

## Frequent questions. Flights

### Answers General Info

#### How do I book a flight?

Book a flight through the web is very simple, in just a few clicks've booked your flights. All you have to do is indicate airports of departure and arrival and number of passengers, and choose the price and schedules that best fit your needs. Follow the booking process, complete the details for the payment thereof, to receive e-mail with the details of your reservation.

How do I know if my reservation is confirmed? I have not received the confirmation email.

Upon completion of the booking process, our system will indicate the booking reference.

You will receive a confirmation email at the email address provided during the purchase process. Reservations can reach confirmed during the following completion of the reservation 24 hours, although in most cases are made immediately. Sometimes, if there is an issue with the airline or bookings include any special request, could take longer. If you do not receive the confirmation email within 24 hours flight, please contact us by phone +34 972 249 449

I need additional information about online billing and luggage.

The rules regarding online billing and baggage vary depending on the airline. Some airlines require check in online to avoid additional charges on arrival at the airport. In the mail confirmation of the reservation you can find the details of your reservation with regard to both points.

If you need additional information, contact us at + 34 972 249 449

I want to change or cancel my reservation what I have to do?

To request any changes or cancel your reservation, it is necessary that you contact us at least 72 hours before your flight departure via phone + 34 972 249 449

If you want to change your flight, whatever change you want to do (alternative route, departure date or back, passenger name, etc.), just let us know and we will contact the airline operating your flight to check change is possible.

Please note that the changes are not always possible and any application is subject to authorization by the company.

Remember that we can not address any request for change or cancellation by mail: will only be accepted by phone at least 24 hours in advance of departure. For departures on Sunday and Monday it is necessary that you contact us before Friday.

The cost of changes and cancellations requested by the passenger depends on the airline, route, number of passengers, etc. Once your request has been managed, we will inform you by email, phone or SMS the exact amount to be charged or credited.

Some fares and airline tickets are not refundable or may incur extra fees

The cost of insurance will not be refunded in any case.

In some cases, if the outbound flight is not used, the airline may deny boarding to return.

The airline changed my flight what I have to do?

If the company has changed the schedule of your flight or some other aspect thereof, our Customer Service Center will contact you by phone, email or SMS, to provide you all the information. For this reason, it is very important that, when booking, indicate a telephone number and valid email address.

If you want to accept the change in your flight, you just follow the instructions in communication. Otherwise, please contact us via phone 972 249 449

How I can request a refund?

If you want to receive information about the reimbursement process, call us at 972 249 449

Please note that after your refund request, receive a detailed communication with respect thereto, indicating the amount.

What forms of payment can I use for my flight?

You can book with us using a wide variety of payment methods. You can check the complete list during the purchasing process, it is also possible to pay the same calling us at 972 249 449 facilitating coordinated credit card

What are the restrictions unaccompanied minor pear?

Regulation for unaccompanied minors varies depending on the airline. In any case, reservations for passengers under 18 traveling unaccompanied by an adult must be made through our Customer Service Centre, with which you can contact by calling 972 249 449

How to proceed to make a reservation for a person with reduced mobility, or you need any special assistance?

Policies and services for passengers with reduced mobility vary depending on the airline and may even vary depending on the assistance requested. Please tell us what are the specific needs in the

field dedicated during the purchase process or by calling our Customer Care Center, with which you can contact by calling 972 294 449

Can I book flights with more than one airline?

In order to provide our customers the widest range of possibilities for your flight, we offer the opportunity to book combined flights. This option allows you to book a round around with different airlines, including low cost.

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