

GENERAL CONDITIONS OF CARRIAGE

Flight Type	Check-In Counter	
	Opens	Closes
International	180 minutes before departure (STD)	60 minutes before departure (STD)
Domestic	90 minutes before departure (STD)	30 minutes before departure (STD)

PASSENGERS REPORTING LATE FOR CHECK-IN MAY BE DENIED BOARDING.

BAGGAGE ALLOWANCE & DIMENSIONS

Checked Baggage: Adult & Child – 20 kg; Infant – 10 kg; Maximum size 40 x 60 x 100 cm.

Cabin Baggage: 7 kg for all passengers; 1 piece maximum per person; Maximum size: 35 x 30 x 20 cm (length x width x height).

DEFINITIONS

- We** refers to Astra Airways Limited (**Air Astra**).
- You or Passenger** refers to any person in possession of a ticket carried or to be carried in an aircraft with our consent.
- Carrier** is the carrier who transports the passenger and/or the passenger's baggage as stated on the ticket.
- Electronic Ticket** is a ticket saved in our booking system, either by us or on our behalf, verifiable with the **"Itinerary Receipt"** issued to the passenger.
- Fare** is the payment charged for transporting the passenger on a specified route approved by or made known to the competent aeronautical authorities.
- Ticket** is a document for the carrier issued by us or on our behalf marked as a "ticket and baggage receipt" or as an "electronic ticket"; the Conditions of Carriage and notices, as well as the flight and passenger coupons contained within it, are components of the ticket.
- Baggage** are all items that are intended for your own use, and includes both checked and unchecked baggage.

- If your journey involves an ultimate destination or stop in a country other than the country of departure, following international treaties may be applicable:
 - The Convention for the Unification of Certain Rules relating to International Carriage by Air signed in Warsaw on 12 October 1929;
 - The Warsaw Convention as amended on 28 September 1955;
 - The Warsaw Convention as amended by the Additional Protocol No. 1 of Montreal (1975)
 - The Warsaw Convention as amended in The Hague Protocol and by the Additional Protocol No. 2 of Montreal (1975);
 - The Convention for the Unification of certain Rules for International Carriage by Air signed in Montreal on 28 May 1999 (referred to as the Montreal Convention) as incorporated into Bangladesh law by the Carriage by Air (Montreal Convention) Act, 2020.

- Baggage that has been checked during boarding will be delivered to the bearer of the baggage check. If your baggage is damaged or lost, you must report in writing to us immediately on arrival. No complaints will be deemed valid otherwise.

- This ticket is good for carriage for 90 days/as mentioned for domestic travels and for international travels 180 days/as mentioned in the ticket from the date of issue, in carrier's tariffs, conditions of carriage, or related regulations. The fare for carriage hereunder is subject to change prior to commencement of carriage. Carrier may refuse transportation if the applicable fare has not been paid.

- We undertake to ensure our best effort to carry you and your baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed and form no part of this contract. We may without notice substitute alternate carriers or aircraft, and may alter or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without any prior notice.

- You are solely responsible for complying with all government travel requirements to be transported by the carrier. You shall arrive at the airport by the time specified on your ticket/electronic ticket/itinerary receipt or as notified to you electronically by SMS to your mobile phone or to your email address registered with us. We would deny you to board the flight, for other passengers' convenience & safety, or for regulatory reasons, if you fail to report/ finish check-in within the time mentioned above.

- Liability for loss, delay or damage to baggage is strictly limited for domestic journey unless a higher value is declared in advance and additional charges are paid. The applicable liability limit for checked baggage is 1000 Special Drawing Rights per passenger for domestic carriage and any other applicable liability limit as may be stated in the Montreal Convention 1999 for international carriage. We shall not be liable for any baggage which is improperly or inadequately packed. We assume no liability for fragile, valuable or perishable articles.

7. IMPORTANT NOTICE REGARDING UNAUTHORIZED TICKETS

None of our agents, employees or representatives, has the authority to alter, modify or waive any provision contained on the ticket and the conditions of this General Conditions of Carriage. Air Astra will not recognize for purposes of carriage any ticket purchased from or sold to any source other than Air Astra or its authorized travel agents. Passengers should carefully examine their tickets, particularly the General Conditions of Carriage and notices contained therein.

