

# Conditions of Carriage Passengers and Baggage



## Conditions of Carriage – Passengers and Baggage

### Part I: General Provisions

#### 1. Scope of Application

These Conditions apply to all flights operated by Libyan Wings Airlines, including flights under code-share agreements if exists.

#### 2. Definitions

- Carrier: Libyan Wings Airlines.
- Passenger: Any person holding a valid ticket for travel.
- Baggage: Both checked and unchecked (carry-on) items.
- Montreal Convention: The legal framework governing carrier liability.

### Part II: Passenger Transportation

#### Chapter 1: Booking and Tickets

- Tickets are personal and non-transferable.
- Ticket validity: 12 months from the date of issue unless otherwise stated.
- Changes or cancellations are subject to applicable fare conditions and fees.
- Refunds are processed in accordance with the Refund Policy and to the original form of payment.

#### Chapter 2: Check-in and Boarding

- Passengers must present valid travel documents (passport, visas, permits).
- Check-in deadlines:
  - 3 hours before departure for international flights.
  - 2 hours before departure for domestic flights (if applicable).
  - Check-in counters close 60 minutes prior to departure.

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## Chapter 3: Conduct on Board

- Smoking is strictly prohibited.
- Passengers must always follow the instructions of the Captain and Cabin Crew.
- Use of electronic devices is restricted to safety regulations.
- The Carrier reserves the right to offload passengers posing risks to safety, order, or comfort.

## Chapter 4: Carrier's Liability for Passengers

- In case of death or injury: compensation according to agreement with insurance company per passenger.
- In case of delay: compensation to be within the ticket involved weather to eliminate any penalties, refund a full ticket or a sector per passenger.
- No liability if the Carrier proves that all reasonable measures were taken to avoid the damage or if the damage was caused by extraordinary circumstances.

## Part III: Baggage Transportation

### Chapter 1: Free Baggage Allowance

- Economy Class Y: 1 checked bag up to 30 kg for IST, 40 kg for TUN and 40 kg for AMM.
- Business Class: 2 checked bags with a total of 45 kg for IST, 50 kg for TUN and 45 kg for AMM.
- Cabin Baggage: 1 carry-on bag up to **8 kg** for economy & **10 kg** for Business class, with maximum dimensions of 55×40×23 cm.

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## Chapter 2: Excess Baggage

- Charges apply for weight or pieces exceeding the allowance.
- Passengers may purchase additional baggage in advance at discounted rates via the website.

## Chapter 3: Prohibited Items

- No weapons, explosives, flammable, toxic, or radioactive materials.
- Lithium batteries and power banks must comply with IATA Dangerous Goods Regulations.

## Chapter 4: Carrier's Liability for Baggage

- Compensation for loss, delay, or damage shall be according to the presented evidence of the value of the baggage involved per passenger, and the maximum compensation value shall not exceed the values mentioned on the international Convention concerned.
- Damage must be reported within 7 days of receipt; missing baggage must be reported within 21 days.

## Chapter 5: Special Baggage

- Medical devices & wheelchairs: carried free of charge with priority handling.
- Pets: accepted under health, veterinary, and transport conditions, in approved containers.
- Sports and musical equipment: subject to specific handling and charges.

## Part IV: Additional Provisions

1. Passengers with Special Needs
  - Assistance provided from check-in to boarding.
  - Priority seating and boarding rights.

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### 2. Data Protection (Privacy Policy)

- Libyan Wings ensures passenger data protection in accordance with applicable laws and GDPR standards.

### 3. Force Majeure

- The Carrier shall not be held responsible for damages arising from events beyond its control (e.g., war, political instability, weather disruptions).

### Part V: Governing Laws

- These Conditions are governed by the Montreal Convention 1999 and Libyan Civil Aviation laws.
- Any disputes shall be subject to the jurisdiction of competent Libyan courts unless otherwise specified.



