



PRIVILEGE
style

CARRIAGE GENERAL CONDITIONS

PASSENGERS AND BAGGAGE

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2 DEFINITIONS

Below is a set of definitions for the correct Carriage General Conditions interpretation.

Agreed Stopping Places: Means Those places, except the place of departure and the place of destination, set forth in the Ticket or shown in Carrier's timetables as scheduled Stopping Places on the Passenger's route.

Carriage: Means carriage of passenger and baggage, from embarkation to disembarkation, as defined in Applicable Law.

Airline Designator Code: Means the two or three-character alphanumeric code which identifies Air Carriers.

Baggage: Means the personal property, accompanying the passenger, in connection with the trip. Unless otherwise specified, it includes both the Checked and Unchecked Baggage.

Applicable Law: Means any International, EU and National Law applicable affecting to the air transport of passengers, their baggage, cargo and mail, included but not limited the Convention, Council Regulation (EEC) n° 2027/97 about the liability of the carrier in case of an accident, modified by Council Regulation 889/2002, Council Regulation (EEC) 261/2004 of the European Parliament and by Council dated February 14,2004 - establishing common rules on compensation and assistance to passengers in the event of - denied boarding, -cancellation or long delay of flights and repealing the Council Regulation (EC) N° 295/91, in its case, Ley 48/1960 de Navegación Aérea dated July 21 as modified by Real Decreto 37/2001 dated January 19.

Baggage Check: Means those portions of the Ticket, which relates to the carriage of the passenger's Checked Baggage, including a claim check issued by the carrier to be attached to the ticket.

Carrier: Means including PRIVILEGE STYLE or any air carrier who undertakes to carry passengers and their baggage or undertakes to perform any other service related to such air carriage, whichever is applicable pursuant to the context of the provisions of these general Conditions of Carriage.

Checked label: Means a document issued by a Carrier which is attached by the Carrier to a particular article of checked baggage for identification of such baggage.

Check-in deadline: Means the time limits as specified by the Carrier and by which the passenger must have completed check-in formalities and received the boarding pass.

Contract Conditions: Mean those statements contained in the Carrier's Contract and accepted by the passenger or, when relevant, by the Charterer, identified as such and which incorporates, by reference, these Conditions of Carriage.

Convention: Means whichever of the following instruments, is applicable to the contract of carriage:

1. The Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Montreal, 28 May 1999; and subsidiary.

2. The Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, 12 October 1929 (hereinafter referred to as the Warsaw Convention).

3. The Hague Protocol, dated September 28 1955 and modifying the Warsaw Convention.

4. The Montreal Protocols Nos. 1, 2 and 4 (1975), additional to the Warsaw Convention.

Damage: Includes death, wounding or bodily injury to a Passenger, partial or total loss, theft or other damage arising out of or in connection with carriage or other additional performed by the Carrier.

Days: Means calendar days, including all seven days of the week, on condition, for the purpose of notification, the day upon which Notice is dispatched shall not be counted.

Flight Coupon: Means that portion of the Ticket issued by the Carrier or on behalf of a Carrier that bears « good for passage » or, in case of an Electronic Ticket, the Electronic Coupon, and indicates those particular places between which the passenger is entitled to be carried.

Force Majeure Means: Unusual and unforeseen circumstances beyond the control of the passenger and or the Carrier, the consequences of which could not have been avoided even if all due care had been exercised.

Passenger: Means any person, except members of the crew, carried or to be carried in an aircraft, pursuant to a Ticket.

Person Entitled to Compensation Means: passenger or any person entitled to make a claim on your behalf, in accordance with applicable law.

Security items: Means any item or device which, for security or safety reasons, cannot be carried on board, due to applicable law.

Special Drawing Right (SDR): Means a unit of account established by the International Monetary Fund (IMF), which value is periodically determined by the IMF.

Unchecked Baggage: Means any passenger baggage other than Checked Baggage.



3 APPLICABILITY

- a) These Conditions of Carriage apply only on those flights, or flight segments, where our Designator Code is indicated in the Carrier box of the Ticket (PRIVILEGE STYLE) for that flight or flight segment.
- b) Privilege Style only works point-to-point flights, so the company's responsibility ends when the passenger, baggage, mail and / or cargo arrives at the destination airport.
- c) These Conditions of Carriage shall apply unless they are inconsistent with the Applicable Law, in which case the applicable Law shall prevail.
- d) In the event of any regulation of these Conditions of Carriage was invalidated for any Law's application, all other provisions still been valid.
- e) Unless otherwise stated, in the event of the inconsistency between these Conditions of Carriage and any other regulation PRIVILEGE STYLE may have, these Conditions of Carriage shall prevail.

4 TRANSPORT REFUSAL

4.1 Right to refuse carriage

PRIVILEGE STYLE shall refuse carriage for passengers that fail to arrive on time at check-in counters or at boarding gates or if are improperly documented and consequently, are not able to travel.

PRIVILEGE STYLE will not be liable for loss or expenses due to failure of the passenger to comply with the provisions of this article.

In addition, PRIVILEGE STYLE may refuse carriage or further transportation for reasons of safety or security, or if, in the exercise of its reasonable discretion and at any point of embarkation and/or connection, may refuse to carry passengers and baggage if one or more of the following have occurred or if we reasonably believe may occur:

- a) Passengers do not comply with any applicable government laws, regulations or orders.
- b) The carriage of passengers and or Baggage may endanger or affect the safety and health or materially affect the comfort of Passengers or crew;
- c) If passenger's mental and/or physical state, including impairment from alcohol or drugs, presents a hazard or risk to himself, to Passengers, their property and/or to crew or PRIVILEGE STYLE's property;
- d) Passenger has committed misconduct on a previous flight and PRIVILEGE STYLE has reason to believe that such conduct may be repeated;
- e) Passenger has refused to submit to a personal security check or to Baggage Check or the passenger has refused to provide accurate proof of identity;

f) Passenger does not appear to have valid travel documents, may seek to enter a country through which passenger may be in transit or for which passenger does not have valid travel documents, passenger has destroyed his travel documents during flight or refused to surrender them to the flight or ground crew, against receipt, when so requested, and/or passenger has documents which are outdated, which do not comply with any current governmental or international requirement or regulation or which are fraudulent, either through usurpation of identity or falsification or counterfeit of documents;

g) The produced air Ticket:

- a. Has been acquired unlawfully or
- b. Has been reported as being lost or stolen, or
- c. Is a counterfeit Ticket: or
- d. Has a coupon flight that has been modified of unauthorized form.

h) Passenger requires from the Carrier, at check-in or boarding, a special assistance, which has not previously been required and confirmed;

i) Passenger has failed to observe any applicable instructions and regulations with respect to safety or security;

j) When producing a flight Ticket, passenger cannot prove he is the person named in the "Name of Passenger" box,

PRIVILEGE STYLE reserves the right to retain the passenger ticket in the above cases (f), (g) and (j).

5 BAGGAGE

5.1 Deadline for baggage check-in

Deadlines for luggage check-in are different at each airport, PRIVILEGE STYLE recommends passengers get informed about them and respect deadlines. In order to allow you to comply with government formalities and departure procedures in advance of your flight departure, passenger will arrive at the carrier's check-in baggage counter and boarding gate within the time indicated by PRIVILEGE STYLE.

PRIVILEGE STYLE will inform the charterer about deadlines for baggage check-in and boarding. It is the charterer responsibility to inform the passengers of the corresponding terms.

5.2 Baggage allowance

Passengers may carry baggage free of charge provided that weight of checked baggage does not exceed more than 20 kg. and of a legally permissible size.

In case of transporting special baggage, the procedure is established in section 12 of this document.

5.3 Excess Baggage

Passenger will be required to pay a charge for the carriage of baggage in excess of the free baggage allowance according with section 1; PRIVILEGE STYLE will be able to require paying a charge for the carriage of Baggage in excess. If a passenger foresees to carry baggage in excess of the free baggage allowance, must contact PRIVILEGE STYLE in advance.

For security reasons during the transportation of the baggage to and from the Aircraft, each suitcase must not weight more than 32 kg.

Weight indicated above is considered for each suitcase, regardless of the person who throws items in its interior.

