations that may be applicable at any given time. The General Conditions are available to Passengers on the Carrier's website www.w2fly.es, and a copy can be obtained at the registered office of World2Fly.

None of these Conditions of Carriage shall invalidate any of the Passenger's rights provided for by applicable legislation.

If the Passenger purchased his ticket with the help or through a third party, the latter will be in charge of both delivering a copy of these General Conditions to the Passenger and notifying the Passenger of eventualities that may arise in relation to their flight. In no event will World2Fly be liable for the consequences for the Passenger of the non-assumption of the obligations expressed in this paragraph by the third party through whom the Passenger made the reservation.

3. TICKET

3.1. GENERAL PROVISIONS

The Ticket shall only be valid for the flight specified therein and for the person whose name appears on it as the Passenger.

The Ticket shall also include a reference to these General Conditions of Carriage and any other information which World2Fly considers to be essential.

Once the reservation is completed by means of its corresponding payment, the ticket shall be subject to the rate conditions for changes and refunds of the selected rate, except in the event of exceptional circumstances contemplated in point 4.5, and expressly provided for in these General Conditions of Carriage.

3.2. CODESHARE

World2Fly may reach agreements with other airlines to offer flights operated by these companies. When appropriate, World2Fly will communicate the identity of the airline operating the flight during the booking process. On codeshare flights, the carriage conditions of the airline operating the flight will apply, whereby it is advisable that the Passenger consults said conditions to find out the accepted luggage dimensions and costs, check-in times, or conditions with regard to the carriage of animals, among others.

3.3. IDENTITY OF THE OPERATING COMPANY

In case of specific needs, World2Fly may contract certain flights with aircraft operated by other companies. In this case, World2Fly will inform passengers about the identity of the operating air carrier in accordance with article 11 of Regulation (EC) 2111/2005.

4. PRICES

4.1. GENERAL PROVISIONS

The ticket price only includes carriage from the departure airport to the destination airport. The price of the Ticket does not include land transport services between airports, nor between the airports and/or terminals of the destination city.

The prices of World2Fly Tickets are dynamic and depend on the retail channel.

World2Fly shall not be liable for any additional charges made by the entity that provides the specific payment method for the Passenger.

4.2. TAXES, DUTIES AND FEES

World2Fly always includes VAT, fuel supplements –if applicable– and the rates established by each airport / government authority in its prices. Other charges for services will be expressly noted and must be accepted by the Passenger before making the payment.

The applicable taxes and duties that the passenger must pay are fees imposed by governments, or other authorities, or airport operators. At the time of ticket purchase, the traveller must be notified of taxes, duties and fees not included in the price, most of which will normally be stated separately on the ticket.

The taxes, duties and fees that apply to air travel are constantly changing and may be imposed after the ticket is issued. If an increase in the tax, duty or rate indicated on the ticket occurs in accordance with the applicable legislation, the passenger must pay the corresponding difference. Likewise, in the event that any tax, duty or fee that the passenger has paid to World2Fly at the time of ticket issuance has been eliminated or reduced so that a lower amount no longer applies or must be paid, the passenger will be entitled to claim the refund of the corresponding amount.

4.3. CURRENCY

The price and additional services are payable in Euros. However, World2Fly may accept payment in other currencies, at its discretion. In such cases, World2Fly shall be entitled to set the exchange rate taking into account the price of the currency on international markets and, if applicable, other additional objective criteria, such as administration fees.

4.4. EXCEPTIONAL CIRCUMSTANCES

A Passenger who is unable to travel due to exceptional circumstances is required to submit a claim and a copy of any supporting documentation to World2Fly's customer service team:

DEATH

The death of a Passenger or relative will be accredited up to the second degree of consanguinity or affinity, that is, spouse, common-law partner, children, parents, siblings, grandchildren, grandparents or in-laws, providing the death certificate and the family register (or its equivalent) within a period of thirty (30) days from the flight departure date.

SERIOUS ILLNESS AND/OR SURGICAL INTERVENTION

Serious illness or surgical intervention of a relevant entity - which shall be accredited in terms of first degree of consanguinity or affinity, that is, spouse, civil partner, children, parents, or in-laws, providing a medical certificate in which it is established with clarity and precision that, due to serious illness or surgical intervention of a relevant entity, the Passenger or his family member cannot fly, in addition to attaching the family register (or its equivalent) within a period of thirty (30) days from the flight departure date.

PREGNANCY

Inability to fly due to one's own pregnancy or that of a relative up to the first degree of consanguinity or affinity may be proven, providing a medical certificate indicating inability to fly and the family register (or its equivalent) within a period of thirty (30) days from the flight departure date.

Once the Passenger's request for the indicated exceptional circumstance has been accepted, the Passenger may request a change of date, a change of route or a credit note for an amount equivalent to the amount paid in the reservation, which must be used within the period of one (1) year from the original flight departure date. Any modification will be subject to the rate available at the time of making the change in the reservation. A name change or partial refund of the Ticket will not be accepted.



However, in the event of death, the Passenger or their family member will also have the option of requesting a ticket refund.

Requests received after the deadline will not be taken into consideration, except in cases of force majeure. In any case, World2Fly must be notified before the departure of the affected flight.

World2Fly recommends that Passengers obtain appropriate travel insurance to cover this type of eventuality.

4.5. INVOICING

World2Fly will issue an invoice to Passengers who expressly request it through our website, in the [invoice request section](#).

5. RESERVATION AND SEATS. ADVANCE SEAT RESERVATION (ASR)

5.1. BOOKING REQUIREMENTS

A booking reservation for a flight is confirmed once World2Fly issues the Ticket.

5.2. BOOKING CHANGES

World2Fly rates will be subject to change as long as the [Fares & Conditions](#) allow it. Notwithstanding the foregoing, tickets that allow it may be changed, subject to availability, date, route and time of the flight, as well as the name of the passengers, paying an amount per passenger and route plus the amount resulting from the possible difference between the fare of the original ticket and the fare of the new ticket. In no case will the difference be refunded if the price of the new ticket is lower.

Changes to the reservation shall be in the [Manage my Booking](#) section of our website, or by contacting our customer service department.

The name of the Ticket holder in a booking for any type of Ticket must be the same for all included journeys therein. Therefore, the Ticket holder may not be changed if any of the journeys included in the booking have already been completed.

5.3. PAYMENT

The price of the ticket, all taxes and fees, as well as the charges related to your reservation must be fully paid at the time of confirming the reservation. Kindly check [Payment terms & conditions](#). If said payment is not verified, it will be understood that the carriage contract with the Passenger has not been concluded and World2Fly will cancel the reservation without prior notification to the trip.

