

General terms and conditions - Information about Golden Air's terms and conditions



Information about our policies and routines for booking and passage of infants, youths, assistance with wheelchairs, pets and regulations with respect to pregnant women, are provided on the page with answers to frequently asked questions. Should you wish to obtain information or have questions that are not covered on this page, please contact our Customer Service via e-mail at info@goldenair.se, or call 0520-825 00. Policies, terms and conditions and routines may be changed without prior notice thereof. In spite of all of its efforts in terms of making sure that all information on this website is up-to-date and correct, Golden Air cannot accept any responsibility for possible losses that have directly or indirectly resulted from the use of this information and website. For purchasing air fares on this web page, you have to be at least 18 years of age. Your legal guardian shall be held responsible in the event of abuse. Agents, staff, and representatives of Golden Air do not have the authority to change or override any of the terms and conditions in this contract.

Booking and payment

Booking a flight with Golden Air entails that you pay for your fare at the same time. You therefore cannot book a ticket, without paying for it immediately. Should you need to reserve seat, but are uncertain as to time or date, we recommend that you purchase a changeable ticket, a so-called Business ticket. The easiest way of booking and making payment is through our website. You can choose to pay via Direct Banking, credit card or against invoice. If you wish to pay against invoice, the flight must be paid for no later than 11 days prior to the departure date, and the invoice must be paid for, and accounted for as such, with Golden Air five days prior to departure. Companies that have applied for and obtained credit, will be invoiced on the 16th. and 30th. of each month. The payment terms in that case are 10 days net. If you have made a booking, you have also accepted our terms and conditions, which means amongst others, that you have agreed to paying the invoice no later than on its due-date. Your credit card data are protected by means of the latest technology. In accordance with the law on e-trade, we have to inform you that we use so-called temporary cookies in order to secure your payment. They will subsequently be removed automatically. You can also carry out your booking and payment through our Customer Service on phone number 0520-82500. In this case, an administration fee of 75 SEK will be charged per one-way flight. During restricted periods, you can also book and pay for your ticket at Trollhättan - Vänersborg's- and Bromma Airport. You can also book and pay through any of our agents. If bookings are carried out in another way than through our website, an administration fee may be charged in addition to the ticket price. Golden Air does not provide any refunds for either ticket price, taxes or any other fees. Exceptions are made in cases of illness, in which case the ticket price for the flight is refunded, excluding any fees. In such events, you will need to produce a physician's certificate. For the remainder, none of the tickets can be cancelled. It is not possible to pay for the difference in the price for air fares to, in such a way, increase flexibility and the prioritisation on a ticket that has already been purchased. In such an event, you must purchase a new ticket. Ticket prices may be subject to change without prior notice.

Taxes and fees that governments, authorities and airport administrations charge from us, are included in the ticket price and will be specified for marketing

Payment fees

Credit- and charge cards

In case of payment by card, we refer to, and charge, the actual administration fee the card's issuer chooses to charge. Administration costs vary considerably, depending on which card you're using. We have chosen this method, as it does not disqualify any payment solution in relation to any other. Irrespective of this, we offer you a discount of 10 SEK. If you then choose to pay by charge card, this entails that you will not have any additional charges when booking flights. In order to be able to maintain low ticket prices, we are forced to charge the actual fees the card's issuer and banks apply if you choose to use a more expensive credit card in comparison to more economic charge cards. (A credit card is what you have when your payments are invoiced on a monthly basis. With a charge card, your payments are withdrawn from your account directly and immediately). During the booking procedure, you can view the actual charges for your card by checking under "card type".

Invoice

If you choose to be invoiced for the amount, an additional invoice fee of 45 SEK will be charged.