5.4 Items unacceptable as baggage

Passengers must not include in Baggage:

- a) Items which are likely to endanger the aircraft, persons or property on board the aircraft, such as those specified in the Dangerous Goods Regulations of the International Civil Aviation Organisation (ICAO) and in the regulations of the International Air Transport Association (IATA), and in PRIVILEGE STYLE's Regulations, as applicable to passengers (further information available from PRIVILEGE STYLE, on request);
- b) Items which is prohibited by the applicable laws or regulations of any State to be flown from or to;
- c) Items which are reasonably considered by PRIVILEGE STYLE to be unsuitable for carriage because they are dangerous or unsafe by reason of their weight, size, shape or character or which are fragile or perishable having regard to, among other things, the type of the aircraft being used.
- d) Firearms and ammunition, other than for hunting or sporting purposes are prohibited from carriage as Baggage. Firearms and ammunition for hunting purposes may be accepted as

Checked Baggage if they are unloaded with the safety catch on, and suitably packed. Carriage of ammunition is subject to the ICAO and IATA Dangerous Goods Regulations, as specified in paragraph (a) here above;

e) Weapons such as antique firearms, swords, knives and similar items may be accepted as Checked Baggage, at PRIVILEGE STYLE discretion, but will not be permitted in the aircraft passenger cabin.

f) Fragile or perishable items, money, foreign currencies, jewellery, works of art, precious metal, silverware, securities or other valuables, expensive clothes, optical and/or electronic or telecommunication devices, cameras of all kinds, musical instruments, business documents, negotiable papers, passports and other documents, samples and shares, as well as any valuable item;

g) Live animals, except pets and in so far as provisions contained in paragraph 10 of this Article are implemented;

If, despite being prohibited, any items referred to in subparagraphs (a) through (f) here above, are included in passenger's Baggage, PRIVILEGE STYLE shall not bear any particular liability for any loss or damage to such items, other than the current provisions of PRIVILEGE STYLE liability regime, as defined in Article 11 here below.

5.5 Right to refuse carriage

a) At any embarkation point or any intermediate point, PRIVILEGE STYLE may refuse the carriage as Baggage, or the continuous carriage, upon discovery, of any item described in paragraph 3 here above as prohibited for carriage as Baggage.

b) PRIVILEGE STYLE may refuse to carry as Baggage any item reasonably considered by PRIVILEGE STYLE as unsuitable for carriage because of its size, shape, weight, content, character, or for safety, security or operational reasons, or for the comfort and convenience of other passengers. Information about unacceptable items is available upon request.

c) PRIVILEGE STYLE may refuse to accept Baggage for carriage, unless, in our reasonable opinion, it is properly and securely packed in suitable containers. Information about packing and container unacceptable to PRIVILEGE STYLE are available upon request.

5.6 Right of search

For reasons of safety and security, PRIVILEGE STYLE may request that the passengers permit a search and scan of its person or its Baggage. If the passenger is not available, its Baggage may be searched in his absence, for the purpose of determining whether it contains any item described in Paragraph 3 here above or any firearm, ammunition or weapons, which have not been presented to PRIVILEGE STYLE. If the passenger is unwilling to comply with such request, PRIVILEGE STYLE may refuse to carry the passenger and its Baggage. In the event a search or other scan causes Damage to the passenger and its Baggage, PRIVILEGE STYLE shall not be liable for such Damage, unless due to our fault or negligence.

5.7 Checked Baggage

a) Upon delivery to PRIVILEGE STYLE of passenger's Baggage, which he wishes to check, PRIVILEGE STYLE will take custody of, and issue a Baggage Identification Tag for each piece of your Checked Baggage.

b) Checked Baggage must have the passenger's name or other personal identification affixed to it.

c) Checked Baggage will, whenever possible, be carried on the same aircraft as the passenger, unless PRIVILEGE STYLE decides, for safety, security or operational reasons, to carry it on an alternative flight. If the passenger Checked Baggage is carried on a subsequent flight, PRIVILEGE STYLE will deliver it to the passenger, unless applicable law requires the passenger to be present for customs clearance.

5.8 Unchecked Baggage

a) PRIVILEGE STYLE may specify maximum dimensions and/or weight for Baggage which the passengers carry on to the aircraft and/or limit the number of Baggage with actual limitations of a maximum weight of 9 Kilos and dimensions cannot exceed 50x40x25 cm. If PRIVILEGE STYLE has not done so, Baggage which the passenger carries onto the aircraft must fit under the seat in front of him or in an enclosed storage compartment in the aircraft cabin. If passenger's Baggage cannot be stored in this manner or is of excessive weight or is considered unsafe for any reason, it must be carried as Checked Baggage. Such Baggage may be checked at any time before flight departure.

b) Objects not suitable for carriage in cargo compartments (such as musical instruments and the like) and which do not meet the requirements of (a) above will only be accepted for carriage in the passenger cabin compartment, if passenger has given PRIVILEGE STYLE notice in advance and permission has been granted by the Airline Company.

5.9 Excess value declaration and charge

Excess value declaration is at passenger's disposal which carries in their baggage items which values are between 1,200 € and 4,000 €.

This service has a 5% extra charge regarding the article's value declaration. Passengers interested on carry out an excess value declaration should contact PRIVILEGE STYLE with a minimum notice of 24 hours before the flight departure.

5.10 Collection and delivery of Checked Baggage

a) Subject to paragraph 6 (c) here above, passengers shall collect their Baggage as soon as it is made available at their destination or Stopover. Should the passenger not collect it within a reasonable time, PRIVILEGE STYLE may charge a reasonable storage fee. Should the Baggage not be claimed within six (6) months of the time it was made Available, PRIVILEGE STYLE may dispose of it, without any liability to the passenger.

b) Only the bearer of the Baggage Check and Baggage Identification Tag is entitled to the delivery of the Checked Baggage.

c) If a person claiming the Baggage is unable to produce the Baggage Check and identify the Baggage by means of a Baggage identification tag, PRIVILEGE STYLE will deliver the Baggage to such person only on condition that he/she establishes, to PRIVILEGE STYLE satisfaction, his/her right to the Baggage. If required by PRIVILEGE STYLE, the said person shall furnish adequate coverage to indemnify for any loss, Damage or expense which may be incurred by the Airline Company, as a result of such a delivery.

5.11 Animals

Carriage of animals should be done subject to the following conditions:

- a) Passengers with the intention of carry animals will have to:
 - Inform PRIVILEGE STYLE the soon as possible.
 - Must be at the airport terminal two hours before the flight departure.
 - Passengers must ensure that animals are properly crated and accompanied by valid health and vaccination certificates, entry permits and other documents required by States if entry or transit; failing to produce the required documents will result in the non-acceptance for carriage.
- b) Animals:
 - Could be accepted for carriage in the baggage compartment or in the passenger compartment.
 - Must be transported in an approved cage or container. It must be resistant, comfortable, secure and should be closed during the flight and should have ventilation.
- c) Animals carried in the passenger cabin (except guide dogs) must be:
 - Pets must be transported in an approved cage or container which maximum dimensions should be: 55 cm long, 55 wide and 25 cm high otherwise they will be carried in the aircraft cabin.
 - Weigh a maximum of 8 kg (including the cage or container); otherwise they will be carried in the aircraft cabin.
 - Must be dogs or cats. The rest of the animals (as birds, hamsters, small snakes, lizards, spiders,) will be carried in the aircraft cabin.
 - Use muzzle, in case of dogs.
 - They will be carried closer the passenger, down him feet or down him seat, without causing the rest of the passengers so much troubles.
 - They should be kept in their cages.
- d) Animals carried in the aircraft cargo compartment:
 - There are not limited by dimensions or weigh, only by the aircraft cargo compartment limits.
 - They must be carried inside the IATA approved container.
 - Use muzzle, in case of dogs.
- e) Guide dogs carried in the passenger cabin:
 - Acceptance will only be granted when the animal travels accompanied by the passenger who is dependent on it.

- They will travel closer the passenger who accompany and do not take up an additional seat, in a place where they don't disturb the rest of passengers and not difficult the transit in the aisle
- They will be not limited in weigh.
- The acceptance requirements regarding documentation and PRIVILEGE STYLE liability discharge will be the same as per the rest of the pets.

f) Where carriage is not subject to the liability rules of the Applicable Law, PRIVILEGE STYLE shall not be responsible for injury or loss, sickness or death of an animal, which PRIVILEGE STYLE has agreed to carry, unless the Airline Company has incurred in negligence.

g) PRIVILEGE STYLE will have no liability in respect of any such animal not having all the necessary exit, entry, health and other documents with respect to the animal's entry into or transit through any country, State or territory and the person carrying the animal must reimburse PRIVILEGE STYLE for any fines, costs, losses or liabilities reasonably imposed or incurred by PRIVILEGE STYLE as a result.

5.12 Baggage Recommendations

PRIVILEGE STYLE recommends passengers to identify their checked baggage with the passenger contact details

PRIVILEGE STYLE informs that all airlines have limited liability; therefore, passengers may have greater cover in case of having any insurance that covers this kind of incidents.

5.13 Special Baggage

In addition to personal luggage, passengers can transport other luggage considered as special only with previous company authorization. A special baggage is that one different to a suitcase or bag to transport personal travel equipment.

Special baggage includes (not limited to the following list): animals in cabin, animals in the hold, golf equipment, bicycles, ski equipment, snowboard, diving, sports weapons, ammunition weapons, kitesurfing, paragliding, hang gliding, surfing, windsurfing, etc.

This type of baggage requires a special treatment, likewise, its transport is not included in the baggage allowance, for which they are subject to an additional fee. This rate is not a guarantee of its transportation, this type of merchandise will only be shipped if there is space available on the airplane once all personal luggage has been loaded. If the special baggage is not transported, PRIVILEGE STYLE will fully refund the fare paid by the passenger.