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## Handling of Wheelchairs, Pushchairs & Items Removed at the Gate

### At the Departure Station – Acceptance and Loading

#### Passenger-Owned Wheelchairs

- Upon check-in, the agent must follow the approved acceptance procedures.
- The wheelchair must be tagged with an additional label.
- Wheelchairs shall be loaded in **Compartment 5** and delivered to the aircraft door upon arrival.

#### Baby Pushchairs (Prams)

- Cabin-approved pushchairs must not exceed **56 x 45 x 25 cm**, ensuring they fit in the overhead stowage as cabin baggage.
- Oversized pushchairs must be tagged at the check-in counter, labeled, and loaded in **Compartment 5** for delivery at the aircraft door upon arrival.

#### Oversized Hand-Carry Items / Items Removed at the Gate

- Due to limited cabin space, especially on full flights, oversized or additional hand baggage and any other items removed at the gate must be:
  - Tagged and loaded in **Compartment 5**.
  - Entered into the load sheet as **Last-Minute Changes (LMC)**.

#### Ramp Supervisor's Responsibility

- Ensure items are loaded according to the loading instructions.
- Confirm that the load sheet maker includes them as **LMC items** in the load sheet.
- Ensure the items are mentioned in the **LDM** (Load Message) and **PSM** (Passenger Service Message) for priority offloading and delivery at the aircraft door.

### At the Arrival Station – Offloading and Delivery

- The handling supervisor must ensure that the items reflected in the **LDM/PSM** are offloaded as a priority.
- All such items must be delivered **immediately at the aircraft door** to the respective passengers.

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## Cabin Baggage Acceptance Procedure

### General Policy

- Each passenger is entitled to **one piece of cabin baggage** only.
- Maximum weight:
  - **10 kg** for Business Class passengers.
  - **8 kg** for Economy Class passengers.
- Maximum dimensions (all classes): **55 x 40 x 23 cm**.
- Cabin baggage is considered part of the passenger's **free baggage allowance**.
- Any additional items must be checked in and transported as hold baggage.

### Boarding Gate Procedures

- During boarding, ground handling staff and cabin crew shall visually screen passengers' hand baggage.
- Only baggage meeting size and weight limits may be taken into the cabin and stowed in the overhead compartments.
- Smaller items (e.g., laptop bags, ladies' handbags, duty-free items) must be stowed **under the seat in front** of the passenger.

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## Oversized Cabin Bags Removed at the Boarding Gate

- Due to limited overhead compartment space, oversized cabin bags removed at the gate must follow the procedure below:
  1. Bags shall be placed in a **plastic protective cover** and secured with a **security seal**.
  2. Each bag must be **manually tagged** and a **receipt with the seal number** handed to the passenger.
  3. Such baggage must be loaded in **Compartment 5** and recorded in the **Load Sheet as LMC**.
  4. The items must be reflected in the **SI line of the LDM** for priority offloading and immediate delivery at the arrival station.

## Responsibilities

- Station Managers must ensure ground handling staff are supplied with the required plastic bags and security seals.
- Ground personnel must strictly follow the tagging, sealing, and documentation procedures to safeguard customers' property and maintain service standards.



# Conditions of Carriage Passengers and Baggage



## Flight Cancellation & Delay Handling Procedures

### I. Flight Cancellation

#### 1. Passenger Notification

- Passengers must be notified using the contact details in their **PNR**.
  - Notification via **SMS / WhatsApp** in case of amendments, cancellations, or suspensions.
  - Passengers must be informed of alternative options, given the reason, and advised to contact **Libyan Wings Airlines Sales** Offices or Travel Agents for rebooking or refunds.

#### 2. Passenger List Check

Special attention must be given to:

- **UMs (Unaccompanied Minors)** – must be rebooked immediately and advised of new flight details.
- **YPs, WCHRs, MEDAs, elderly passengers, and mothers with children** – must be prioritized when rebooking.

#### 3. Rebooking

- If rebooking on Libyan Wings flights is not possible, passengers may be transferred to another airline under an interline agreement (**FIM issuance**).
- Rebooking should be made in the same ticket class whenever possible.
- The receiving carrier must be provided with full details of the passenger's original booking.

