

NextJet's Terms and Conditions

General rules for all NextJet tickets:

The passenger is responsible for providing a correct email address and telephone number to enable NextJet, when necessary, to contact the passenger prior to travel. In the event of air traffic disruption or other circumstances that affect the journey's completion, information will be provided by email or telephone. Policies and routines may change without notice. In the event of flights being cancelled or delayed, customers will be compensated and treated according to NextJet's standard procedures. In the event of timetable changes, a message will be sent to the email address provided upon booking. Our procedures in such situations are in accordance with EU261/2004. On those occasions on which NextJet sends emails to customers, NextJet is not responsible for the arrival of the email in the customer's inbox.

NextJet is a ticketless airline (for Economy, Economy Flex and Full Flex tickets). It is sufficient to show a passport or other valid form of ID (photo driving licence or Swedish SIS ID card) and to give your booking code, which is found on your booking confirmation. Children under 18 travelling with an adult who can produce one of the forms of photo-ID listed above do not need to show photo-ID. If a valid photo-ID, with a name corresponding to that given in the reservation, cannot be produced, the passenger will not be allowed to check in. Refunds will not be made in such cases.

If you arrive at check-in after it has closed, your ticket will be regarded as spent (check-in closes 30 minutes before departure on domestic flights, and 45 minutes before departure for international flights). Tickets that have not been cancelled will not be refunded. It is the passenger's responsibility to get to the airport in time to be checked-in, at the latest 30 minutes prior to scheduled departure.

Babies under 2 years fly free of charge. Booking fees apply - see current prices under 'Information for Travellers' on our website. Babies travel free of charge providing that they sit in an adult's lap (one baby per adult). Child car seats are not allowed onboard and babies are not entitled to their own baggage allowance.

The maximum baggage allowance is 20 kg per person for checked baggage and 5 kg per person for hand baggage. NextJet accepts no responsibility for unsuitably packed, delicate, damaged or fragile baggage. NextJet accepts no responsibility for external damage to baggage arising from normal wear and tear (e.g. scratches, stains, dirt or dents), or for water damage to non-watertight baggage. NextJet does not accept responsibility for valuables (e.g. keys, computers, jewellery or cash) contained in check-in baggage.

The airline undertakes to do its best to transport passengers and their baggage within a reasonable period of time. Times given on tickets, timetables or elsewhere are not guaranteed and are not covered by this agreement. The company does not accept responsibility for arranging transfers other than for passengers with valid through tickets.

Booking and payment - Economy tickets

It is not possible to book NextJet tickets without paying directly. In order to buy tickets via www.nextjet.se you must be 18 or over. To fly unaccompanied with NextJet you must be 12 or over.

An unused reserved ticket is considered spent. No refunds will be made for such tickets.

Re-bookings, refunds and name changes are not permitted with this ticket class. This also applies in the event of illness. It is not possible to increase flexibility on a ticket that has already been issued by paying the difference in price between the two fares. In such cases a new ticket must be issued. NextJet does not accept responsibility for arranging flight connections for passengers travelling with Economy tickets.

Booking and payment - Economy Flex

It is not possible to book NextJet tickets without paying directly. In order to buy tickets via www.nextjet.se you must be 18 or over. To fly unaccompanied with NextJet you must be 12 or over.

An unused reserved ticket is considered spent. No refunds will be made for such tickets.

Re-booking of Economy Flex tickets is permitted up to 48 hours before scheduled departure. An administration fee will be charged. See current administration fees under 'Information for Travellers' on our website www.nextjet.se.

Re-booking is not permitted to a destination other than that specified on the original ticket. One name change is allowed per ticket. Such changes must be made at the latest 48 hours before scheduled departure. For current fees, see 'Information for Travellers' on our website, www.nextjet.se.

Passengers can re-book tickets at www.nextjet.se or via NextJet's call centre on +46 (0)771 90 00 90.

In the event that a passenger cancels an Economy Flex ticket, 75% of the ticket price will be refunded, minus an administration fee. For current fees see 'Information for Travellers' on our website, www.nextjet.se.

This refund offer only applies if the cancellation is made via www.nextjet.se or via NextJet's call centre on +46 (0)771 90 00 90 at latest 48 hours before scheduled departure. Tickets not cancelled at latest 48 hours prior to scheduled departure will be considered spent. No refunds will be made on such tickets.

In the event of illness a doctor's note must be sent to the airline and the ticket must be cancelled at least one hour before the flight's scheduled departure. The ticket cost will be refunded, minus an administration fee. For current fees see 'Information for Travellers' on our website, www.nextjet.se. Service charges will not be refunded.

Booking and payment - Full Flex

It is not possible to book NextJet tickets without paying directly. In order to buy tickets via www.nextjet.se you must be 18 or over. To fly unaccompanied with NextJet you must be 12 or over.