If a passenger does not comply with the procedure described in these Carriage General Conditions, passenger will be considered as negligence on the part of the passenger and the company may:

- Deny special baggage transport without the right to claim a compensation.
- Reject any claim made by the passenger in case of special baggage damage, breakage, delay or loss, as well as claiming the passenger the costs associated to the management carried out by the company.

5.13.1 Fee Payment and authorization application.

At least 7 days before departure, the passenger must:

- Make the payment of the corresponding fee by bank transfer with the following data¹:

Account Number: 2038-9501-69-6000039658

Bank: BANKIA

Swift: CAHMESMMXXX

IBAN: ES45 20389 5016 96000039658

Account holder: PRIVILEGE STYLE

Concept: Passenger name, ID and flight date

Amount: (indicated in 4.13.5 section)

- Send the proof of payment stamped by the bank by e-mail to groundops@privilegestyle.com, as well as a document indicating at least the passenger's name and surname, date and number of flights, special luggage details, contact email address, post address and contact telephone number.

5.13.2 Granting of authorization

Once the documentation has been received, the company will issue an authorization to the passenger that will be sent by e-mail. This document must be presented by the passenger at check-in.

5.13.3 Special baggage check-in

Passengers to whom the company has authorized the transport of special baggage must:

- To be presented at the check-in desk 2 hours before the flight departure.
- Present the Company authorization the at the check-in counter, as well as any other required documentation depending on the type of special baggage (especially for animals)
- Deliver the special luggage properly protected and sealed so that no element can be detached from the interior and that the elements are protected for transport.

5.13.4 List of special baggage

Below you can find a set of special baggage:

a) Golf equipment: the golf equipment consists of a single golf bag containing sticks and golf shoes.

b) Bicycle: the bicycle must be presented with the handlebar pulled longitudinally, with the pedals removed, with their extensible parts removed or covered, with the wheels deflated, the front wheel removed and fixed to the frame and the bicycle packed in a bag or box.

c) Alpine ski equipment: the alpine ski equipment consists of a pair of snow skis, a pair of walking sticks and a pair of ski boots conveniently packed or contained in a specific ski bag.

d) Water ski equipment: the water ski equipment consists in a pair of water skis or a slalom

¹ PRIVILEGE STYLE water skis can be conveniently packed or contained in a specific case. It is also possible to make the fare payment at some airports before the departure. Payment at the airport is associated with a supplement of 5€ on the prices indicated in section 4.13.5.

- e) Snowboard equipment: consists of a snow board and a pair of boots. The snowboard equipment must be delivered in a specific case for that purpose.
- f) Diving equipment: the diving equipment consists of the diving suit, socks, vest, mask, footwear, flashlight (with battery and light bulb removed), nets, knife, an empty oxygen bottle and a regulator.
- g) Kitesurfing equipment: the kitesurfing equipment consists of a kite or parachute, a bar and a board, protected with an appropriate packing.
- h) Surfing equipment: the surf equipment consists of a surfboard protected with an appropriate packaging.
- i) Windsurfing equipment: the windsurfing equipment consists of a surfboard, a mast, a sail and a boom protected with an appropriate packing.
- j) Paragliding or hang-gliding equipment: the paragliding or hang-gliding equipment must be transported properly packed and protected.
- k) Weapons: weapons can only be transported in the hold. The passenger will always be responsible for complying with the regulations applicable to the transport of arms, as well as having the necessary permits and authorizations.

Weapons must be unloaded and must be delivered in an appropriate box or box that can be locked with a key or combination and that contains a copy of the authorization issued by the Weapons Intervention.

Passenger will be responsible for presenting the information and documentation required for the transport of the weapon as well as the payment of the statutory fees in the Office of Armed Intervention.

In the case of fencing, 2 fences, a mask, a conventional fencing suit and a pair of gloves will be considered within the fencing team.

- l) Fishing equipment: consists of 2 rods, 1 reel, 1 net for maintenance of fish, 1 pair of fishing boots and a box of fishing tackle.
- m) Dogs and cats in the cabin: dogs and cats can be transported in the cabin without any additional cost if the provisions of section 11 of this article are complied with.
- n) Animals in the cellar: animals can be transported in the cellar if provisions of section 11 of this article are complied.

5.13.5 Special Baggage rates

The following table shows the travel fees associated with special baggage:

<i>Baggage</i>	<i>Prepaid</i>	<i>Payment at the airport</i>
<i>Golf equipment</i>	40 €	45 €
<i>Bicycle</i>	40 €	45 €
<i>Alpine ski equipment</i>	40 €	45 €
<i>Water skiing equipment</i>	40 €	45 €
<i>Snowboard equipment</i>	30 €	35 €
<i>Diving equipment</i>	30 €	40 €
<i>Kitesurfing equipment</i>	100 €	110 €
<i>Equipo de surf</i>	75 €	80 €
<i>Equipo de windsurf</i>	75 €	80 €
<i>Paragliding equipment</i>	100 €	110 €
<i>Hang gliding equipment</i>	100 €	110 €
<i>Weapons</i>	30 €	35 €
<i>Fishing team</i>	30 €	35 €
<i>Dogs and cats in cabin</i>	0 €	0 €
<i>Animals in cellar</i>	30 €	30 €

Prepayment rates correspond to those of the procedure established in section 4.13 of this article. If this procedure is not followed, there is the possibility to pay the amount at the same airport at least 2 hours before departure, in which case a supplement of 5€ per trip will be applied (already included in the price).

6 BEHAVIOUR ON BOARD

Passengers shall pay attention and carry out with the security instructions have them it give before take-off and during the flight, particularly regarding to safety belts and the use of

electronic equipment, or any other indication of the aeronautic staff direct to preserve the safety and order of the nautical or operations activities.

For the safety of the Passengers and crew, and in application of the Law of Civil Protection of right to honour, personal and family privacy and to the own image, **it is not allowed to make videos or photographs to any member of the crew or other passengers, unless you have obtained prior and express consent to do so.** Any member of the crew may request the deletion of those images or videos taken illicitly or without the appropriate consent.

If, in our reasonable opinion, Passengers conduct themselves aboard the aircraft so as to endanger the aircraft or any person or property on board, or obstruct the crew in the performance of their duties, or fail to comply with crew instructions, including, but not limited to those with respect to smoking, alcohol or drug consumption, or behave in a manner which causes discomfort, inconvenience, damage or injury to Passengers or to crew, as well as to any property, PRIVILEGE STYLE may take such measures as deemed reasonably necessary to prevent continuation of such conduct, including coercive measures. Passengers may be disembarked and refused onward carriage at any point and may be prosecuted for offences committed on board the aircraft.

For safety reasons, PRIVILEGE STYLE shall forbid or limit operation aboard the aircraft of electronic equipment, including but not limited to cellular telephones, laptop computers, portable recorders, CD players, portable radios, electronic games or transmitting devices, radio-controlled toys and walkie-talkies. Operation of hearing aids and heart pacemakers is permitted.

7 ADMINISTRATIVE FORMALITIES

7.1 General Conditions

a) Passengers are responsible for obtaining all required travel documents and visas for complying with all laws, regulations, orders, demands and travel requirements and visas or applicable permits from States or Countries to be flown from, into or through which passengers transit, and passengers must comply with all requirements of the States or Countries with respect to immigration and border control.

b) PRIVILEGE STYLE shall not be liable for the consequences to passengers resulting from failure to obtain such documents or visas or to comply with the requirements stated in subparagraph (a) here above.

PRIVILEGE STYLE recommends that passengers who take out travel insurance leave enough margin between the arrival of the flight and the action they want to take next (take another flight, train, etc.)

7.2 Travel Documents

a) Before the trip, at the request of PRIVILEGE STYLE, passengers must present all exit, entry, transit, health and other documents required by laws, regulations, ordinances, provisions or other requirements of the states or countries. concerned and allow PRIVILEGE STYLE to make copies or keep copies of them.

b) PRIVILEGE STYLE shall not be liable for the consequences to passengers resulting from failure to obtain such documents or visas or to comply with the requirements stated in subparagraph (a) here above.

7.3 Refusal of entry

If passengers are denied entry into any State or territory, passengers will be responsible to pay any fine or charge assessed against PRIVILEGE STYLE by the State concerned and for the cost of transport from that State or territory. The fare collected for carriage to the point where passengers were denied entry will not be refunded by PRIVILEGE STYLE.

7.4 Passenger responsibility for fines, detention costs and other infractions

If PRIVILEGE STYLE is required to pay or deposit any fine or penalty to incur any expenditure by reason of passenger's voluntary or involuntary failure to comply with or to produce travel documents compliant with laws, regulations, orders, demands or other travel requirements of the States or territories concerned or to produce the required documents, passengers shall reimburse PRIVILEGE STYLE, on demand, any amount so paid or deposited and any expenditure so incurred. PRIVILEGE STYLE may apply, toward such payment or expenditure, the value of any unused carriage on passenger's Ticket, or any of passenger's funds in our possession and waiving all rights to which he may be entitled

7.5 Customs inspection

If required, passengers shall be present during inspection of their Baggage, Checked or Unchecked, by Customs or other State officials. PRIVILEGE STYLE will not be liable to passengers for any loss or damage suffered in the course of such inspection or through passenger's failure to comply with these requirements.