#### 4. Hotel Accommodation

- Each station must maintain a list of contracted hotels with special rates for Libyan Wings passengers.
- Hotels may be provided as required by law.
- Passengers must be advised: **room service and extras are not included**.



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## 5. Transportation

- When hotel accommodation is provided, transportation to/from the hotel must also be arranged by Libyan Wings.

## 6. Refreshments

- If the rebooking process is expected to exceed **2 hours**, refreshments must be provided to passengers at the airport through contracted vendors.

## II. Delay Procedures

### 1. Delay Over 60 Minutes (Unknown Delay)

- Notify passengers through:
  - Check-in staff during the process.
  - FIDS / TV screens / public address system.
  - Direct information to VIP and Business Class lounges.
- Announce: flight number, destination, reason for delay/cancellation, and revised departure time.
- Arrange baggage re-tagging for rerouted passengers.
- For passengers already airside, coordinate with Airport Security for re-check without sending them back landside.
- Give special attention to **UMs, children, expectant mothers, PRMs (WCHRs, MEDAs), and families with children.**

### 2. Delay Over 2 Hours

- All requirements for a 60-min delay plus:
  - Issue **apology messages** via SMS, WhatsApp, and social media.
  - Provide refreshments free of charge.
  - If available, provide Wi-Fi access for at least **two free calls/messages per passenger.**

### 3. Delay Over 3 Hours

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- All requirements for a 2-hour delay plus:
  - Provide **meals** to Economy Class passengers through the best available vendors.

## 4. Delay Over 4 Hours (Known Delay)

- All requirements for a 3-hour delay plus:
  - Arrange hotel accommodation for passengers missing connections (as per Section I.4).
  - Provide transportation between airport and hotel (as per Section I.5).

## 5. Delay Over 6 Hours

- Passengers accommodated at hotels must be given written or electronic confirmation of new flight details.
- Customer Service Control must be informed to handle passenger queries.
- For **delays exceeding 8 hours with overnight stay**:
  - Provide **HOTAC** (Hotel Accommodation at Carrier's expense).
  - Local residents preferring to go home may claim taxi costs with receipts.
  - Customer Relations and Commercial Departments must be updated with details of actions taken.
  - Ensure passengers are kept informed of rolling delays, either directly by Libyan Wings staff or via hotel liaison.

# Conditions of Carriage Passengers and Baggage



## Carriage of Lithium Batteries Policy

The carriage of lithium batteries by passengers and crew is permitted **in carry-on baggage only**.

### 1. Permitted with Restrictions

#### A. Lithium-Ion Batteries (Rechargeable)

- **≤ 100 Wh** (e.g., phones, laptops, cameras):
  - Permitted **only in carry-on baggage**.
  - Not permitted in checked baggage unless **installed in equipment**.
- **100 Wh up to 160 Wh** (e.g., professional cameras, drones):
  - Maximum **two (2) spare batteries per passenger** in carry-on baggage only.
  - **Operator approval required**.
  - Batteries must be **individually protected** to prevent short circuit.

#### B. Lithium-Metal Batteries (Non-Rechargeable)

- **≤ 2 g lithium content** (e.g., watches, small medical devices):
  - Permitted **only in carry-on baggage**.
  - Not permitted in checked baggage unless **installed in equipment**.

### 2. Prohibited Items

- Spare batteries (both lithium-ion and lithium-metal) are **not permitted in checked baggage** under any circumstances (Ref. 2.3.5.9 (e)).
- **Damaged, defective, or recalled batteries** are strictly prohibited on board (passenger or cargo aircraft) (Ref. 2.3.5.9 (g)).

## Conditions of Carriage Passengers and Baggage



### 3. Packaging & Safety Requirements (Passenger-Carried Items)

As per Section 2.3.5.9 (c) and Appendix A – PI 965/966/967 & PI 968/969/970:

- Spare batteries must be:
  - In original retail packaging **or**
  - Terminals insulated with electrical tape **or**
  - Placed in individual plastic bags.
- Batteries must be carried **only in cabin baggage**.