Tickets

If you have purchased a Business ticket, this will be valid for one (1) year from the date of purchase. With a Business ticket, you can change the date, time and place of departure, and the name of the passenger, up until 30 minutes prior to departure. The term "ticket" in this agreement refers to the printed document containing the booking code, or the booking code together with the SMS message Golden Air has sent to the passengers mobile telephone. The ticket is valid in accordance with the specifications on the ticket and this website. Service charges or other fees that arise from the passenger requesting the help of our Customer Service or agents or the like, for the purpose of changing a Business ticket, are payable by the passenger. The company has the right to deny the passenger passage if the applicable fees have not been paid for. The company also has the right to deny the passage to those persons who have booked seats and/or obtained a ticket in ways that are contrary with applicable legislation or

the company's rates, rules or stipulations. A ticket that has been booked, but not used, is regarded as become void. However, a Business ticket can be changed 30 minutes prior to departure, to a later point in time. Golden Air's economy tickets, are non-changeable to another departure, and cannot be cancelled either. If any flight is cancelled (for reasons other than war, natural disasters, strike and weather), which means we will not be carrying out the promised number of flights, and there is no alternative available with our own airline, the value of the ticket for the cancelled flight will, after official confirmation thereof, be refunded, ruling out any other commitments. This applies to all tickets. If you have purchased a Business ticket in the event of the aforementioned, we can change your booking to another airline, which can also entail that you will be able to fly from a nearby airport. If you, on the other hand, have purchased a economy ticket, the booking will be changed to the next departure with Golden Air. Check-in counters usually open around 30 minutes prior to scheduled departure. Check-in for passengers with a Business ticket is absolutely no later than 15 minutes prior to scheduled departure. If you travel on another ticket type, the check-in time is no later than 30 minutes prior to departure. If any of these times are not respected, your ticket will be regarded as having become void, and we reserve the right to deny you boarding the aircraft, without refund of the ticket's value or parts thereof. With Golden Air, you travel without ticket, it is therefore sufficient that you produce photo identification and your booking code as travel document. These are to be produced at the check-in counter. Children under the age of 18, travelling in the company of an adult who can produce photo identification as referred to above, do not need to be able to produce photo identification. If valid photo identification, corresponding to the name on the booking, cannot be produced, check-in cannot be carried out. Moreover, the ticket shall become void.

Baggage

The maximum weight of baggage allowed on the connection Trollhättan - Bromma is 20 kg. For weight exceeding this maximum, a fee will be charged at 30 SEK/kg. PLEASE NOTE! Mark your baggage with your name. Golden Air does not accept any responsibility for prior damages to the baggage's exterior (e.g. scratches, stains, dirt and dents). Checked-in baggage is delivered as soon as possible to the holder of the identification tag, at the airport of destination, i.e. Trollhättan/Vänersborg's- or Bromma Airport. Golden Air does not accept any other commitments. Responsibility for loss, delay or damages to baggage is limited. Only one item of hand baggage, with a weight of 5 kg at most, and maximum measurements of 45x35x20 cm may be brought into the cabin of the aircraft. For travelling with bulky baggage, please contact Customer Service to obtain information about whether your baggage will fit in the aircraft's cargo hold. If this is not the case, or if it can be transported but would prevent us from bringing the other passengers' baggage, we have to decline. The fee for bringing skis and golf bags is 30 sek/kg that exceeds the maximum allowed weight of 20 kg/passenger. Due to security reasons, banned items listed below may not be carried in passenger's hand baggage, in accordance with an excerpt from the European Commission's (EC) regulation nr. 622/2003, as amended through regulation (EC) nr. 68/2004, paragraph 4.1.1:n Air.

a) Fire- and other arms

All types of objects with which one is able to, or is seemingly able to, launch projectiles or induce injury, including the following:

- All types of firearms (pistols, revolvers, rifles, shotguns, etc.).
- Replicas or imitations of firearms.
- Components of firearms (with the exception of telescopic and regular sights.
- Air pistols, and -rifles and gas pistols and -rifles.
- Flare guns.
- Starter's pistols.
- Toy firearms of all types.
- Pellet guns.
- Industrial bolt- and nail guns.
- Crossbows.
- Catapults.
- Harpoons and arrow guns.
- Slaughtering masks.
- Arms emitting electroshocks such as stun truncheons and tasers.
- Cigarette lighters in the shape of firearms.

b) Pointed/sharp weapons and objects, objects with a pointed tip or sharp blade that can induce injury, including the following:

- Axes.
- Darts/arrows.
- Crampons.
- Harpoons and spears.
- Ice-axes and -picks.
- Skates.
- Knives with a lockable blade or switchblades, irrespective of the length of the blade.
- Knives, including ceremonial knives with a blade length of more than 6 cm, of metal or any other material that is strong enough to be used as a potential weapon.