7.6 Security Inspection

Passengers shall submit themselves and/or their Baggage to any security checks by Government officials, airport authorities, any implied Carrier, under Article I here above, or by PRIVILEGE STYLE.

8 COMPENSATION FOR DENIED OF BOARDING, CANCELLATION OR DELAY

8.1 Denied boarding

Denied boarding is the refusal to board passengers in a flight even if they have a confirmed reservation and except in case of cancellation or they have checked-in in time and with the conditions required or there has been changes by an Airline Company or tour operator, less reasonable reasons for denied boarding like health and security reasons or presentation of inappropriate.

As PRIVILEGE STYLE is also a private Charter Airline Company, so, where relevant, it is not possible to buy tickets individually but will be contracted by a Charterer, so it is not possible that there will be situations as denied boarding or overbooking. However, regulations of the Council Regulation (EC) N° 261/2004; 11th of February 2004, which establishes common rules to a system of compensations in case of denied boarding, is applicable to PRIVILEGE STYLE.

In case that PRIVILEGE STYLE will refuse a boarding to a passenger against his/her free will, PRIVILEGE STYLE will offer the following compensation and attentions:

- According to Regulation 261/2004 Article 7; compensation will have the following value:
 - 250€ for flights until 1.500 km.
 - 400€ for Community flights more than 1.500 km and for NO Community flights, between 1.500 km and 3.500 km
 - 600€ for the rest of flights.
- In case of PRIVILEGE STYLE offers to passenger the possibility to take the passenger to final destiny with an alternative transport, the air carrier will reduce a 50 % of the anticipate compensation of the previous section if arrive schedule regarding the expected is the same like initially reserved with a difference not more than:
 - 2 hours for flights of 1.500 km or less.
 - 3 hours for Community flights more than 1.500 km and for flights NO Community between 1.500 km and 3.500 km.
 - 4 hours for rest of flights.
- According to Regulation 261/2004 Article 8; the choice between:
 - a) Reimbursement within seven days, of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to the passenger's original travel plan, together with, when relevant, a return flight to the first point of departure, at the earliest opportunity. This option will be applied also to passengers whose flights form part of a package, except for the right to reimbursement where such right arises under Directive 90/314/EEC.
 - b) Re-routing, under comparable transport conditions, to their destination at the earliest opportunity; or;
 - c) Re-routing, under comparable transport conditions, to their destination at a later date at the passenger's convenience, subject to availability of seats.

NOTE: When, PRIVILEGE STYLE offers to passenger a flight to an airport alternative to that for which the booking was made, PRIVILEGE STYLE shall bear the cost of transferring the passenger from that alternative airport either to that for which the booking was made, or to another close-by destination agreed with the passenger.

- According to Regulation 261/2004 Article 9; PRIVILEGE STYLE will offer to passengers free of charge:

a) Meals and refreshments in a reasonable relation to the waiting time;

b) Hotel accommodation in cases where a stay of one or more nights becomes necessary, or where a stay additional to that intended by the passenger becomes necessary, provided that the local authorities allow it;

c) Transport between the airport and place of accommodation (hotel or other).

d) Two telephone calls, telex or fax messages, or e-mails.

In applying this Article, PRIVILEGE STYLE shall pay attention to the needs of persons with reduced mobility and any persons accompanying them, as well as to the needs of unaccompanied children.

FOR ALL PROVISIONS:

- The compensation referred to in these conditions or transport shall be paid in cash, by electronic bank transfer or bank cheque.

- In determining the distance, the basis shall be the last destination at which the denial of boarding or cancellation will delay the passenger's arrival after the scheduled

- The distances given in this document 2 shall be measured by the great circle route method.

8.2 Flights Cancellation

PRIVILEGE STYLE shall not cancel any flight contract. In case of a flight cannot be realized with the Aircraft planned, PRIVILEGE STYLE will look for another Aircraft able to realize the flight with the lowest delay possible. However, the Council Regulation (EC) n° 261/2004 of 11 February 2004, establishes common rules to a system of compensation in case of flights cancellation is applicable to PRIVILEGE STYLE.

Where reference is made to Regulation 261/2004, in case of cancellation flight, PRIVILEGE STYLE will offer to passengers the following compensations and attentions:

- According to Regulation 261/2004 Article 7; PRIVILEGE STYLE will offer to passengers a reimburse of:

- 250 € for all flights of 1 500 kilometres

- 400 € for all intra-Community flights of more than 1 500 kilometres, and for all other flights between 1 500 and 3 500 kilometres.

- 600 € for the rest of the flights.

- E When passengers are offered re-routing to their destination on an alternative flight, the operating air carrier may reduce the compensation by 50 % provided in previous paragraph if the arrival time of which does not exceed the scheduled arrival time of the flight originally booked more than:

- a) by two hours, in respect of all flights of 1 500 kilometres or less,
- b) by three hours, in respect of all intra-Community flights of more than 1 500 kilometres and for all other flights between 1 500 and 3 500 kilometres,
- c) by four hours, for the rest of the flights.

- Compensations described below will not be applied in case that PRIVILEGE STYLE:
 - Has informed of the cancellation at least two weeks before the scheduled time of departure; or
 - Has informed of the cancellation to passengers between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than two hours before the scheduled time of departure and to reach their final destination less than four hours after the scheduled time of arrival; or
 - Has informed of the cancellation less than seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than one hour before the scheduled time of departure and to reach their final destination less than two hours after the scheduled time of arrival or.
 - If it can prove that the cancellation is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.

- According to Regulation 261/2004 Article 8; shall offered the choice between:

a) Reimbursement within seven days, of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to the passenger's original travel plan, together with, when relevant, a return flight to the first point of departure, at the earliest opportunity. This option will be applied also to passengers whose flights form part of a package, except for the right to reimbursement where such right arises under Directive 90/314/EEC.

b) Re-routing, under comparable transport conditions, to their destination at the earliest opportunity; or;

c) Re-routing, under comparable transport conditions, to their destination later

NOTE: When, PRIVILEGE STYLE offers to passenger a flight to an airport alternative to that for which the booking was made, PRIVILEGE STYLE shall bear the cost of transferring the passenger from that alternative airport either to that for which the booking was made, or to another close-by destination agreed with the passenger.

- According to Regulation 261/2004 Article 9; PRIVILEGE STYLE will offer to passengers free of charge:

a) Meals and refreshments in a reasonable relation to the waiting time;

b) Two telephone calls, telex or fax messages, or e-mails.

Additionally, in case of offering a passenger an alternative transport when the expected time of departure of the alternative flight is at least the day after of the departure planned for the cancelled flight, passengers shall be offered free of charge:

c) Meals and refreshments in a reasonable relation to the waiting time;

d) Two telephone calls, telex or fax messages, or e-mails.

PRIVILEGE STYLE will give to passengers an explanation concerning possible alternative transports whether and when passengers have been informed of the cancellation.

8.3 Delay

When PRIVILEGE STYLE reasonably expects a flight to be delayed beyond its scheduled time of departure:

- For two hours or more in the case of flights of 1 500 km.
- For three hours or more in the case of all intra-Community flights of more than 1 500 kilometres and of all other flights between 1 500 and 3 500 kilometres.
- For four hours or more of the rest of the flights.

PRIVILEGE STYLE will offer to passengers the following compensations and attentions:

- According to Regulation 261/2004 Article 8; when the delay is at least five (5) hours:
 - Reimbursement within seven days, of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to the passenger's original travel plan, together with, when relevant, a return flight to the first point of departure, at the earliest opportunity.
- According to Regulation 261/2004 Article 9; PRIVILEGE STYLE will offer to passengers free of charge:
 - a) Meals and refreshments in a reasonable relation to the waiting time;
 - b) Two telephone calls, telex or fax messages, or e-mails.

Additionally, in case of offering a passenger an alternative transport when the expected time of departure of the alternative flight is at least the day after of the departure planned for the cancelled flight, passengers shall be offered free of charge:

- c) Hotel accommodation, provided that the local authorities allow it.
- d) Transport between the airport and place of the accommodation (hotel or other)

8.4 Right to claim

In case of a passenger allege that PRIVILEGE STYLE has carried out his/her rights according with any Applicable Regulation to this Conditions of transport and wants to submit a complaint to the Airline Company, should proceed according to Article 11.6 of this document.

9 HANDICAPPED PEOPLE, REDUCED MOBILITY OR SPECIAL NEEDS

9.1 Priority to transport and attention

According to Regulation 261/2004 Article 11; PRIVILEGE STYLE:

a) Shall give priority to carrying persons with reduced mobility and any persons accompanying them, or certified service dogs accompanying them, as well as unaccompanied children.

b) In cases of denied boarding, cancellation and delays of any length, persons with reduced mobility and any persons accompanying them, as well as unaccompanied children, shall have the right to care in accordance with Regulation 261/2004, Article 9 as soon as possible.