# Conditions of Carriage Passengers and Baggage



## Passenger Refusal Policy

For safety and security reasons, **Libyan Wings Airlines** reserves the right to refuse carriage, cancel a reservation, or disembark a passenger at any stage of air travel in the following circumstances:

### 1. Legal and Regulatory Compliance

- If required by the laws or regulations of the country of departure, transit, or arrival.
- Upon request from authorized state authorities.

### 2. Safety and Security Considerations

Libyan Wings may deny carriage if, based on reasonable judgment, the passenger:

- Requires medical or special assistance not requested in advance, or which Libyan Wings is unable to provide.
- Has a physical or mental condition that may cause discomfort or distress to other passengers.
- Poses a potential risk to themselves, to others, or to airline property.
- Fails to follow crew instructions relating to flight safety.
- Exhibits aggressive, threatening, or disruptive behavior towards other passengers, airline staff, or crew.
- Appears to be under the influence of alcohol or drugs, creating an abnormal or unsafe situation.

### 3. Security Control and Documentation

- Refuses security screening by airline, airport, or government authorities.
- Presents a danger to other passengers, baggage, cargo, or the aircraft.
- Fails to provide valid travel documents required for entry or transit.
- Attempts to enter a country without proper documentation.
- Damages or loses identification documents during the journey, preventing verification of identity.
- Presents a ticket but cannot prove they are the rightful holder.

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### 4. Passenger Rights in Case of Refusal

If Libyan Wings denies boarding or removes a passenger without justified cause, the airline shall:

- Offer carriage on the next available Libyan Wings flight, **or**
- Fully refund the unused portion of the ticket.



# Conditions of Carriage Passengers and Baggage



## Check-in Deadline Policy

Check-in deadlines may vary depending on airport facilities. Therefore, passengers are strongly advised to respect the deadlines communicated through:

- Libyan Wings **Reservations & Ticketing Offices**.
- The official **website**.
- **Travel agencies** authorized to issue tickets on behalf of Libyan Wings Airlines.

## Standard Deadlines

- **Check-in counters** close **60 minutes prior** to scheduled departure time for both domestic and international flights.
- **Boarding gates** close **30 minutes prior** to scheduled departure time.

## Compliance and Enforcement

- To ensure punctual departures and maintain on-time performance, Libyan Wings Airlines reserves the right to:
  - Deny acceptance of late-arriving passengers.
  - Cancel the first flight segment on the ticket in case of late arrival at check-in counters.
- The **Station Manager** or **Flight Supervisor** may, at their discretion, accept or deny late passengers depending on airport conditions (e.g., congestion at security or immigration).



# Conditions of Carriage Passengers and Baggage



## PRM – Passengers with Reduced Mobility Policy

Libyan Wings Airlines is committed to providing safe and dignified travel for passengers with reduced mobility (PRMs).

### 1. Pre-Travel Requirements

- Passengers using electric mobility devices (e.g., powered wheelchairs) must provide the following information in advance: Make, model, weight, and dimensions of the equipment.
- Whether the wheelchair is collapsible and clear instructions on disassembly/reassembly.
- Passengers should check for any restrictions related to mobility equipment before booking their flight.

### 2. Airport Security & Acceptance

- All wheelchairs must undergo airport security screening. If not possible, they must be carefully hand-searched by security personnel.
- Passengers carrying more than 100 ml of liquid or gel medicine must hold a medical certificate to pass through security.

### 3. Handling & Loading of Mobility Equipment

- Equipment must be properly documented before loading. Carrying the manufacturer's manual is recommended.

## Conditions of Carriage Passengers and Baggage



- PRMs are allowed to carry their own mobility devices and reasonable quantities of medical supplies.
- Libyan Wings accepts liability for damage to mobility equipment; however, compensation may be limited to the invoice price minus 10% per year of use.
- If equipment is damaged, the Lost & Found Department will provide a temporary alternative until repair or replacement is arranged (not necessarily identical to the original).

### 4. Service Commitment

Libyan Wings ensures that PRMs are provided assistance throughout their journey, in compliance with international aviation standards and legal requirements.