5.4. ADVANCE SEAT RESERVATION (ASR)

Advance paid seat reservation is optional and is subject to the availability of seats at the time of the request, and applies exclusively to passengers with a previously issued ticket, and the sum for the advance seat reservation will include applicable taxes in every case.

This service may have certain limitations from time to time. To know the characteristics of the aircraft that will operate your route, you must contact us within 24 hours prior to the flight through our Customer Service

Department. In any case, World2Fly reserves the right to change the type of aircraft for another with similar characteristics for commercial or operational reasons.

World2Fly may modify the allocation of reserved seats for operational, security or monitoring reasons, especially in the case of seats located next to emergency exits, which may not be occupied by Passengers needing a seatbelt extension, pregnant women, minors under 15 years of age, Passengers with small children or with functional disabilities or, in general, all those who, in the event of an accident, are unable to provide the flight personnel with due assistance, as required by international aviation regulations applicable to the Passengers located in the aforementioned seats.

If the Passenger subsequently wishes to change a reserved seat, World2Fly shall assign a new seat according to availability or choice, but shall not reimburse the extra charge paid for the first seat. The reservation and occupation of the seat may not be voluntarily transferred to another Passenger.

6. LUGGAGE

6.1. GENERAL

The passenger must attach an identification tag to their luggage with true and updated contact information before check-in. Thereafter, World2Fly shall be liable for the passenger's luggage, from the moment the luggage is checked in.

World2Fly will give the passenger a luggage registration voucher, certifying that the check-in has taken place, which must be kept by the Passenger until they have collected the luggage.

6.2. DANGEROUS GOODS

Objects that endanger the aircraft or the people or equipment on board, such as those specified in the Dangerous Goods Regulations of the International Civil Aviation Organisation (ICAO) and the International Air Transport Association (IATA), which include but are not limited to gas cylinders, inflammable liquids and solids, poisons, radioactive material, corrosives, fire arms and explosives, will not be accepted for carriage in the cargo hold or overhead compartments on board without the prior express consent of World2Fly. For further information on dangerous goods, Passengers should consult the aforementioned regulation:

http://www.aena.es/csee/ccurl/430/1018/Lista_de_objetos_permitidos_y_prohibidos_segun_la_IA_TIA.pdf

In case of any queries regarding which articles can be carried on board the aircraft or checked in the cargo hold, or where specific items should be carried, the Passenger shall contact World2Fly before traveling or ask at the customer service desk upon arrival at the airport.

6.3. WORLD2FLY'S ENTITLEMENT TO INSPECT LUGGAGE

For security reasons, World2Fly may require the Passenger to allow the search, X-ray or scan of the luggage—and the aforementioned luggage may be searched or may have been searched in the Passenger's absence (even if it means forcing the locks on the luggage)—with assistance from the competent authorities, in order to determine whether the Passenger is in possession of any item described in Clauses 8.2. and 8.5.

If the Passenger is not willing to comply with the aforementioned requirement, World2Fly may refuse to carry the Passenger and/or luggage, without refund or any other liability. In the event that a search or scan causes damage, or the X-rays or scan causes damage to your luggage, World2Fly will not be liable for such damage unless it is due to its own negligence.

If required to do so, the Passenger must be present during the inspection of their hand luggage or checked luggage by customs agents or other government officials. World2Fly will not be liable for any loss or damages resulting from the non-fulfilment of the aforementioned requirement, unless they are caused by its own negligence.

6.4. CHECKED LUGGAGE WEIGHT PER PASSENGER AND NOT ACCEPTED ITEMS

The check-in of one or more pieces of luggage of up to 23 kg is included in the Carriage without extra-cost, depending on the [Fares & Conditions](#).

The allowance may be increased by paying the corresponding charge, subject to a limit of 27 kg per item of luggage.

World2Fly may refuse to transport all or part of the luggage exceeding this allowance or that has not been previously paid for, or that is not within the allowable limits, or as extra luggage, for operational reasons.

In any case, a fully folded stroller, basket or crib may be transported free of charge for babies under two years of age.

The following items shall not be accepted as checked luggage:

Money, jewellery, precious metals, tobacco, fragile and perishable or valuable items, computers, personal electronic devices, negotiable securities, guarantees or other securities, glasses, contact lenses, prostheses or any type of orthopaedic appliance, work documents, passports and other identity documents and samples. All of these must not be stored in checked luggage for carriage in the hold, as we will not assume responsibility for any loss, theft or damage affecting the aforementioned items.

6.5. CARRY-ON LUGGAGE

Each Passenger may strictly carry one piece of hand luggage with a maximum weight of 10 kg, and whose dimensions in no case exceed 50x40x20 cm, depending on the [Fares & Conditions](#).

In addition, the Passenger may carry one extra item free of charge and which must be significantly smaller than 35x20x20 cm, such as a small briefcase, a handbag or camera, and which must be placed underneath the front seat.

At the boarding gate, all hand luggage which does not comply with World2Fly's regulations, that is, which exceeds the amount, weight or measurements specified above, shall be removed and stored in the cargo hold of the plane, at an additional charge.

World2Fly reserves the right to cancel a booking and deny boarding to any Passenger who fails to meet the hand luggage requirements indicated above.

This is unless, due to local security reasons in the country of origin or destination, such items are not allowed on board, without prejudice to the rules governing the carrying of certain products as hand luggage.

Items (including musical instruments or similar) that do not meet the size requirements for hand luggage shall not be accepted for carriage in the overhead lockers of the passenger cabin, unless the Passenger has purchased an additional Ticket for the aforementioned items.

The following items may not be carried as hand luggage:

- Firearms and other devices that discharge projectiles (including all types of firearms such as pistols, rifles or shotguns, toy guns, knockoffs, parts from firearms, except telescopic sights, airguns and CO₂, flare guns and starter or signal guns, bows, crossbows and arrows, harpoons and fishing rifles and

slings and slingshots).

- Devices specifically intended to stun or immobilise (including stun guns, electric "taser" type guns or stun batons, animal stunners and butcher guns, and neutralising or disabling chemicals, gases and nebulisers such as tear gas, sprays acid and animal repellent sprays).