9.2 Prohibition of deny boarding

PRIVILEGE STYLE shall not refuse, on the grounds of disability or of reduced mobility:

a) To accept a reservation for a flight of the Airline Company.

b) To embark a disabled person or a person with reduced mobility, provided that the person concerned has a valid ticket and reservation.

Unless:

a) In order to meet applicable safety requirements established by international, Community or national law.

b) If the size of the aircraft or its doors makes the embarkation or carriage of that disabled person or person with reduced mobility physically impossible.

In the event of refusal to accept a reservation on the grounds referred to under points a) or b) PRIVILEGE STYLE shall:

- On request, PRIVILEGE STYLE shall communicate these reasons in writing to the disabled person or person with reduced mobility, within five working days of the request.

- Shall make reasonable efforts to propose an acceptable alternative to the person in question.

- Offer to a disabled person or a person with reduced mobility who has been denied embarkation on the grounds of his or her disability or reduced mobility and any person accompanying this person the right to reimbursement or re-routing as provided for in Regulation 261/2004, Article 8 (see article 8 of this document). The right to the option of a return flight or re-routing shall be conditional upon all safety requirements being met.

According to Regulation 1107/2006 Article 4, PRIVILEGE STYLE may require that a disabled person or person with reduced mobility be accompanied by another person who can provide the assistance required by that person.

9.3 Special Assistance

a) Acceptance of carriage of unaccompanied minors, disabled Passengers, pregnant women, persons with illness or other people requiring assistance, is subject to prior arrangements with PRIVILEGE STYLE.

b) If Passengers require a special meal to be made available by PRIVILEGE STYLE aboard its flight(s), passengers must apply for such a meal to the Charterer in advance in order to inform our Airline Company as soon as possible. Otherwise, PRIVILEGE STYLE shall not guarantee that the said meal will be on board the relevant flight(s). Due to operational conditions, some special meals may not be available. In such cases, we will have no liability to the passenger.

c) If passengers have a medical background, passengers are invited to take medical advice before boarding a flight, particularly on long -haul routes, and to take any relevant precautionary measures.

In case of passengers make a request regarding special conditions under (a) or (b) of paragraph 2 here above only at the time of check-in, PRIVILEGE STYLE shall bear no liability if PRIVILEGE STYLE does not or cannot comply with passenger's request and PRIVILEGE STYLE reserve the right to deny boarding, Article 3.

9.4 Indications to passengers with reduced mobility or handicapped people

With the objective that the passenger with reduced mobility or handicapped, can have a good trip with the minimal obstacles, PRIVILEGE STYLE shall give, as much as possible, the help required by the passenger.

For that purpose, PRIVILEGE STYLE recommends to passengers with reduced mobility or handicapped people.

- Communicate the soon as possible his/her specific needs to the Airline Company, considering all displacements that his/her should realize at the airport, as well as embarking, his/her location and comfort at the aircraft and special requirements.
- Contact PRIVILEGE STYLE to ensure that is possible to cover their needs in the best way.
- Once in the airport and for your comfort, please indicate the best way to stand you up, or move.

According to an International Regulation, airline Companies use codes to identify the assistance level to provide passengers with reduced mobility with their needs. Is possible that the Travel Agency or PRIVILEGE STYLE staff, ask some questions to passengers with reduced mobility or handicapped people, to ensure that they will receive the service adapted to their needs.

Established codes are the followings:

WCHR Passenger who can walk up and down stairs and move about in an aircraft cabin, but who requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.

WCHS Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.

WCHC Passenger who is completely immobile, who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft or, if necessary, in a special seat fitted to his/her specific needs, the process being inverted at arrival.

DEAF Passenger who is deaf

MUTE Passenger who is mute

DEAF/MUTE Passenger who is deaf without speech.

BLIND Passenger who is blind

DEAF / BLIND Blind and deaf passenger, who can move about only with the help of an accompanying person.

STCR Passenger who can only be transported on a stretcher.

MAAS (Meet and assist) - All other passengers in need of special help.

9.4.1 Aircraft physical limitations

PRIVILEGE STYLE aircrafts are more comfortable than others Airline Companies whose sole purpose is to provide scheduled flights. If you need to consult the specific dimensions of the seats available on your flight, please contact the supplier of your ticket.

All passengers

- The customer must be able to properly attach, buckle and wear the seatbelt, with one extension if necessary, whenever the seatbelt sign is illuminated or as instructed by a crew member.
- The customer must be able to remain seated with the seat armrest(s) down for the entirety of the flight.
- The customer must not significantly encroach upon the adjacent seating space.

If you consider that PRIVILEGE STYLE aircrafts have inappropriate physical dimensions according to your needs, please contact PRIVILEGE STYLE to allocate you in another seat or additional seat

9.4.2 Additional consideration

Prior to travel, please consider the following considerations:

- PRIVILEGE STYLE cannot carry (in either the hold or cabin) wheelchairs or any other motorized devices operated by spill able batteries.
- Due to safety reasons, the Airline company will transport groups of 10 people with reduced mobility maximum (including accompanied, unaccompanied and chaperones).
- Compensation for lost, delay or damaged baggage (which includes wheelchairs) equipment) are settled under the applicable international agreements. Taking a private insurance providing for damage, delay or loss of your wheelchair is recommended.

9.4.3 Right to claim

In case of a passenger allege that PRIVILEGE STYLE has carried out his/her rights according to Regulation 1107/2006 or to this Conditions of transport and wants to submit a complaint to the Airline Company, should proceed according to Article 11 of this document.

10 PASSENGER INFORMATION

10.1 Información de los derechos del pasajero

According to Regulation 261/2004, Article 14, PRIVILEGE STYLE shall ensure that at check-in a clearly legible notice containing the following text is displayed in a manner clearly visible to passengers: “If you are denied boarding or if your flight is cancelled or delayed for at least two hours, ask at the check-in counter or boarding gate for the text stating your rights, particularly with regard to compensation and assistance”.

When PRIVILEGE STYLE denying boarding or cancelling a flight, shall provide each passenger affected with a written notice setting out the rules for compensation and assistance in line with this Regulation. It shall also provide each passenger affected by a delay of at least two hours with an equivalent notice. Should any additional clarification or problems related to the application of said regulations be required, the passage may be addressed to:

European Union Aviation Safety Agency (EASA)
Avenida General Perón 40, Portal B, 1ª planta.
28020 Madrid, Spain
+34 913 968 210
sau.aesa@seguridadaerea.es
<https://www.easa.europa.eu/>

PRIVILEGE STYLE staff shall assist in respect of blind and visually impaired persons, in accordance with this Article.

10.2 Information on the identity of the operating air carrier

According to Regulation 2111/2005, Article 11, wherever the operating air carrier is changed, PRIVILEGE STYLE shall inform to passengers at check-in, or on boarding.

10.3 Right to claim

In case of a passenger allege that PRIVILEGE STYLE has carried out his/her rights according to Regulation 1107/2006 or to this Conditions of transport and wants to submit a complaint to the Airline Company, should proceed according to Article 11 of this document.

11 LIABILITY FOR DAMAGE

PRIVILEGE STYLE's liability and that of any Carrier, under Article I here above, will be determined by the Conditions of Carriage of the Carrier issuing the Ticket, unless otherwise stated. When engaged, PRIVILEGE STYLE's liability will be as follows:

a) Carriage hereunder is subject to the rules and limitations relating to liability established by the Applicable Law, specifically Regulation CE no 2027/97 modified as per Regulation CE no 889/2002.

b) Except with regard to public social insurance or similar bodies or any surrogated party and according to Applicable Law PRIVILEGE STYLE agrees to renounce any limit of liability in case of death, wounding or any other bodily injury suffered by a Passenger, if the accident, under Applicable Law, which caused the Damage so sustained took place on board the aircraft or in the course of any of the operations of embarking or disembarking Passengers, under the Applicable Law.

c) To the extent the foregoing is not in conflict with the contents of these Conditions of Carriage and without prejudice to the established according to the Law currently in force:

1. PRIVILEGE STYLE is liable only for Damage occurring during carriage on flights or flight segments where PRIVILEGE STYLE Airline Designator Code appears in the Carrier box of the Ticket of that flight or flight segment. A Carrier issuing a Ticket or checking a Baggage on the lines of another Carrier is acting only as the agent of the said Carrier. - - With respect to Checked Baggage, passengers shall - have a right of action against the first –and the last Carrier on the related air travel; or against any other carrier which operates a segment of the intermediary flight and it is proved that the damage has been done at this moment, destroying or delaying the mentioned baggage.

2. Liability shall be limited to proven Damages, and, in no event, PRIVILEGE STYLE shall be liable to indirect damages, as well as any form of non-compensatory damages.