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## UM – Unaccompanied Minors & Young Passengers Acceptance Policy

### 1. Service Request

- The UM service must be requested at **Libyan Wings Reservation Offices** at least **3 days prior to departure**.
- If the request is made on the day of travel, carriage may not be possible.

### 2. Documentation Requirements

- The accompanying adult must provide:
  - Personal details and contact numbers of the persons escorting the child at departure and receiving the child at arrival.
- The **UM/YPTA application form** must be completed in advance and submitted at the check-in counter.
- Required documents include:
  - **UM Travel Application**
  - **Guardian Pledge Form**
- The application may be denied if documents are incomplete or missing.

### 3. Departure Procedures

- The child must be escorted to the departure airport by a parent or responsible adult.
- The escort must remain with the child until boarding.
- Proof must be provided that the child will be met at the stopover/destination by another responsible adult.
- Libyan Wings Customer Service staff will:
  - Assist the child with check-in, baggage, and seat assignment.
  - Escort the child through **immigration, security screening, and boarding**.
- Once onboard, the cabin crew will assume responsibility until arrival.

### 4. Arrival Procedures

- At destination, a Libyan Wings staff member or designated supervisor will:

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- Escort the child through immigration, baggage claim, and arrival procedures.
- Deliver the child to the authorized guardian.
- Obtain the guardian's signature on the UM release form.

### 5. Service Fee

- The UM/YPTA service is charged at **100 LYD per passenger per sector.**



# Conditions of Carriage Passengers and Baggage



## Free Checked-In & Hand Baggage Allowance

### 1. Checked Baggage Allowance

- Adult passengers and children (over 2 years old):
  - Business Class (C Class): 30 kg
  - Economy Class (Y Class): 20 kg
- **Infants (under 2 years old):**
  - 10 kg (must be packed in protective pram plastic bags).
- **Through check-in passengers:**
  - If the journey involves another carrier, the **interline partner's baggage policy** must be respected.
- If total baggage exceeds the allowance stated on the ticket, refer to the **Excess Baggage & Oversize Price Chart** for calculation.

### 2. Hand Baggage Allowance

- **Business Class Passengers:** 1 cabin bag up to **10 kg**.
- **Economy Class Passengers:** 1 cabin bag up to **8 kg**.
- Maximum dimensions for cabin baggage: **55 x 40 x 23 cm**.
- In addition, **1 small personal item** (e.g., handbag, laptop bag, or duty-free bag) is permitted with maximum dimensions of **40 x 20 x 25 cm**, to be stowed under the seat in front.
- Cabin baggage weight is included in the passenger allowance and is not recorded on the **Passenger Manifest** or **Load Sheet**.

### 3. Additional Items Allowed Free of Charge

- 1 overcoat or 1 wrap or 1 blanket.
- 1 umbrella or 1 walking stick.
- Baby food for consumption during the flight.

### 4. Safety Requirements

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- **Weapons or weapon-like items are strictly prohibited** in the cabin.
- Cabin baggage must be safely stowed in overhead compartments or under the seat in front to:
  - Prevent movement during turbulence or emergency landing.
  - Avoid impeding evacuation in case of emergency.

### 5. Special Items

- **Wheelchairs and mobility aids** must always be checked in and tagged for **delivery at the aircraft door upon arrival.**



# Conditions of Carriage Passengers and Baggage



## Acceptance of Pregnant Passenger Policy

### Acceptance of Pregnant Passenger Policy

Libyan Wings Airlines generally allows pregnant passengers to fly:

- Up to the **end of the 36th week** of pregnancy for uncomplicated single pregnancies (or up to **four (4) weeks** before the expected due date).
- Up to the **end of the 32nd week** for twin or multiple pregnancies.

A doctor's certificate is **recommended after the 28th week** of pregnancy to confirm the uncomplicated nature of the pregnancy and the expected due date.

### Medical Clearance Requirements

Pregnant passengers must obtain medical clearance for air travel whenever:

- Confinement is expected in less than four (4) weeks.
- There is uncertainty about the progress of the pregnancy or the time of confinement.
- There have been previous multiple births.
- Complications in delivery may be expected.