- Meat cleavers.
- Machetes.
- Razors and razor blades (with the exception of safety razors and disposable razors with razor blades).
- Sabres, swords, and rapiers.
- Scalpels.
- Scissors with blades with a length of more than 6 cm.
- Ski poles and hiking staffs.
- Shurikens (star knives).
- Tools that can be used as pointed or sharp weapons, such as forged drill bits, carpet knives, tool knives, all types of saws, screwdrivers, crowbars, hammers, tongs, adjustable spanners, blowtorches.

c) Hand weapons

All hand weapons that can induce injury, including the following:

- Baseball- and rounders bats.
- Sticks and batons - rigid or flexible - e.g. coshes, police truncheons and metal spring batons.
- Cricket bats.
- Golf clubs.
- Hockey sticks
- Lacrosse rackets.
- Kayak- and canoeing paddles.
- Skateboards.
- Billiards- snooker-, and pool cues.
- Fishing rods.
- Martial arts equipment such as knuckle-dusters, clubs, batons, maces, num chucks, kubotans.

d) Explosive and inflammable substances

All explosive- or inflammable substances that constitute a health risk for passengers or flight crew or endanger the aircraft's security, including the following:

- Ammunition.
- Percussion caps.
- Detonators and blasting fuses.
- Explosives and explosive devices.
- Replicas or imitations of explosives or explosive devices.
- Mines and other explosive devices used for military purposes.
- Grenades of all types.
- Gas- and gas containers containing, e.g. butane, propane, acetylene gas, acid in large quantities.
- Fireworks, torches and flares of different kinds, and other pyrotechnical equipment (including firecrackers).
- Non-safety matches.
- Smoke bombs and smoke cartridges.
- Inflammable liquid fuels, such as petrol, petroleum, diesel oil, lighter fluid, alcohol, ethanol.
- Spray paint.
- Turpentine and thinner.
- Alcoholic beverages with more than 70 percent alcohol by volume (140 percent proof).

e) Chemicals and poisonous substances

All chemicals or poisonous substances that constitute a health risk for passengers or flight crew or endanger the aircraft's security, including the following:

- Acids and bases, e.g. battery cells from which liquid can leak out.
- Corrosive or bleaching substances such as mercury and chlorine.
- Sprays that can render persons temporarily defenceless, such as teargas, and pepper spray.
- Radioactive materials, such as medicinal or commercial isotopes.
- Poisons.
- Contagious or biologically hazardous material, e.g. infected blood, bacteria and viruses.
- Material that can self-ignite.
- Fire extinguishers.

Following objects may not be transported in the cargo hold:

- Explosives, including detonators, blasting fuses, grenades, mines and explosive devices.
- Gases: propane, butane.
- Inflammable liquids, including gasoline and methanol.
- Inflammable solids and reactive substances such as magnesium, firelighters, fireworks and torches.
- Oxidation agents and organic peroxides, including bleach and reparation kits for car coachwork.
- Poisonous or contagious substances, including rat poison and infected blood.
- Radioactive material, including medicinal and commercial isotopes.
- Corrosive substances, including mercury and car batteries.
- Components for fuel systems for vehicles that have contained fuel

Deviations and/or Delays

The EU-Law No 261/2004 - Feb 11th 2005 regulates passenger rights concerning denied boarding on flights departing in accordance to schedule, cancelled departure where notice have not been given at least 14 days prior to departure and when scheduled departure is delayed more then two hours. The complete Law is presented at the following web address: http://europa.eu.int/eur-lex/pri/sv/oj/dat/2004/l_046/l_04620040217sv00010007.pdf

In accordance to this law we are obliged to keep it obtainable at request, when delayed flights or denied boarding occur.

If cancellation, alteration or delay occur due to extraordinary circumstances, for example weather conditions, third-party actions (ex CAA), intoxicated passenger, technical malfunction on aircraft or staff injury, this Law is not applicable.

When delays and cancellations occur due to extraordinary circumstances, our rules are as follows:

The passengers traveling on our rebookable ticket will be rebooked, when possible, to another airline and Golden Air will pay the difference for this new ticket - in accordance to our "Get There Guarantee". Passengers having reservations on other Golden Air tickets will be handled as follows: If any departure is cancelled, meaning that we are operating with lesser departures than scheduled and no suitable alternate departure exists, the ticket will be refunded upon request (less possible handling fees), with no further obligations. Golden Air will never, in these extraordinary situations, compensate with transport, hotel stay, etc. Coffee coupons will however be distributed in case of delays more than one (1) hour. We do not take any further responsibility or other compensations beyond the above mentioned. Our policy enables us to maintain our low air fares.