- Objects with a sharp point or cutting edge (including axes, hatchets and splitters, ice picks and picks, knives and knives with blades longer than 6 cm, razor blades and knives, scalpels, ski poles and hiking, scissors with blades greater than 6 cm in length, stabbing or cutting martial arts equipment, and swords and sabres).
- Blunt instruments (such as baseball and softball bats, clubs and canes, or martial arts equipment).
- Explosive or incendiary substances and devices (such as ammunition, primers, detonators and fuses, reproductions or imitations of explosive devices, mines, grenades and other explosive charges for military use, fireworks and other pyrotechnic articles, smoke canisters and generator cartridges smoke, dynamite, gunpowder and plastic explosives).
- Tools capable of being used either to cause serious injury or to threaten the safety of aircraft (including crowbars, drills and drill bits, tools with a blade or a shaft of more than 6 cm, such as screwdrivers and chisels, saws, blowtorches, bolt guns and nail guns).

In accordance with the provisions of Regulation No 185/2010, containers with liquids, aerosols and gels and products of similar consistency (for instance, toothpaste, hair gel, drinks, soups, perfume, shaving foam, aerosols, food spreads, and other items with similar consistencies, etc.) may only be carried as hand luggage providing that they are carried in containers with a capacity not greater than 100 ml, which will be placed inside a transparent bag with a maximum capacity of 1000 ml or equivalent that is completely sealable. Only one bag per Passenger is allowed.

Dietetic products, medicines (liquid or semi-solid) that must be consumed on board, as well as medical utensils such as syringes, and of which the Passenger must present proof of authenticity at the security checkpoints, will also be allowed when required.

Liquids may be allowed to take on board if they are purchased:

- Shops at the flight departure airport located beyond the security control point, points of sale subject to approved security procedures as part of the airport security programme, providing they are packed in a tamper-evident bag and that the passenger can prove they have been purchased at that airport on that same day.
- At points of sale located within the security restricted area, and which are subject to approved security procedures as part of the airport security programme.
- At shops in other EU airports, on condition that the liquids are packed in a tamper-evident bag, and by providing a satisfactory proof of airside purchase at that airport on that same day.

Reading of the aforementioned Regulation 185/2010 is recommended to consult in detail all current hand luggage carriage bans. World2Fly shall deny boarding, at any time and with no economic compensation, of any hand luggage that fails to meet the requirements set out in the aforementioned Regulations.

All hand luggage must be placed at all times in the overhead compartments installed for that purpose, under the Passenger's seat or wherever specified by the cabin crew. The Passenger will be liable for the damages caused to World2Fly or to third parties for their luggage, except when these are caused by World2Fly's gross negligence or wilful misconduct.

6.6. COLLECTION AND HANDOVER OF LUGGAGE

Passengers may collect their luggage as soon as World2Fly makes it available to them at the points designated for this purpose at the destination airport. The unprotested collection of luggage on the part of the holder of the luggage registration voucher or Ticket within the legally stipulated periods implies they waive the right to make subsequent claims.

The Passenger authorises World2Fly to the effect that, if the Passenger's luggage is lost, they may conduct, either themselves or through a third party, the necessary investigations to locate its owner, by means of existing objects or elements on the inside or outside of the luggage, and duly respecting the confidential nature of the personal data obtained.

In the event that the Passenger does not collect their luggage after 7 days from the date it was made available, World2Fly may demand the cost of storing the luggage. If the Passenger fails to collect their luggage within six (6) months of the date it was made available to them, World2Fly may dispose of the luggage without liability. In any case, if a bad smell is given off or spills are observed, the unremoved luggage may be destroyed after examination.

In the event that a Passenger claims a piece of baggage and does not provide the corresponding baggage receipt, said baggage will only be delivered if they can prove, to the satisfaction of World2Fly, that they are entitled to it. If requested by World2Fly, in justified cases, said person must provide adequate financial coverage prior to the removal of the luggage to compensate for any loss, damage or expense that World2Fly may incur as a result of said delivery.

World2Fly may block or deny delivery to the Passenger carrying any suspicious luggage, or upon a request in this regard from another Passenger or from the security forces of each country. In such cases, the Passenger must complete all procedures established by law before collecting the luggage, and World2Fly shall not be held liable for the delayed or denied baggage delivery.

If the Passenger purchases one or more connecting flights, it is the responsibility of the Passenger to allow sufficient time to collect their baggage from the first flight (if applicable), check it in again, go through the security checkpoint and reach the boarding gate of the second and/or subsequent flight.

6.7. LUGGAGE DAMAGE

In the case of lost or damaged luggage, the rules established by national and international standards shall be applied, particularly the 1960 Air Traffic Act and the Montreal Convention of 28 May 1999, as well as Regulation (EC) No. 2027/97 of the European Council.

World2Fly shall be liable, in the case of destruction, loss, delay or damage to luggage, up to the sum of 1,288 Special Drawing Rights per Passenger, in compliance with the Delegated Regulation (EU) 2020/1118. A Passenger can benefit from a higher liability limit by making a special value declaration, for which an additional charge must be paid (15% of the declared value with a maximum of € 6,000 of declaration). With regard to unchecked baggage, World2Fly will only be liable for damages caused by its gross negligence or wilful misconduct.

If checked luggage has been damaged, lost, destroyed or delayed, the Passenger must inform World2Fly in writing at the earliest opportunity and in any case within 7 days for damaged luggage, and within 21 days for lost luggage. Said periods will be counted from the time the baggage was made available to the Passenger, in the first case, and from the moment the baggage should have been received by the Passenger at the airport upon arrival of the flight, in the latter.

In any case, World2Fly will not be liable for damages such as dents, scratches, stains and broken handles/wheels, unless the Passenger (i) proves that the luggage was in perfect condition before it was

handed over to World2Fly, (ii) specifies the damage, and (iii) proves the alleged damage occurred during the time World2Fly was liable for the luggage.

Passengers are hereby warned that World2Fly will not be liable for damage to perishable and fragile items carried as checked or carry-on Luggage.

Fragile, perishable or valuable items such as jewellery or money should not be transported inside the luggage, otherwise, according to international standards, the company will not cover incidents that occur to these items due to loss or damage.

If the airline operating the flight is not World2Fly, the Passenger may register a complaint or claim with either carrier.

6.8. ANIMALS AND SPECIAL LUGGAGE

Passengers who habitually require a guide dog may take the animal on board with them, providing the animal is appropriately secured and the Passenger accepts liability for any damages caused.

An assistance dog is considered to be one that has been trained to help people with special needs. To fly with it, it is necessary to have an official physical certificate that certifies its training as an assistance or guide dog, issued by a member organisation of the International Federation of Assistance Dogs (ADI) at <https://assistancedogsinternational.org/> or from the International Guide Dog Schools Federation (IGDF) at <http://www.igdf.org.uk/>

The Passenger may, during the booking process, choose to hire the carriage service of a pet in the cabin of the aircraft, or in the hold of the aircraft.