3. PRIVILEGE STYLE is not liable for any Damage arising from PRIVILEGE STYLE's own compliance with any laws of Government Regulations, orders or requirements, or from passenger failure to comply with the same;

4. PRIVILEGE STYLE is not liable for Damage to checked Baggage unless that Damage is caused by our negligence, as proven by the passenger;

5. PRIVILEGE STYLE shall not be liable for any illness, injury or disability, including death, attributable to passenger's physical or mental condition or for the aggravation of such condition;

6. Any liability PRIVILEGE STYLE has for Damage will be exempt or reduced by any negligence on passenger's part which causes or contributes to the Damage, in accordance with applicable law;

7. Nothing in these Conditions of Carriage shall waive any exclusion or limitation of PRIVILEGE STYLE's liability, under the Applicable Law.

11.1 Applicable provisions to all flights

11.1.1 Bodily injury

a) In accordance with Applicable Law, PRIVILEGE STYLE shall be liable for Damage sustained in case of death or wounding of or any other bodily injury suffered by the Passenger, if the accident which caused the Damage so sustained took place on board the aircraft or

in the course of any of the operations of embarking and disembarking Passengers, under the Applicable Law, and without prejudice to PRIVILEGE STYLE's liability exclusions here below;

- b) Nevertheless, PRIVILEGE STYLE may exempt or reduce the mentioned liability if PRIVILEGE STYLE proves that:
 - 1. The death, the wounding or any other bodily injury resulted from the state of health, physical or mental, of the Passenger, as existing before the operations of embarking Passengers; or
 - 2. The Damage has been caused or contributed to by the negligence of the Passenger or by his/her state of health before boarding the flight;
- c) There are no financial limits to the liability for passenger injury or death. For damages up to 128.821 SDR (approximately 159.000€) PRIVILEGE STYLE cannot contest claims for compensation. Above that amount, PRIVILEGE STYLE can defend itself against a claim by proving that it was not negligent or otherwise at fault or that the mentioned injury or death has been caused solely by an act of negligence or omission by a third party.
- d) Amount of the repairable Damage:
 - 1. The recoverable amount will cover the repair of the Damage, as fixed by amicable settlement, way of expertise or the relevant Court;
 - 2. PRIVILEGE STYLE shall compensate the Passenger for recoverable compensatory damages only and for the portion in excess of any payment received from any public social insurance or similar body.
- e) PRIVILEGE STYLE reserves all rights of recourse against any third party including, without limitations, rights of contribution and indemnity;
- f) In case of death, wounding or any bodily injury resulting from an air accident, and according to Applicable Law, PRIVILEGE STYLE must make an advance payment, to cover immediate economic needs of the person entitled to compensation. In case of death the advance payment shall not be less than 16.000 SDR (approximately 17.000€) per passenger. According to Applicable Law, the advance payment will be made within 15 days from the identification of the person entitled to compensation and shall be deducted from the definitive amount to be paid for liability according to this section.

11.1.2 Delay

- a) Features of the compensable Damage:
 - Delay is not a source of prejudice as such: direct damage only shall be compensable, exclusively of any indirect damage or any form of non-compensatory Damage;
 - Passengers shall prove the Damage caused by the delay.
- b) Extent of liability
 - PRIVILEGE STYLE shall not be liable for Damage produced by a delay if PRIVILEGE STYLE proves that it has taken all necessary measures to avoid the Damage or that it was impossible for PRIVILEGE STYLE to take such measures;
 - PRIVILEGE STYLE shall not be liable for Damage produced by a delay caused by passengers or which passengers have contributed to;
- c) Extent of compensation:

It will be compensated in accordance with the regulations.

11.1.3 Baggage

a) Exclusions of liability:

- PRIVILEGE STYLE shall not be liable for Damage of Baggage if:
 - It's caused by the property contained in Baggage.
 - Passenger's property causes injury to another person or Damage to another person's property or to PRIVILEGE STYLE's property, passengers shall compensate PRIVILEGE STYLE for all losses and expenses incurred by PRIVILEGE STYLE, as a result thereof.
 - It hasn't been checked before the departure of the flight (hand baggage is excluded)
 - It had been forgotten by negligence of the passenger on board the aircraft or at the airport.
 - It had already been damaged before the departure of the flight.
- PRIVILEGE STYLE - PRIVILEGE STYLE assumes no liability for fragile or perishables articles.
- PRIVILEGE STYLE shall not bear any liability, other than PRIVILEGE STYLE's liability under sub-paragraph (b) hereunder.
- PRIVILEGE STYLE liability in respect of baggage transport starts when the baggage is delivered in the check-in counter of the Airport of origin and finish when the baggage is delivered in the airport of destiny baggage reclaim hall.
- PRIVILEGE STYLE will have no liability if the passenger:
 - Do not fill in a Property Irregularity Report (PIR) in the moment that any incidence is detected in the baggage and always before left the Security Zone of the Airport. In this case PRIVILEGE STYLE will interpret that the delivery has been correct.
 - Do not fulfil the baggage claims procedures as indicated in the Article 12 of this document.
 - Do not delivery or do not reclaim directly his baggage (no third parties).

b) Amount of the compensation:

- Baggage delays: in case of baggage delay, PRIVILEGE STYLE is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for baggage delay is limited to 1.288 SDR (approximately 1.500€).
- Destruction, loss or damage to baggage: PRIVILEGE STYLE is liable for destruction, loss or damage to baggage up to 1.288 SDR (approximately 1.500€). In the case of checked baggage, it is liable even if not at fault, unless the baggage was defective. In the case of unchecked baggage, the carrier is liable only if at fault. Compensation for physical damage is limited to losses that have affected or likely to affect the contents of the baggage. Therefore, it excludes damage in:
 - Elements that facilitate their transport as handles, knobs, ribbons, wheels, etc.
 - External elements that protrude from the surface of the luggage such as locks, rings, belts, etc.
 - Elements that facilitate the closure of the luggage such as zippers, tape or other fasteners.

12 CLAIMS

All PRIVILEGE STYLE employees as well as those contracted companies, try to do the flight is to your liking. However, we do our best in order that passenger might fill a complaint against the company.

In order to be useful and effective, different claims procedures are detailed below.

12.1 Baggage claims procedure

In case of incidence with your baggage please accept our apologies and any inconvenience caused.

Privilege Style recommends you to keep safe all the original documentation of your travel such as, (ticket, check-in label (TAG), boarding pass, bill expenses for first needs directly connected with the incidence in case of delay on the delivery of the baggage) because could be required by the Company.

For the correct incidence procedure and subsequent claim, you should follow the steps indicated below.

12.2 Property Irregularity Report (P.I.R.) Opening

In case of incidence with your baggage it is essential contact the PRIVILEGE STYLE incident desk (or handling agent contracted) at the airport arrivals baggage hall, to inform about the incidence and fill in a Property Irregularity Report (PIR), before leaving the hall.

To fulfil the PIR you should provide:

- Boarding pass
 - Passport or ID
 - TAG (baggage identification label given in the chek-in).
 - Baggage identification information.
 - Contact details
- Any other information required by the Company staff.

From that moment we will introduce all your baggage details into a computerized, system so the more information your give us the more we will speed up the solution of the incidence.

PRIVILEGE STYLE informs that:

- This Property Irregularity Report (PIR) is an incidence report and does not represent an admission of liability. If you wish to proceed with a complaint, please send as soon as possible by mail all documentation required by The Baggage Department within the periods established in the ticket, it means, before 21 days of the incidence in the event of delay or loss and 7 days in the event of damage as indicated in following sections.

- Fill in a PIR could be denied by the company or Handling Agent in case of some items indicated in Article 11 section 1.3 of this document being met.

- It will be not accepted to fill in the PIR neither claims, if these are not filled in by the passenger before left the airport baggage reclaim hall.

- It will be not accepted PIR that has not been applied by the company or handling agent of the arrival (it means PIR made by tour operators, cruises, hotels etcetera).
- In case of passenger failure to comply with some items specified in this document (especially those in reference to PIR and claims procedure), PRIVILEGE STYLE could claim to passenger all expenses generated, such as management expenses, baggage storage, baggage deliver, communications etcetera.

12.3 For Delay or Loss of baggage

If your baggage has been delayed from this moment on, we will do our utmost to locate and deliver it to the address you have provided for that purpose. Delivery, however, may be subject to the customs of the country and their presence at the airport may be required by the authorities.

If within 48 hrs PRIVILEGE STYLE has not contacted you, please contact our Baggage Department (see contact details in section 11.5 of this Article).

For a better location of your luggage you must send as indicated before, a detailed list of the baggage contents.

To formalize your claim, please send a written report by e-mail or postal letter within 21 days from de date of the incidence to contact details detailed in section 11.5, including the following documentation:

- Claim detailing the value of each separate item together with the invoices, complemented with a final global valuation.
- Passport or ID copy.
- Original PIR.
- Original Boarding pass.
- Original Tag number (bag tag)
- Original Ticket or proof of purchase.
- Original Invoices of the expenses originated for the late delivery of your baggage (expenses due to necessities).

We recommend you keep all documentation sent, for your own security.

Please note that all airlines have limited liability, therefore passengers may have greater cover in case of having any insurance that covers this kind of incidents.