Re-booking of Full Flex tickets is permitted at no extra charge up to one hour prior to scheduled departure. Re-booking is subject to seat availability and is only available to the destination specified on the original ticket. Name changes are permitted at no extra cost, on the condition that the change is made at least one hour prior to scheduled departure. Passengers can re-book tickets at www.nextjet.se or via NextJet's call centre on +46 (0)771 90 00 90. Re-bookings must be made at latest one hour prior to scheduled departure.

In the event that Full Flex tickets are cancelled by the passenger an administration fee will be charged. For current fees see 'Information for Travellers' on our website, www.nextjet.se. This is conditional on the cancellation taking place at least one hour before scheduled departure. Cancellations can be made via www.nextjet.se or via NextJet's call centre on +46 (0) 771 90 00 90 at latest 1 hour before the flight's scheduled departure. A ticket that has not been cancelled 1 hour before the flight's scheduled departure will be considered spent and no refunds will be made for such tickets.

Taxes and fees:

Applicable taxes and fees imposed on us by states, government agencies and airport operators are included in our ticket prices. These taxes and fees, which can comprise a large portion of the cost of flights, may change, which may lead to you being charged additional taxes and fees.

Right to refuse carriage:

We reserve the right to refuse carriage of you and/or your baggage. Reasons for our decision may include:

- Full payment for your ticket and all applicable fees has not been received, or the credit agreement between you (or the person or company which has paid for your ticket) has been breached.
- Your travel documents or other documents such as passport or ID card are reported missing, show signs of being forged, or are in some other way invalid or show signs of being invalid.
- Your behaviour, physical or psychological condition or the contents of your baggage could cause damage or distress to you, or to other passengers and/or members of the crew.

NextJet's terms of agreement

"Ticket" means, in the context of this agreement, either a printed document with the relevant booking code or the booking code together with passport/ID.

"The Warsaw Convention" means either the convention for the merger of particular rules applicable to international airborne transport, signed in Warsaw on 12th October 1929 or the same convention with amendments issued in the Hague on 28th September 1955.

If any of the provisions in these terms and conditions should conflict with international conventions, national laws or provisions of government agencies, the terms of which may not be set aside by contractual agreement, such terms or conditions in this agreement will not be enforceable.

Carriage is, by the terms of this agreement, subject to the rules and limitations of liability laid out in the Warsaw Convention, provided that the carriage cannot be defined as "international carriage" under the terms of the Convention.

Carriage and other services carried out by the airline are, provided that it does not conflict with the above, subject to: (i) the terms and conditions of the ticket, (ii) applicable tariffs and (iii) the airline's conditions of carriage and related provisions included therein, which can be inspected on request at the airline's offices.

With reservations for the terms of the Convention or other applicable legislation, the Airline shall not be held responsible for death, injury or bodily injury, nor for any other damages claim, except where death or bodily injury has arisen as a consequence of the Airline's negligence, or has been caused by its staff, suppliers or agents in connection with the Airline or other services provided under this agreement. The passenger hereby agrees on his own behalf and on behalf of his personal agents and on behalf of his next-of-kin to refrain from all damages claims against the airline, its staff, suppliers and agents.

All exceptions from and limitations of responsibility applicable to NextJet shall also be applicable to, and in favour of, NextJet's suppliers, staff and representatives and all entities whose aircraft are used by NextJet for carriage, and all their representatives, staff and agents.

Tickets are valid according to the terms set out on the tickets, in the company's tariffs, carriage agreements and related provisions. Payment of the company's handling charges or other charges that arise if the passenger wishes to make changes to a ticket is obligatory. Ticket prices may be changed prior to departure. The company has the right to refuse carriage if applicable charges have not been paid. The company also has the right to refuse carriage to people who have booked seats and/or obtained tickets in contravention of applicable laws or the company's tariffs, rules or regulations.

Timetable changes

Timetables may be changed without prior notice. In the event of a timetable change a message will be sent to the email address or telephone number provided at the time of booking. NextJet has the right to change timetables if this is communicated to the customer at least 14 days prior to scheduled departure. NextJet bears no responsibility for ensuring that the email arrives in the customer's inbox.

Responsibility for baggage

The company undertakes to do its best to transport the passenger and his/her baggage in reasonable time. Liability for loss, delay or damage to baggage is limited unless a higher value has been declared in advance and extra fees have been paid. The passenger is responsible for delicate, valuable or fragile goods.