- Only animals such as dogs or cats are allowed on board. Other families of animals such as rodents, lagomorphs (e.g.: rabbits), farm animals or animals that produce smells (ferrets) or noises that may annoy the rest of the passengers or compromise security on board, will not be allowed.
- The animal must be enclosed in a travel carrier that is not a rigid container and which must have breathing holes and a waterproof bottom; a home-made box is not acceptable. If the container is deemed to be unacceptable or unsafe at the exclusive judgement of the cabin crew or airport personnel, it shall be rejected.
- The maximum size of the carrying box is 45 cm long, 39 cm wide and 21 cm high.
- The maximum weight of the carrying box (including the animal and its additional items) is 8 Kgs.
- Food and drink bowls must be securely covered to prevent their content from spilling.
- During the flight, the box must remain on the floor between the Passenger's legs or under the seat. It is forbidden for the box to be carried on the seat adjacent to the Passenger, even if unoccupied, or on their lap.
- World2Fly is entitled to reject all animals whose special characteristics (unpleasant smell, poor health, inadequate hygiene, or violent conduct) may cause distress or danger to fellow passengers.

- All passengers carrying animals must take charge of them at all times and deal with any problems they may cause.
- The animal may not be taken out of its container under any circumstances between boarding and exiting the plane.
- Only one animal can be transported per box.
- Animals may not be transported in a seat located in the emergency exits or in the first row of the aircraft.

The Passenger must ensure that the regulations in force in the country of destination allow the animal to be carried and to enter the country in accordance with local legislation and that it (i) fulfils all the required hygiene standards and (ii) has all required documentation for its ownership and carriage.

The Passenger will be liable for any damages (such as fines imposed by the flight destination country, etc.) incurred by World2Fly due to the carriage of their animal without suitable documentation.

The Passenger shall contact the special requirements department by e-mail, special.requirements@w2fly.es to confirm the carriage of their animal, which may be denied if the allowed number of animals per cabin is full.

6.9. CARRIAGE OF SPECIAL LUGGAGE AND SPORTS EQUIPMENT

With regard to the carriage of sports equipment and special luggage, the Passenger must accept the conditions and rates for this purpose at the time of booking.

6.10. CARRIAGE OF PERSONS WITH REDUCED MOBILITY

In accordance with the provisions of Regulation (EC) 1107/2006, the carriage of up to two mobility equipments per person with a disability or reduced mobility is allowed, at no additional charge. For more information kindly check [Special needs passengers](#).

7. SECURITY CONTROL

Passengers must submit to the security control regulations provided for in Regulation (EC) 185/2010.

8. CHECK-IN AND ADMINISTRATIVE REQUIREMENTS

8.1. MAXIMUM TERM OF INVOICE

Passengers must arrive at the airport in sufficient time with respect to the scheduled departure of their flight in order to complete all official formalities and, where applicable, check in their luggage. The check-in counters will open four hours before and close one hour before the scheduled flight departure (even if the flight is delayed).

After this time, no luggage will be accepted and boarding passes will not be issued. After the maximum check-in period has elapsed, World2Fly may assign the seats of the Passengers with reservation and without an advance boarding pass who have not been identified at the corresponding check-in counter, or in any other

dependency indicated by World2Fly, before the maximum check-in period to Passengers on the waiting list and pending acceptance.

8.2. INVOICING

To check in their luggage, Passengers must present the corresponding Ticket or booking number as well as a document that legally proves their identity. World2Fly reserves the right - for itself or third parties - to identify the Passenger by other means if it considers the documentation presented to be insufficient, or if there is any doubt as to the identification or the validity of the documentation provided.

8.3. TRAVEL DOCUMENTATION

The Passenger will be responsible for obtaining, maintaining in their keeping and presenting when required, all entry and departure documentation required for countries from which, to which, or over which they are being transported, as well as health documentation or other documentation that could be demanded in such countries.

World2Fly reserves the right to refuse to transport any Passenger who has not complied with such applicable laws, regulations, rules, demands or requirements, or whose documents do not comply with the former, at World2Fly's discretion, or according to the judgement of authorities in the departure or arrival country.

In accordance with Regulation (EU) No 610/2013 of the European Parliament and of the Council of 26 June 2013 amending Regulation (EC) No 562/2006 of the European Parliament and of the Council establishing a Community Code on the rules governing the movement of persons across borders (Schengen Borders Code), the Convention implementing the Schengen Agreement, Council Regulations (EC) No 1683/95 and (EC) No 539/2001 and Regulations (EC) No 767/2008 and (EC) No 810/2009 of the European Parliament and of the Council, for intended stays on the territory of the Member States of a duration of no more than 90 days in any 180-day period, which entails considering the 180-day period preceding each day of stay. The date of entry shall be considered as the first day of stay on the territory of the Member States and the date of exit shall be considered as the last day of stay on the territory of the Member States. Periods of stay authorised under a residence permit or a long-stay visa shall not be taken into account in the calculation of the duration of stay on the territory of the Member States.

The entry conditions for nationals of third countries not belonging to the European Union and countries not signatories of the Schengen Agreement, will be the following:

- To be in possession of a valid travel document (passport) that grants its holder the right to cross the border, satisfying the following criteria: i) its validity shall extend at least three months after the intended date of departure from the territory of the Member States; ii) it must have been issued within the previous ten years.
- To be in possession of a valid visa, if required pursuant to European Council (EC) Regulation No. 539/2001 of 15 March 2001, listing the third countries whose nationals must be in possession of visas when crossing the external borders and those whose nationals are exempt from that requirement, unless they hold a valid residence permit.
- To be able to justify the purpose and conditions of the intended stay, and provide proof that they have sufficient means of subsistence, both for the duration of the intended stay and for the return to their country of origin or transit to a third State into which they are certain to be admitted, or are in a position to acquire such means lawfully.

- Not be registered as inadmissible in the second-generation Schengen Information System (SIS II).
- They are not considered to be a threat to public policy, internal security, public health or the international relations of any of the Member States, in particular where no alert has been issued in Member States' national data bases for the purposes of refusing entry on the same grounds.

8.4. BOARDING

Boarding begins fifty (50) minutes before departure. The boarding gate closes ten (10) minutes before departure time. World2Fly reserves the right to cancel the seat allocation and the booking of those Passengers who fail to board before the scheduled departure. Passengers who arrive late at the check-in desk shall not be allowed to board, shall not be entitled to compensation for denied boarding and shall be liable for any damages to World2Fly in the event that their luggage must be located and taken off the plane due to it having been checked in by a Passenger who failed to arrive at the boarding gate before the specified deadline.

Whenever possible, families travelling with children, Passengers in wheelchairs and Passengers with reduced mobility shall be given priority for boarding.