Golden Air makes all efforts to provide passengers and luggage as efficient as possible and in accordance with schedule, however times stated are not guaranteed and are not a part of a agreement. The company can, without prior notice, use other airlines and/or aircrafts and use alternate airports, other than stated on passenger ticket. Printed time tables can be changed without prior notice. Golden Air are not responsible for any compensation, such as luggage delivery, arrange connecting flights, hotel stays, etc. We do not recommend our passengers to make reservations on other connecting flights. Golden Air will under no conditions accept any responsibility for possible losses due to missed flight, event or other arrangement.

Children

Infants under 2 years of age may (on the return flight) travel free of charge, provided they sit in an adult's lap (one infant per adult). If the infant turns 2 before the return flight, applicable ticket prices and taxes and fees must be paid for that part of the journey. Golden Air accepts children travelling unaccompanied by an adult, provided they are between the ages of 5 and 11. You can read more about travelling with children on our help page.

Our right to deny passage:

We reserve the right to deny you and/or your baggage passage on the aircraft. The reason for such a decision can consist of:

- Your behaviour or physical or psychological condition or the contents of your baggage being a potential risk for injury or anxiety for you or other passengers and/or crew members.
- Full payment for the ticket, as well as all applicable fees not having been paid or a credit agreement between you (or the person or company that has paid for your ticket) and Golden Air not having been respected.
- Your travel documents or any other document such as your passport or other form of identification not being present, having been reported missing, or showing signs of forgery or in any other way being invalid or showing signs of being invalid.
- The person intending to check-in or embark not being able to prove that his or her name is the same as the name to which the ticket has been made out. In such an event, we reserve the right to redeem such a ticket without compensation for its value.

Compensation for damages in case of accidents

In accordance with EU-regulation nr. 2027/97 airlines operating within Europe may not cite any limitation of liability with respect to passengers, in the event of damages claims due to personal damages that have a monetary value of up to 100,000 SDR (if the person incurring the damages has not demonstrated contributory negligence in the matter). In addition, the airline must make advance payment for the compensation within 15 days, in order to provide for the economic needs of the person entitled to compensation. The person entitled to the compensation does not need to repay the advance payment, if he or she has not demonstrated contributory negligence in the matter.

If the passenger's passage entails that the place of destination, or the place of intermediate landing is located in another country than the place of departure, the Montreal- or Warsaw Convention becomes applicable. The Convention regulates, and in most cases limits, the airline's liability in case of death, personal injury or damages to, or the loss or delay of baggage.

If a passenger incurs personal injury, an airline based within the EC (e.g. in Sweden), may not reject or limit its liability for damages with a value of up to 100,000 SDR, by demonstrating that the airline or its representatives have undertaken all required measures for avoiding the injury, or that it did not lie within their power to undertake such measures. Notwithstanding the aforementioned, the airline company can be fully or partly released from its liability for damages, if it can prove that the injury was caused by the injured or deceased passenger, or that he or she has demonstrated contributory negligence in the matter. The airline company must be insured for monetary damages of up to 100,000 SDR per passenger, and beyond that to a reasonably level.

Without this constituting an admission to being liable for damages, the EC-airline company shall, no later than within 15 days after the identity of a physical person entitled to compensation for damages has been assessed, carry out such advance payments as may be needed to provide for immediate economic needs, to such proportions that duly fit the person's distress. Such an advance payment shall, in the event of a death, not be lower than 15,000 SDR. Advance payments shall be balanced out with possible later amounts that are paid out in relation to damages claims. Advance payments need not be paid back, unless in events such as were described in the previous paragraph, second sentence, or it is proven that persons were not entitled to compensation for damages. (See the Council's regulation (EC) nr. 2027/97 from the 9th. of October 1997 on airline company's liability with regards to damages claims in case of accidents).

SDR refers to Special Drawing Rights, instated by the International Monetary Fund.

Thank you for choosing Golden Air.