Medical clearance for air travel consists of completing a medical form, signed by the passenger and her attending doctor, clearly stating whether an escort is required.

- If no escort is required, the passenger must sign the relevant declaration.

### Applicable Timeframes

- **From the 26th week up to the 32nd week of pregnancy:**  
The passenger must present medical clearance confirming the expected date of delivery.
- **From the 36th week of pregnancy:**  
The passenger shall not be accepted for travel under any circumstances.  
The medical clearance must be issued within **10 days prior to the flight date**.



# Conditions of Carriage Passengers and Baggage

## Handling of Unruly and Disruptive Passenger Policy

### Handling of Unruly and Disruptive Passenger Policy

Passengers who behave aggressively, either verbally or physically, towards other passengers or company staff, or who intentionally damage airport infrastructure or aircraft, are **defined as “unruly” or “disruptive.”**

#### At Check-in

If a check-in agent encounters a passenger displaying aggressive behavior prior to embarkation, they must:

- Immediately notify their supervisor of the incident.
- Suspend the check-in process for the passenger and their baggage.

#### Actions by the Station Manager

Based on the situation, the station manager should:

- Attempt all possible means to calm the passenger.
- Issue the **first warning** regarding the behavioral rules to the passenger.
- Request Police Authority intervention if the passenger continues unruly behavior.

If the passenger persists in disruptive behavior, the station manager must:

- Deny embarkation to the passenger.
- Inform the Police Authority and the Company Auditing & Security Department via email.

If the station manager decides to allow embarkation despite the behavior, the following must be ensured:

- A thorough inspection of the passenger, their hand baggage, and checked baggage by the Police Authority.
- Boarding of the unruly passenger either **before or after** other passengers.
- Stowing of the passenger’s hold baggage **last**.
- Seat assignment at the **rear of the aircraft**, away from aisle seats and emergency exits.

## Conditions of Carriage Passengers and Baggage



- The Captain and the Company Auditing & Security Department must be informed of the incident by email.
- Completion of an **Unruly Passenger Incident Report**, which must be submitted to both the Police Authority and the Company Auditing & Security Department.



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## Acceptance and Loading of Wheelchairs (Battery Driven Wheelchair)

### Battery Driven Wheelchair & Other Mobility Aids

#### Non-Spillable Batteries

- Wheelchairs and other mobility aids are transported free of charge with a maximum weight of 20 kg.
- Battery-driven wheelchairs and other mobility aids are, by definition, classified as dangerous goods, and must **NOT** be shipped as baggage. However, ICAO and IATA have agreed to exclude such aids from the full provisions of the regulations.

#### The following requirements must be adhered to:

- Approval from Libyan Wings Operations must be obtained.
- The battery must be securely attached to the wheelchair/mobility aid.
- The battery cables must be disconnected.
- The battery terminals must be insulated to prevent short circuits.
- The battery cable connections must be insulated to prevent short circuits.
- The Load Message (LDM) must include in the SI field: the passenger's name, seat number, and the loading position of the device.

#### Note:

If the device cannot be loaded and secured in an upright position, the battery must be removed from the wheelchair and packed in a specification packaging that is:

- Leak-tight and impervious to battery fluid.
- Filled with compatible absorbent material sufficient to absorb the total liquid contents, in accordance with IATA Dangerous Goods Packing Instruction 800.

The package must be marked: **"Battery, wet, with wheelchair"**, and labeled with:

- The Class 8 Corrosive label.
- The Package Orientation label (**This Side Up**) as provided in the IATA Dangerous Goods Regulations.
- The package must be secured to prevent shifting during flight.

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- In the Load Message (LDM), information must be submitted regarding the package location using the following format: **RCM/1** (Restricted Corrosive Material in CPT 1).
- The wheelchair itself may be loaded without restriction. However, information under SI in the LDM shall include the passenger's name, seat, and loading position of the device to ensure priority offloading immediately upon arrival.