8.5. DENIED ENTRY TO A COUNTRY

If, for any reason, a public authority in the countries to which, from which or over which carriage is undertaken should deny a Passenger entry into the country, including transitory, the Passenger shall pay the transport cost for their return to the airport of origin or to any other airport. World2Fly shall not be obliged to reimburse the Passenger for the portion of the Ticket price corresponding to the routes that the Passenger has not completed nor be held liable for this Passenger's luggage.

8.6. PASSENGER LIABILITY

In the event that World2Fly has to pay a fine or penalty or incur any expenses due to a breach on the part of the Passenger and their baggage (customs, police, etc.) of any laws, demands or other travel-related requirements of the countries to which, from which or over which carriage is undertaken, the Passenger shall, upon request from World2Fly, reimburse the amount paid or expenses that have been or will be incurred by the Carrier.

9. RIGHT OF WORLD2FLY TO REFUSE CARRIAGE OF PASSENGERS AND CARRIAGE RESTRICTIONS

9.1. RIGHT OF WORLD2FLY TO DENY CARRIAGE OF PASSENGERS

World2Fly reserves the right to refuse, at any time, the carriage of a Passenger in possession of a Ticket if, in World2Fly's judgment:

- There are public safety reasons.

- There are public health reasons. In the context of the COVID-19 health crisis, World2Fly reserves the right to deny boarding if the Passenger refuses to perform temperature checks at the airport or if the Passenger refuses to wear a mask or any other necessary protection measure (subject to age or exceptions for proven health reasons).
- It is necessary or appropriate to comply with applicable laws or regulations in a country of origin, destination, or flight stopover (including not having valid travel documents or refusing to hand them over to the crew).
- Due to the conduct, state, age or mental or physical condition of the Passenger (including being under the influence of alcohol or drugs), and which may present a reasonable risk or danger to the Passenger, the other Passengers, the crew or the property.

- It is necessary or appropriate in order to avoid serious harm, inconvenience or distress to fellow Passengers or the crew.
- If the Passenger has previously and repeatedly breached the rules of World2Fly and World2Fly has reason to believe that this conduct could be repeated. This includes circumstances in which the Passenger records World2Fly personnel via video or sound, on board or on the ground.
- In the event that the Passenger refuses to carry out a security check.
- The Passenger has provided the Carrier with a document (a) acquired in an allegedly illegal manner, (b) that has been reported as lost or stolen, or (c) that is allegedly false or contains changes or alterations of any kind not made by World2Fly. In such cases, World2Fly reserves the right to withhold the aforementioned document(s) for posterior delivery to competent authorities.
- If the person who shows up at the World2Fly counter is not the Ticket holder. In such a case, World2Fly reserves the right to withhold the aforementioned Ticket.
- The Passenger is unable to prove that the Ticket is paid for in full or has requested that the credit card payment be cancelled, or there is suspicion of fraud.
- If the Passenger causes damage to the property of the airport or the airline or to third parties.

If, for any of the aforementioned reasons in this Clause, World2Fly refuses to carry the Passenger or has expelled the Passenger en route, at its discretion, World2Fly may cancel the remaining unused portion of the Ticket. World2Fly shall not be held liable for any indirect damage or any alleged loss, damage, death or physical injury due to the denial to carry the Passenger or their luggage. In the event that the Passenger shows a violent, physical or verbal attitude, World2Fly may request the intervention of the State Security Forces and Corps.

9.2. CARRIAGE RESTRICTIONS

PREGNANT WOMEN

World2Fly agrees to transport pregnant women up to the 27th week of pregnancy (included) without the need to provide any medical certificate.

If the Carriage takes place between weeks 28 and 35 of the pregnancy (both inclusive), an original document stating the doctor's permission must be provided, certifying that the passenger is fit to fly, the period of validity of the document and the doctor's registration number and signature.

Women who are at week 36 of pregnancy (32 if multiple and without complications) or later may not travel.

MINORS

World2Fly provides specific accompaniment services for unaccompanied children (UM). Between ages 5 and 11, minors may not travel without a responsible companion. Therefore, contracting the UM service is mandatory. Youth (YP) between ages 12 to 17 may also request accompaniment.

For safety reasons, babies less than 7 days old will not be admitted on board. Children between 7 days and 2 years of age must travel on their parent's lap. Pushchairs and cots may not be taken onboard. Said Passengers under 2 years of age must pay a percentage of the adult rate and have a reservation in their name associated with the adult.

At any time, both World2Fly and the local authorities at the departure or destination airport are entitled to demand all documentation relating to a baby or minor intending to travel, and it is therefore recommended that the Passenger keep this documentation close to hand.

All minors traveling to a European destination and third countries must present their own ID or passport, in addition to complying with the requirements of the destination country. For passengers between ages 0 to 14 traveling on Domestic flights, tenure of an ID or passport document will not be mandatory, and the authorities can request any of the following documents:

- Notarial accreditation with the personal details of the minor together with a photograph, and in which a travel authorisation sanctioned by the minor's father, mother or legal guardian is included.
- Authorisation formalised in a police station: by personal appearance of the father, mother or guardian, on behalf of the person who is entrusted with the custody of the minor during the trip, and which will be checked at all times with the ID or Passport of this person.

There is a possibility that the authorities ask Passengers under 18 years of age residing in certain countries and travelling without a parent or legal guardian to provide a form signed by a parent or legal guardian before departure, and without which they may not board:

- Minors under 18 years of age or residents in Spain: in accordance with Instruction no. 11/2019 of the Secretary of State for Security, which regulates the procedure for granting travel permission outside the national territory for minors, as of September 1, 2019, Spanish minors under 18 years of age or residents in Spain who travel outside the Spanish territory without one of their parents or legal guardians must be in possession of a Spanish ID document or passport and must present a declaration of travel permission (https://sede.policia.gob.es/portalCiudadano/normativa/declaracion_permiso_viaje_menores.pdf) outside the national territory duly signed by their parents or legal guardians, and stamped by one of the following bodies or positions: National or regional police, Civil Guard, judge, notary or mayor. This declaration is a document that is not provided by the airline, and as such, must be requested from the aforementioned authorities.

PASSENGERS WITH INFECTIOUS DISEASES

World2Fly will not accept Passengers who suffer or may be suffering from serious infectious diseases or for which health authorities have decreed an official alert, including, but not limited to, serious respiratory infections, viriases, tuberculosis, etc.