The maximum baggage allowance is 20 kg per person for checked baggage and 5 kg per person for hand baggage. NextJet accepts no responsibility for unsuitably packed, delicate, damaged or fragile baggage. NextJet accepts no responsibility for external damage to baggage arising from normal wear and tear (e.g. scratches, stains, dirt or dents), or for water damage to non-watertight baggage. NextJet does not accept responsibility for valuables (e.g. keys, computers, jewellery or cash) contained in check-in baggage. Babies under the age of 2 are not entitled to their own baggage allowance.

Lost or damaged baggage must be reported and shown to the airline within 7 days of the date of arrival. Failure to do so will result in NextJet not accepting responsibility for loss or damage and customers will be referred to their insurance companies.

Golf bags may not contain more than 14 clubs, 12 golf balls and one pair of golf shoes. The equipment may not weigh more than 15kg. NextJet accepts no responsibility for other items packed in golf bags.

Carriage of ski equipment by NextJet must always be pre-booked and paid for through to the final destination. NextJet does not accept ski equipment as standby baggage. To book this, contact our call centre on +46 (0) 771 90 00 90. It is only permitted to check in one pair of skis, one pair of poles and one pair of ski boots per ski bag. Customers presenting with skis that have not been pre-booked will be required to leave the skis at the airport for storage at the customer's own cost until the customer's return.

The following items may not be carried in checked-in baggage for security reasons:

- Compressed gases (refrigerants, flammable, non-flammable and poisonous) e.g. butane, oxygen, liquid nitrogen, oxygen cylinders and compressed gas cylinders.
- Corrosive substances such as acids, alkalis, vehicle batteries and equipment containing mercury (e.g. thermometers).
- Explosive substances, armaments, ammunition (including spent cartridges), handguns, fireworks, flares and primers.
- Flammable liquids and solids such as lighter fluid, matchsticks, turpentine, thinner and firelighters.
- Radioactive material.

- Briefcases with built-in alarm systems.
- Oxidising substances such as bleach and peroxides.
- Poisonous and infectious substances such as pesticides, herbicides and live virus cultures.
- Other dangerous articles, e.g. magnetized goods, objectionable or irritating substances.
- **NB:** Toy guns and replica guns (plastic or metal), catapults, cutlery, razors (both bare razorblades and safety razors), tools which could be used as weapons, darts, scissors, syringes (if not needed for genuine medical purposes), darning needles, large baseball bats, cricket bats or comparable sport bats, billiard cues and other sharp objects and weapons are not allowed in the aircraft cabin.

Items that may be taken in checked-in baggage in limited quantities

Medicines and toiletries, such as are necessary or suitable to meet passengers' requirements during the journey, may be carried in checked-in baggage, but only in limited quantities; for example hairsprays, perfumes and medicines.

Special restrictions:

Children aged 5-11 may travel if accompanied by an adult (a person aged 16 or over). One baby (under the age of 2) per paying adult passenger may be carried free of charge. Booking fees apply - for current fees see 'Information for Travellers' on our website www.nextjet.se. Tickets for unaccompanied children (5-11) must be booked via our call centre on +46 (0) 771 90 00 90 or via a travel agent.

If you wish to take a pet onboard the plane or if you are allergic to animals, contact NextJet's call centre on +46 (0) 771 90 00 90 before completing your booking.

People with disabilities requiring special assistance (e.g. wheelchairs), should contact NextJet's call centre on +46 (0) 771 90 00 90 before completing your booking. Please note that we are unable to assist disabled people on certain routes due to previous rulings by the Swedish Work Environment Authority regarding the provision of such assistance.

If the journey includes a destination or stopover in a country other than the country of departure, then the Warsaw Convention's rules regarding liability may apply for all airlines involved in your journey, including parts of the journey that take place entirely within one country. The Convention limits airlines' liability for passenger death or injury, and limits airlines' responsibility for baggage that is lost, delayed or damaged. If, however, an accident occurs during a flight with NextJet or a flight operated by an EU airline, and if the accident results in the passenger's death or bodily injury, there is no limit to the amount that can be claimed in damages, provided the airline in question cannot prove that the injury was caused wholly or in part by the dead or injured passenger.

For damages that exceed 100,000 special drawing rights, NextJet or the EU airline may be absolved of liability if it can be proven that the airline and its agents have taken all necessary measures to prevent the injury or that it was impossible for them to take such measures. Additionally, in the event of the passenger's death or bodily injury, NextJet or the other EU airline will immediately make an advance payment to the person entitled to compensation, if there exists an immediate financial need that must be met. The sum payable shall be in proportion to the suffering caused, and in the event of the passenger's death shall not fall below 15,000 special drawing rights.

While all efforts have been made to ensure that all information on this website is up-to-date and accurate, NextJet cannot accept responsibility for potential losses directly or indirectly incurred as a result of making use of this information or this website.

Many thanks for flying with NextJet! Have a great journey!