Consider that PRIVILEGE STYLE:

- Reserves the right to request additional information to justify the amount of compensation.
- Could refuse any proceeding of compensation if the passenger does not submit all documentation required by the Company.
- Reserves the right to set an amount of compensation per baggage, regardless of the person who throws items in its interior.

12.4 Baggage deterioration

If your baggage is delivered with any damage, first you should fulfil a Property Irregularity Report as detailed in section 11.1 before left the Airport baggage reclaim hall. Once left the arrivals

zone, remember is not possible to fulfil a Property Irregularity Report y PRIVILEGE STYLE will have no liability.

In case of incidence with your baggage attributable to PRIVILEGE STYLE and always as defined under Article 11 section 11.3 of this document, PRIVILEGE STYLE will arrange the repair or replacement of your baggage but remember that there is a limit period of 7 days from the date of incidence to communicate with the company. (see contact details in section 11.5).

PRIVILEGE STYLE recommend you keep safe all the original documentation of your flight and baggage damaged until the claim has been duly attended, because it will be required in order to arrange the incidence.

Please note that all airlines have limited liability, therefore passengers may have greater cover in case of having any insurance that covers this kind of incidents.

Take into account that PRIVILEGE STYLE:

- Reserves the right to request additional information to justify the amount of compensation.
- Could refuse any proceeding of compensation if the passenger does not submit all documentation required by the Company.

12.5 Baggage department contact details

PRIVILEGE STYLE baggage department contact details are as follows:

- By e-mail: lostandfound@privilegestyle.com
- By post:

PRIVILEGE STYLE
 Baggage Department
 Adolfo Suarez Madrid-Barajas Airport
 Terminal 2 Arrivals, Office 50290
 28042 - Madrid – Spain

- By telephone: 0034 91 324 37 98 (timetable from 9h to 17h)

12.6 General claims procedure

In case of passenger dissatisfaction for the service received by PRIVILEGE STYLE and considers that PRIVILEGE STYLE has breaking any Law or these General Conditions of Carriage or he/she believes that is person entitled to compensation, he/she could inform PRIVILEGE STYLE in writing:

- By post:

PRIVILEGE STYLE
 Customer Service Department
 Complejo Mirall Balear
 Camino Son Fangos 100, Bloque A, 3ª planta, Office 7
 07007 – Palma de Mallorca - Spain

- By email: privilege@privilegestyle.com

Passengers can deliver a complaint to PRIVILEGE STYLE the soon as possible in order to speed up their resolution and solve the inconvenient caused. For damage in the check-in baggage, delay, loss or destroyed, passenger must deliver a complaint within a period of seven days (7) and in the case of delays baggage was delivered to the passenger.

PRIVILEGE STYLE will answer complaints within 60 days from its reception.

12.6.1 Claims to the Aeronautical Authority

If a resolution is unsatisfactory for the passenger, he/she can deliver a complaint as Regulation or General conditions offence to the Aeronautical Authority, regarding to Spain is:

European Union Aviation Safety Agency (EASA)
Avenida General Perón 40, Portal B, 1st floor
28020 Madrid, Spain
+34 913 968 210
sau.aesa@seguridadaerea.es
www.seguridadaerea.es

For any other countries, please, contact The Aeronautical Authority.

12.6.2 Claims to a Court

All claims before the Courts must be presented within two years (2) from the arrival of the aircraft or the day in which the aircraft should have arrived.

13 GENERAL DATA PROTECTION

In accordance with the provisions of the General Data Protection Regulation (EU) 2016/679 and Organic Law 3/2018, of December 5, on the protection of personal data, we inform you of the following information:

The person responsible for the processing of your data is the company PRIVILEGE STYLE SAU, holder of NIF A57346751, with registered office at Complejo Mirall Balear, c / Camino Son Mudgos 100, Building A 3rd local floor 7th. 07007 (Balearic Islands). Contact telephone number 0034 971 40 89 00. Contact email: gdp@privilegestyle.com

We will process your data for the provision of the contracted air transport service. The legitimation of the treatment derives from the contractual relationship established, article 6.1.b GDPR.

We will give your data in those cases where it is established in the legislation of application and when it is necessary for the provision of the contracted services.

We will keep your data during the legal deadlines that result from application to the different treatments exposed and, in any case, until the expiration of the limitation periods of the different responsibilities that may derive from these treatments.

Under the terms and assumptions provided in the current regulations, the interested parties have the right to request access to their personal data, rectification, deletion, portability, limitation of their treatment or oppose the same by submitting their request and a copy of an official document of identity to the postal address of this company indicated above or to the e-mail address gdpr@privilegestyle.com, indicating in the field SUBJECT the right you want to exercise. Likewise, if you are not satisfied with the processing of your data, we may submit a claim to the Spanish Data Protection Agency or, if you reside in another country of the European Union, before the control authority of your country. You can find more information on the website of the Spanish Agency for Data Protection: www.aepd.es

14 AIRLINE COMPANIES SUMMARY OF LIABILITY IN CONNECTION WITH PASSENGERS AND THEIR BAGGAGE

According with Regulation (EC) nº 2027/1997, modified by Regulation (EC) nº 889/2002, the Liability rules by the Community Airline Companies, are detailed below.

14.1 Indemnity in case of injury or death

There is no fixed economical limit for the liability of the Airline Company. Damages up to 128.821 SDR (approximately 159.000€), PRIVILEGE STYLE cannot be contested indemnity claims. PRIVILEGE STYLE can contest to a claim, if it can prove that there is no negligence or fault of any other kind.

14.2 Indemnity advances

In case of death, wounding or any bodily injury, PRIVILEGE STYLE must make a payment within (15) days from the identification of the person entitled to compensation, this advance payment to cover immediate economic needs. In case of decease, this advance payment shall not be less than 16000 SDR (approximately 17.000€).

14.3 Delay suffered by the passenger

In case of delay suffered by the passenger, PRIVILEGE STYLE will be responsible if not all reasonable measures were taken to avoid the damage, or it was impossible for said measures to be taken. This responsibility, if it exists, is limited to 5.346 SDR (approximately 6.500€).

14.4 Baggage delay

In case baggage delay suffered, PRIVILEGE STYLE is responsible if not all reasonable measures were taken to avoid the damage, or it was impossible for said measures to be taken. The liability for baggage delay is limited to 1.000 SDRs (approximately EURO 1.100).

14.5 Destruction, loss or damages to the check-in baggage

PRIVILEGE STYLE is responsible in case of destruction, loss or damages to the check-in baggage for up to 1.288 SDR (approximately 1.500€). Regarding checked baggage, even if not at fault, except if the baggage was already damaged. Regarding baggage not checked, the Airline Company is only responsible for damages caused by its own fault.

14.6 Higher limits for baggage

The economical limit for this responsibility can be raised if the passenger makes a special statement, at the latest on checking the baggage and paying a supplementary tariff.

14.7 Claims for baggage

For damage in the check-in baggage, delay, loss or destroyed, passenger must inform to PRIVILEGE STYLE in writing as soon as possible within a period of seven days (7) and in the case of delays within twenty one days (21), in both cases to be counted from when the baggage was delivered to the passenger.

14.8 Responsibility of the contracted Airline Company and Responsibility of the Airline Company in charge to give de service the service rendered

If the operating air carrier is not the same as the operating air carrier contracted, passenger can make a complaint to both. If in the ticket appears the name, or an airline code, that is the contracting air carrier.

14.9 Claims deadlines

All claims before the Courts must be presented within two years (2) from the arrival of the aircraft or the day in which the aircraft should have arrived.

14.10 Information basis

The conditions described above are subject to the Montreal Convention of 28-V-99, made and ratified by Spain, to the EU Regulation no. 2027-97 modified by the EU Regulation no. 889-02 and the Member States legislation.

Discharge: This notice is required by Regulation (EU) nº 889/2002. This notice may not be used to base on an indemnity claim or to interpret the Regulation arrangements neither the Montreal Convention. PRIVILEGE STYLE will not be liable of the precision in the content of this notice.

Note: In case of discrepancy between these General Conditions in English or in Spanish, shall prevail the document in Spanish.

15 PRODUCTS OF ANIMAL ORIGIN

Due to the risk of introducing diseases into the European Union (EU), there are strict procedures for the introduction of certain animal products into the EU. These procedures do not apply to the movements of animal products between the 27 Member States of the EU, or for animal products coming from Andorra, Liechtenstein, Norway, San Marino, and Switzerland.

All animal products not conforming to these rules must be surrendered on arrival in the EU for official disposal. Failure to declare such items may result in a fine or criminal prosecution.

1. Small quantities of meat and milk and their products (other than powdered infant milk, infant food, and special foods or special pet feed required for medical reasons)

You may only bring in or send to the EU personal consignments of meat and milk and their products (other than powdered infant milk, infant food, and special foods or special pet feed required for medical reasons) provided that they come from Croatia, the Faeroe Islands, Greenland, or Iceland, and their weight does not exceed 10 kg per person.