10. RULES OF CONDUCT ON BOARD THE AIRCRAFT

If, at the judgment of World2Fly, the behaviour of a Passenger on board may be endangering the plane or any person or items on board, or is hindering the crew in the performance of their duties, or if the Passenger ignores instructions given by the crew, or threatens, is abusive towards or insults any member of the crew, or behaves in a scandalous manner or in any way that may be deemed offensive towards fellow Passengers, World2Fly is entitled to take whatever measures it considers necessary in order to prevent such behaviour from continuing, including expulsion from the aircraft. World2Fly will subsequently exercise all legal actions in civil or criminal proceedings to assert its rights.

For the safety of the passengers and crew, and in application of the Spanish legal system, it is not allowed to take videos or photographs of any member of the crew or Passenger, unless they have previously and expressly stated their consent. Any member of the crew may request the deletion of those images or videos captured illegally or without appropriate consent.

If, as a result of the Passenger's behaviour on board the plane, the captain thereof decides, by reasonable decision, to divert the plane in order to remove the passenger, this Passenger shall reimburse World2Fly for all costs and expenses derived from this diversion.

The consumption of alcoholic beverages is forbidden, unless acquired on board.

11. POLICY FOR EXTENDED USE OF ELECTRONIC DEVICES ON BOARD

Passengers will be allowed to use the following electronic devices ("PED") on-board World2Fly aircraft:

- Mobile phones ("smartphones");
- Electronic tablets and e-readers.
- Digital music players.
- Small portable electronic games.
- Laptops and notebooks;
- Personal digital photographic and video cameras (excluding professional cameras). The permission of use does not include taking photographs of crew members or any element of the aircraft;
- Headphones of any type (except during taxiing, take-off and landing phases).

Notwithstanding the above, the aircraft crew may, at any time, order all electronic devices to be switched off and stowed away (even if they have a "flight mode" functionality).

The use of Bluetooth / WIFI functionalities of any electronic device is prohibited at all stages of the flight (including Bluetooth headsets, peripheral keyboards or remote-control devices, among others). Mobile phones and other handheld electronic devices that emit electromagnetic waves may be used on board World2Fly aircraft as long as the aircraft doors are open. Once the doors are closed, their use shall only be allowed in flight mode.

Electronic devices that are checked in with the luggage shall be switched off at all times. The use of any type of electronic cigarettes is prohibited on-board all World2Fly aircraft.

12. SCHEDULES AND COMPENSATION CLAIMS PURSUANT TO EUREGULATION (EC) NUMBER 261/2004

For more information on Regulation (CE) 261/2004 (<https://www.boe.es/doue/2004/046/L00001-00007.pdf>)

12.1. SCHEDULE CHANGES

The departure and flight times that appear on a reservation may change between the booking date and the date of travel.

If, after issuing the ticket, the scheduled departure time is changed, World2Fly will notify the Passenger as long as the Passenger has provided either World2Fly or the authorised agents with their contact information.

The Passenger will be entitled to a full refund of all amounts paid in connection with the flight change if, before the date of travel:

- (i) the scheduled departure time is changed by more than five hours.
- (ii) World2Fly cannot book an alternative flight that is acceptable to the Passenger.

This clause applies with respect to schedule changes, unlike Regulation (EC) No. 261/2004. For cancellations and delays, the rights and resources of Passengers are provided for in Regulation (EC) No. 261/2004 or in the Montreal Convention of 1999.

12.2. COMPENSATION CLAIMS PURSUANT TO EU REGULATION (EC) NUMBER 261/2004

- If a Passenger is affected by a delay, cancellation or overbooking, Regulation (EC) number 261/2004, of February 11, 2004 will apply.
- The Passenger must submit their claim for compensation directly to World2Fly and allow the company 30 days (or the time allowed by applicable law, whichever is less) to respond to the claim, before a third party is hired to make a claim on Passenger's behalf. Claims can be submitted via www.w2fly.es or to the customer service department.

- If the Passenger does not submit their claim directly to World2Fly first and does not allow 30 days to respond, any claim received from a third party will not be processed.
- Nothing in this clause prevents Passengers from consulting a legal advisor or other third parties before submitting a claim directly to World2Fly.
- The Passenger may submit a claim on behalf of other Passengers who appear in the same reservation. In such a case, World2Fly may ask other Passengers to prove that the claiming Passenger has their consent to submit a claim on their behalf.
- If the Passenger has already submitted their claim directly to World2Fly and, subsequently, a claim is received from a third party on behalf of the aforementioned Passenger, World2Fly may request the necessary documentation to prove that it has the authority to make the claim in accordance with the applicable law.
- By accepting these General Conditions of Carriage, the Passenger expressly accepts that any compensation payment will be made to the bank account of a Passenger on the reservation. World2Fly may request verification of whether the owner of the bank account is the Passenger making the claim.
- Equally, the ruling of the European Court of Justice dated 19 November 2009 known as Sturgeon (C-402/07 and C-432/07) will be applicable.
- Should you need to contact the corresponding authorities to send your claims, you may access them either via the online application system called "sede electronica" (<https://sede.seguridadaerea.gob.es/adminqys/>), or by post mail to: Agencia Estatal de Seguridad Aérea, Unidad de Quejas y Sugerencias, Paseo de la Castellana, 112, CP 24046 Madrid, Telephone: (+34) 91 396 82 00/10.

12.3. FREE TICKETS OR REDUCED FARES THAT ARE NOT DIRECTLY OR INDIRECTLY AVAILABLE TO THE GENERAL PUBLIC

Passengers travelling for free or on a reduced-fare ticket that is not directly or indirectly available to the general public shall not have the rights as provided for other Passengers in Regulation 261/2004, of 11 February 2004. Furthermore, they must at all times be able to justify the reduced fare or free nature of their ticket.

13. LIABILITY FOR MATERIAL DAMAGES AND PHYSICAL INJURIES

13.1. GENERAL CONSIDERATIONS

In case of accident, World2Fly shall be liable for the following:

- Liability will be limited to proven injuries and damages and in no event will World2Fly be liable for indirect, consequential or insufficiently proven injuries or damages, as well as any form of compensation including, but not limited to, loss of profits.

- World2Fly is not liable for any damages resulting from its compliance with the law, official regulations, ordinances or requirements, or breaches thereof on the part of the Passenger.
- The General Conditions of Carriage also apply to World2Fly's authorised agents, employees, directors and representatives, respectively, and to the same extent as it applies to World2Fly. The sum recoverable by World2Fly, as well as by its the agents, employees, directors, representatives and authorised persons shall not exceed the sum corresponding to World2Fly's liability, should such liability exist.
- If the airline operating the flight is not World2Fly, the Passenger may register a claim with either carrier.