8. CABIN BAGGAGE ALLOWANCE

Your cabin baggage may be weighed and measured and if necessary, charged for in accordance with valid tariffs. You may carry on board the articles listed below free-of-charge over and above your free baggage allowance:

- ✓ A lady's hand bag/purse appropriate for travelling
- ✓ An umbrella or walking stick
- ✓ Laptop/notebook computer, a compact camera
- ✓ Reasonable amount of reading materials for the flight
- ✓ Infant's food for consumption in flight and infant's carrying basket (carrying basket shall be stowed in the aircraft hold at boarding)
- ✓ A fully collapsible wheelchair and/or a pair of crutches and/or other prosthetic devices for the passenger's use provided he/she is dependent upon them and will be carried only in the luggage hold
- ✓ Infant stroller, provided the infant is on-board the aircraft, will go in the luggage hold.

9. GENERAL DISCLAIMER

Please remember to lock your baggage to prevent it from falling open and to help prevent pilferage of its contents. We are not liable for loss, damage to or delay in the delivery of fragile or perishable items, money, jewellery, precious metals, electronic devices, silverware, negotiable instruments, securities and other valuables, business documents, passports and other identification documents, samples, medicines or drugs which are included in your checked and carry-on baggage, whether with or without our knowledge. For the purpose of easy identification, please label all baggage inside and outside with your name and address.

10. IDENTIFICATION OF PASSENGERS

By Government order, you are required to produce appropriate identification at the time of check-in, as well as in order to avail any special discount/services.

11. IMPORTANT CHANGE OF ITINERARY

We do not require our passengers to reconfirm their onward or return journey on our services unless we advise you otherwise. However, please contact your agent or our reservations/ticketing office if you wish to change your travel plans.

12. RIGHT TO REFUSE CARRIAGE

We may refuse to carry you and/or your baggage from a flight, if this is determined to be necessary or appropriate for safety reasons, or for the comfort and convenience of passengers. You or any other passenger will also be refused carriage, or removed from a flight, if your or their behaviour is such as to threaten safety, good order, or discipline on board the aircraft, or to cause discomfort, inconvenience, or annoyance to passengers or crew members.

13. REFUNDS

Air Astra reserves the right to make a refund only to the person named in the ticket or to the person who originally paid for the ticket. Refund will not be entertained if any claim is made after the date of ticket expiry. Ticket issued through any agent must be processed for refund by the issuing agent only.

14. NOTICE OF STATUTORY TAXES, FEES, AND SURCHARGES

The price of this ticket may include taxes, fees and charges which are imposed on air transportation by the government, related authorities and the carrier. These taxes, fees and charges which may represent as significant portion of the cost for air travel, are either included in the fare or shown separately in the "TAX" box(es) of this ticket. You may also be required to pay taxes, fees and charges which were not collected at the time of issuance of the ticket/electronic ticket.

15. WEATHER ADVISORY

At times flights are disrupted due to weather conditions that are beyond our control. We always try our level best to ensure that our customers do not suffer waiting for their flights at the airports due to any flight disruption and we try to inform them in advance. However, sometimes it is not possible to reach customers due to last-minute constraints. As such we would like to recommend to our valued customers to call flight information prior to proceeding for the airport.

16. RESTRICTED AND DANGEROUS ARTICLES IN BAGGAGE

For the safety of yours and other passengers, items defined as "dangerous goods" in the International Air Transport Association's (IATA) Dangerous Goods Regulations such as those listed below shall not be carried in your baggage, or on your person:

- Explosives & firearms
- Radioactive materials
- Compressed gases
- Flammable liquids & solids
- Oxidizing materials and organic peroxides
- Poisonous materials
- Infectious substances
- Corrosive materials
- Miscellaneous dangerous goods

To learn more about the restricted items for carriage in your baggage, scan the QR Code on the right using your smartphone



At Air Astra, it is our number one priority to ensure safety and security of our customers and employees. We continually work to create and foster a strong culture of safety and security that proactively identifies and manages risks to the operation and workplace before they can cause injuries, incidents, or accidents.