2. Powdered infant milk, infant food, and special foods required for medical reasons

You may only bring in or send to the EU personal consignments of powdered infant milk, infant food, and special foods required for medical reasons provided that:

- They come from Croatia, the Faeroe Islands, Greenland, or Iceland, and their combined quantity does not exceed the weight limit of 10 kg per person, and that:

- The product does not require refrigeration before consumption,
- It is a packaged proprietary brand product, and
- The packaging is unbroken unless in current use

- They come from other countries (other than Croatia, the Faeroe Islands, Greenland, or Iceland), and their combined quantity does not exceed the weight limit of 2 kg per person, and that:

- The product does not require refrigeration before consumption,
- It is a packaged proprietary brand product, and
- The packaging is unbroken unless in current use.

3. Pet feed required for medical reasons

You may only bring in or send to the EU personal consignments of pet feed required for medical reasons provided that:

- They come from Croatia, the Faeroe Islands, Greenland, or Iceland, and their combined quantity does not exceed the weight limit of 10 kg per person, and that:

- the product does not require refrigeration before consumption,
- it is a packaged proprietary brand product, and

- the packaging is unbroken unless in current use
- They come from other countries (other than Croatia, the Faeroe Islands, Greenland, or Iceland), and their combined quantity does not exceed the weight limit of 2 kg per person, and that:

- the product does not require refrigeration before consumption,
- it is a packaged proprietary brand product, and
- the packaging is unbroken unless in current use

4. Small quantities of fishery products for personal human consumption

You may only bring in or send to the EU personal consignments of fishery products (including fresh, dried, cooked, cured or smoked fish, and certain shellfish, such as prawns, lobsters, dead mussels and dead oysters) provided that:

- fresh fish are eviscerated,
- the weight of the fishery products does not exceed, per person, 20 kg or the weight of one fish, whichever weight is the highest.

These restrictions do not apply to fishery products coming from the Faeroe Islands or Iceland.

5. Small quantities of other animal products for personal human consumption

You may only bring in or send to the EU other animal products, such as honey, live oysters, live mussels and snails for example, provided that:

- they come from Croatia, the Faeroe Islands, Greenland, or Iceland, and that their combined weight does not exceed 10 kg per person,
- they come from other countries (other than Croatia, the Faeroe Islands, Greenland, or Iceland) and their combined weight does not exceed 2 kg per person.

Please note that you may bring in small quantities of animal products from several of the above five categories (paragraphs 1-5) if they comply with the rules explained in each of the relevant paragraphs.

6. Larger quantities of animal products

You may only bring in or send to the EU larger quantities of animal products if they meet the requirements for commercial consignments, which include:

- certification requirements, as laid down in the appropriate official EC veterinary certificate,
- the presentation of the goods, with the correct documentation, to an authorised EU border inspection post for veterinary control, on arrival in the EU.

7. Exempted animal products

The following products are exempted from the rules explained previously:

- bread, cakes, biscuits, chocolate and confectionery (including sweets) not mixed or filled with meat product,
- food supplements packaged for the final consumer,
- meat extracts and meat concentrates,
- olives stuffed with fish,
- pasta and noodles not mixed or filled with meat product,
- soup stocks and flavourings packaged for the final consumer,
- any other food product not containing any fresh or processed meat or dairy and with less than 50 % of processed egg or fishery products.

8. Animal products from protected species

For certain protected species there may be additional restrictions in place. For example, for caviar of sturgeon species, the weight limit is a maximum of 125 g per person.

**Keep infectious animal diseases
out of the
European Union!**

Products of animal origin may
carry pathogens that cause
infectious diseases in animals



There are strict procedures and veterinary controls
on the introduction of products of animal origin
into the European Union



**Travellers (*) must surrender
these products
for official controls**

(*) Other than those arriving with small quantities for personal consumption from Andorra, the Faeroe Islands, Greenland, Iceland, Liechtenstein, Norway, San Marino and Switzerland.

16 DANGEROUS ARTICLES IN HAND BAGGAGE

Without prejudice to the applicable safety regulations, passengers will not be allowed to transport or introduce the following items into the security restricted areas of airports or on board an aircraft:

a) Firearms and other devices that discharge projectiles. Devices that can be used, or appear to be used, to cause serious injury by discharging a projectile, including:

- All types of firearms, such as pistols, revolvers, rifles or shotguns.
- Toy guns, reproductions of firearms and imitation weapons that can be confused with real weapons.
- Parts from firearms, except telescopic sights.
- Compressed air and CO2 weapons, such as pistols, shotguns, rifles and pellet guns.
- Pistols launches - flares and starting or signalling starter pistols.
- Bows, crossbows and arrows.
- Hondas and slingshots.
- Fishing harpoons and rifles.

b) Stun devices. Devices specifically designed to stun or immobilize, including:

- Devices to cause shock, such as stun guns, Taser-type electric guns or stun batons.
- Stunners for animals and killer guns.
- Chemical products, gases and neutralizing or incapacitating nebulizers, such as mace, sprays of spicy substances, sprays of pepper, tear gas, acid sprays and animal repellent spray.

c) Sharp-edged objects or cutting edge. Any sharp pointed object or sharp edge that can be used to cause serious injury, such as:

- Items designed for cutting, such as axes, hatchets and creasers.
- Ice picks and picks.
- Razor blades and razors.
- Cutter
- Knives and knives with leaves longer than 6 cm.
- Scissors whose leaves exceed 6 cm in length from the axis.
- Ski and hiking poles.
- Martial arts equipment sharp or cutting.
- Swords and swords

d) Work tools. Tools that can be used well to cause serious injury or to threaten the safety of the aircraft, including:

- Levers
- Drills and bits, including cordless portable electric drills.
- Tools equipped with a blade or shaft of more than 6 cm in length that can be used as a weapon, such as screwdrivers and chisels.
- Saws, including portable electric saws without cable.
- Torches
- Fixed projectile guns and staplers.

e) Strong instruments. Any blunt instrument that causes injuries when used to hit, such as:

- Baseball and softball bats.
- Clubs and canes such as batons and clubs, and
- Equipment for martial arts.

f) Explosive and incendiary substances and devices. Any explosive and incendiary substance and devices that may be used, or appear to be used, to cause serious injury or to threaten the safety of the aircraft, such as:

- Ammunition
- Fulminants.
- Detonators and fuzes.
- Reproductions and imitations of explosives and explosive devices.

- Mines, grenades and other explosive charges for military use.
- Fireworks and other pyrotechnic items.
- Smoke boats and smoke generator cartridges.
- Dynamite, gunpowder and any plastic explosive.

The competent authority may prohibit other articles than those listed above.

Passengers will not be allowed to transport in their hold luggage any of the articles composed of explosive and incendiary substances and devices. This means explosive and incendiary substances and devices that can be used to cause serious injury or to threaten the safety of the aircraft, such as:

- Ammunition, except for ammunition transported according to the procedure in force and that has the authorization of the Airport Firearms Intervention, with a weight limitation of 5 Kg per passenger.
- Fulminants.
- Detonators and fuzes.
- Mines, grenades and other explosive charges for military use.
- Fireworks and other pyrotechnic items.
- Smoke boats and smoke generator cartridges.
- Dynamite, gunpowder and any plastic explosive.

17 SECURITY MEASURES IN THE AIRPORTS REGARDING LIQUIDS IN HAND BAGGAGE

In order to protect against the threat of liquid explosives, the European Union (EU) has adopted security measures that limit the amount of liquids or substances of similar consistency that passengers can carry with them when they pass the security controls of the airports.

For the purpose of these measures, water and other beverages, soups, syrups, creams, pastes (including toothpaste), lotions and oils, perfumes and gels, such as shower gel or shampoo, are considered liquid. contents of pressurized containers, including shaving foam, other foams and deodorants, aerosols and any other substance of similar consistency to any of those listed.

It is only allowed to carry, in the hand luggage, liquids in individual containers of capacity not exceeding 100 ml. Contents, in turn, in a transparent plastic bag with opening / closing system and capacity not exceeding 1 liter (bag of approximately 20 x 20 cm.). Only one bag can be carried per passenger, including children.

The contents of this transparent plastic bag with opening / closing system should fit comfortably and the bag with these contents should be able to be completely closed.

Passengers must be provided with these transparent plastic bags with an opening / closing system before the start of their trip.

The liquids allowed will be subject to inspection with special equipment for the inspection of liquids in airport security controls. If you are traveling with any of these liquids in your carry-on baggage, you must remove them, place them in the provided tray and present those liquids in the security control for separate inspection of the rest of the carry-on baggage, as described above. , contained in the transparent plastic bag with opening / closing system and capacity not exceeding 1 litre.

The security personnel may require the opening of containers containing liquids to perform the inspection.

Access to the security restricted area of the airport or on-board aircraft with liquids that do not pass the inspection or with those that the passenger does not allow to be inspected will not be allowed.

Liquids that are to be used during the trip are allowed either for medical needs or for the need of special diets, including children's meals. It is recommended that, as far as possible, the passenger carry with them the medical prescription or justification of their condition for the Authorities in charge of airport security controls, if they request it.

The restrictions regarding the transportation of liquids referred to in this section do not affect the checked baggage.