13.2. PHYSICAL INJURIES

World2Fly shall be liable for damage sustained in the event of death, wounding or other bodily injuries suffered by a Passenger if the accident that caused the damage occurred on board the plane or during boarding or disembarkation of Passengers, under the terms and extension provided for in Regulation 2027/97 (amended by Regulation 889/2002) and the Montreal Convention of 28 May 1999, and without prejudice to World2Fly's exclusions from liability in the event that (i) the death, wounding or other bodily injury was a result of the physical or mental condition of the Passenger, and which already existed prior to boarding; or (ii) if the damage was caused or fostered by negligence on the part of the Passenger or by their health prior to boarding the flight.

There are no financial limits to the liability for passenger injury or death. For damages of up to 128,821 Special Drawing Rights (SDR), the airline shall not contest claims for compensation. Above that amount, the air carrier can only contest a claim by proving that it was not negligent or otherwise at fault.

The recoverable sum shall cover the redress of the damage, as determined in a non-contentious amicable settlement, according to expert opinion or a competent court.

World2Fly shall compensate the Passenger for recoverable damages only for the part in excess of the amounts received from a public social security body or similar institution.

World2Fly reserves the right to repeat against third parties, without limitations, the compensation paid to the Passenger.

In the event of death, wounding or other bodily injury resulting from an air accident, the person(s) entitled to compensation, when identified, shall be offered an advance payment to cover their immediate needs, in proportion to the damages caused. In the event of death, this advance payment shall not be less than 16,000 SDRs per Passenger. The advance payment shall be made within fifteen (15) days of the official identification of the person(s) entitled to compensation, shall not imply acknowledgement of liability and shall be deducted from the final sum payable for any liability in accordance with this Section, but shall not be reimbursable except in cases provided for in Art. 20 of the Montreal Convention or if the person(s) had no entitlement to compensation.

Any claim must be submitted, at most, within two years from the date of the flight.

14. LIABILITY FOR DELAYS

In case of passenger delay, World2Fly shall be liable for damage unless it took all reasonable measures to avoid the damage or such measures were impossible to be taken. The liability for passenger delay is limited to 5,346 Special Drawing Rights per Passenger.

15. COMPENSATION POLICIES FOR THE UNITED MEXICAN STATES

In compliance with Article 51 of the Civil Aviation Law of the United Mexican States of May 12, 1995 and its subsequent modifications (<https://www.profeco.gob.mx/politicasaviacion/pdf/LAC.pdf>), it is expressly established that World2Fly will follow the compensation policies applicable by virtue of the aforementioned state law and in accordance with regulation (EC) 261/2004, described in Article 12 of these general conditions.

16. OWN AND THIRD-PARTY ADDITIONAL SERVICES/TRAVEL PACKAGES

World2Fly provides a wide range of additional services which are offered to Passengers during the booking process and which allow them to tailor the Carrier's offers to their requirements.

If in the course of the formalisation of the Air Carriage Contract, third party agreements are offered to Passengers with regard to services other than air carriage, such as hotel reservations, activities, car rental or VIP rooms, among others, it is expressly and hereby noted that World2Fly acts only as an agent. In these cases, with regard to services contracted by the Passenger other than flights, the terms and conditions of third parties supplying such services will be the sole ones governing such services, and World2Fly will not accept any liability for their failure to provide such additional services.

17. PASSENGERS WITH REDUCED MOBILITY (PMR); CARRIAGE OF MOBILITY DEVICES, OXYGEN AND MEDICINES; ALLERGIES; PASSENGERS WITH PLASTER CASTS

17.1. SPECIAL SERVICES FOR PASSENGERS WITH REDUCED MOBILITY (PRM)

In accordance with Regulation (EC) 1107/2006, on the transport of disabled persons and persons with reduced mobility, ground assistance to Passengers with reduced mobility has become the responsibility of the airport managers or the agents they delegate, in a manner that a minimum amount of time is required in order to be able to communicate to the manager of the services the needs of Passengers on a given flight.

Article 2, a) of Regulation (EC) 1107/06 defines a disabled person or Passenger with Reduced Mobility (PRM), as "any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers".

World2Fly has a limited number of seats for people with reduced mobility. Therefore, it is recommended that the flight booking is made as far in advance as possible, and that the Carrier is informed as soon as possible (at least 48 hours before flight departure) of any special need the Passenger may have. If such notification is not made within the established period, World2Fly will make all reasonable efforts to provide the specified

assistance so that the Passenger can take the flight for which they have a reservation, although such assistance may not be provided.

The aforementioned carriage limitations are due to applicable safety regulations and may be dictated by factors such as aircraft cabin configuration, loading factors, or any other circumstance that affects the application of emergency procedures by the crew members operating the flight. In exceptional cases, World2Fly may have to deny boarding to a specific Passenger if this means a risk to the Passenger, other Passengers or the crew.

At airports located in the Member States of the European Union, it is the responsibility of each airport to provide the assistance service to Passengers with reduced mobility. World2Fly, provided the Passenger notifies it at least 48 hours before flight departure, will ensure the company managing the airport assistance service receives the request for assistance. Once at the airport, the Passenger must go to one of the official meeting points designated for this purpose and request assistance there. In any event World2Fly will supervise the management and assistance offered by the the airport assistance service, including accompanying Passengers with reduced mobility to the washrooms when necessary.

At airports located outside of the Member States of the European Union, World2Fly shall provide – under the terms and conditions specified by current legislation – assistance to Passengers with reduced mobility who have requested it at least 48 hours before the flight.

Assistance to PRM can be requested online at www.w2fly.es or via customer service channels.

17.2. SEAT ALLOCATION TO PRM

World2Fly shall ensure that PRMs are not allocated seats where their presence could:

- Impede the crew in their duties;
- Obstruct access to emergency equipment; or
- Impede the emergency evacuation of the aircraft.

For this reason, the Passenger may occupy any row of the plane, except for the emergency exit or adjacent rows.

17.3. MOBILITY EQUIPMENT

All mobility devices must be checked in. Therefore, it is essential that the Passenger shows up at the check-in counter at least two (2) hours prior to flight departure time.

It is recommended that the Passenger checks in the wheelchairs, both manual or electric, or mobility devices at the check-in desks. The staff dedicated to PRM services shall be in charge of accompanying the Passenger to their flight. If the Passenger wishes to arrive on his/her own at the gate, this desire must be expressly indicated at the time of booking.

The wheelchair or mobility device of PRM Passengers shall be tagged as checked luggage but will be loaded onto the plane upon arrival at the gate. For this reason, it is recommended that PRM Passengers arrive at the departure gate at the time indicated on their boarding pass, always at least forty (40) minutes before the flight departure time.

Upon arrival at the destination, the chair or mobility device shall be delivered to the baggage claim hall. World2Fly does not have a wheelchair or space to locate the Passenger's own chair within the Passenger cabin.

Should the Passenger be completely dependent on their wheelchair, the Carrier shall be contacted beforehand in order to be able to take all necessary measures.

17.4. CONDITIONS OF CARRIAGE OF WHEELCHAIRS OR BATTERY-DRIVEN ASSISTANCE DEVICES

For safety reasons, wheelchairs or mobility devices must be authorised by the Carrier prior to acceptance and must also meet the requirements listed below. The company may deny carriage if the wheelchair or mobility aid does not meet the necessary requirements. For more information please check: <http://www.aena.es/es/aerolineas/solicitud-asistencia-pmr.html>

17.5. TRANSPORTATION OF OXYGEN CONCENTRATORS / OXYGEN GENERATORS

World2Fly does not provide additional oxygen to a Passenger who requires it for medical reasons. Likewise, World2Fly cannot carry oxygen bottles on its aircraft, as they are considered dangerous goods.

However, the use of oxygen concentrators (POC) or oxygen generators (CPAP) is permitted for use on board, provided the following requirements are met:

- World2Fly does not authorise the charging of medical aid devices in the electrical outlet of the plane.
- All devices must be able to be disconnected when required to do so for flight safety reasons.
- Devices such as respirators (POC and CPAP) or other types of devices must operate with dry batteries. Extra batteries must be transported in carry-on luggage and must be individually packed and protected to avoid any accidental damage or short circuit during transport.
- The size of the device may measure around 30x30 cm depending on the model, and its location on the plane should not occupy more space than that assigned to the Passenger.
- The Passenger must carry a sufficient supply of batteries to cover at least 150% of the total duration of the trip. The total duration of the trip should be taken into account, including waiting times at the departure, transit and destination airports, along with a provision for unexpected delays.
- In order to avoid problems both on board and in security checks, World2Fly accepts the transport and use of oxygen concentrators approved by EASA and / or FAA, whose approval is included in the device characteristics by means of an approval label or a label with an airplane symbol. These devices must be properly marked with the corresponding label or must be accompanied by supporting documentation thereof.

World2Fly recommends that the Passenger have a medical report close at hand certifying the need to use the aforementioned devices, in case of request by airport authorities or the flight crew.

17.6. CARRIAGE OF MOBILITY EQUIPMENT FREE OF CHARGE

The transport of any mobility equipment or device shall be carried out at no cost, and they shall not be subject to excess baggage charges, and the weight limits of checked luggage shall not apply.

17.7. CARRIAGE OF MEDICINES

The Passenger must ensure that they have all the medicines they will need on board in a bag contained in their hand luggage. Please note that space in the cabin is limited and that carry-on bags may have to be loaded in the hold due to lack of space in the cabin. In such a case, the Passenger should collect the necessary medicines before the carry-on luggage is removed and loaded in the hold.

It may be useful to have a medical report or prescription close at hand, especially if the Passenger intends to travel with syringes or any medicine, in order to get through security checks without any problems.

Passengers should bear in mind that on board the Carrier's aircraft there is no possibility of refrigerating medicines, so it is recommended to transport medicines requiring it in small cold storage bags. If the Passenger carries refrigerated medications on dry ice, prior authorisation must be requested by contacting the World2Fly Customer Service department.

17.8. ALLERGIES

World2Fly does not guarantee an allergen-free environment on its aircraft. Our in-flight menu offers food that contains nuts, peanuts or other potentially allergenic products; furthermore, we are not able to control whether food or other products or components carried on board by passengers may cause allergic reactions or not.

It is essential for all passengers with allergies to carry an epinephrine injection in case of an attack, together with a medical note certifying the need to carry it and must tell the cabin crew about their allergy as soon as they board the plane. World2Fly cannot accept liability if a passenger does not carry the injection.

17.9. PASSENGERS WITH PLASTER CASTS

Before flying, it is necessary for the Passenger to have spent at least 24 hours since the application of the cast, as the pressurisation of the cabin can cause swelling in the leg and may deform the cast.

- If the Passenger has been cast from the waist up, they will only need one (1) seat to travel.
- If the Passenger wears a plaster cast below the knee, they must book two seats.
- If the Passenger wears a plaster cast up to the groin, they must book three (3) seats.

The Passenger may not book one (1) single seat to omit compliance with the aforementioned conditions. In any case, the Passenger must contact the World2Fly customer service department in order to book the adjacent seat or seats.

17.10. CARRIAGE OF PASSENGERS ON STRETCHERS

In order to carry a stretcher on a World2Fly flight, the following requirements must be met:

- The stopover time both upon departure and arrival must exceed 90 minutes, the time necessary to assemble and disassemble the stretcher.

- It will be necessary to book and pay for nine seats for its assembly.
- Maintenance technicians will be required at the departure and arrival airports.
- The Passenger must travel with medical personnel.

Passengers with a physical or mental condition requiring special attention will need to present a medical certificate confirming that they are fit to fly and sign a disclaimer before boarding. Any questions on these issues should be directed to the attention of the Special Requirements department / customer service.

18. GENERAL PROVISIONS

No agent, employee or representative of World2Fly is authorised to alter, modify or renounce any of the provisions set out in this Contract.

This Contract may be kept by the Passenger in electronic format.

Should any of the clauses or conditions of this Contract be declared illegal or invalid, the remaining provisions of the Contract shall remain valid.

19. JURISDICTION

Without prejudice to the provisions of current regulations, these General Conditions of Carriage shall be governed by Spanish Law.

Any disputes that may arise in relation to the General Conditions of Carriage set out herein shall be subject to the "non-exclusive jurisdiction" of Spanish courts.

20. DISPUTE SETTLEMENT AND ONLINE DISPUTE RESOLUTION

If a Passenger wishes to file a complaint, they should contact the customer service department or do so online at www.w2fly.es

If the Passenger resides in a country within the European Union, pursuant to Regulation (EU) No. 524/2013 of the European Parliament and of the Council of May 21, 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC, World2Fly expressly informs of the existence of a European online dispute resolution platform that makes it easier to resolve any disputes out of court, between Passengers residing in the EU and the Carrier, in an independent, impartial, transparent, efficient and equitable manner.

The platform is an interactive and multilingual website <http://ec.europa.eu/odr>, which provides free one-stop access to Passengers residing in the EU and the airline for the resolution of contractual disputes out of court, derived from air carriage contracts concluded online.



World2Fly does not participate in this program for the time being, and is not currently signed up to an alternative dispute resolution organisation for consumer matters, unless required by the current regulations of an EU member state.