

ISTABRAQ

CONDITIONS OF CARRIAGE

OFFICIAL LEGAL PROVISIONS & PASSENGER REGULATIONS

ARTICLE 01: SCOPE OF AGREEMENT

This document constitutes the entire Contract of Carriage between Istabraq Airways and the passenger. No employee or agent of Istabraq Airways has the authority to alter or waive any provision set forth herein. Carriage is subject to the rules and limitations relating to liability established by the Montreal Convention, unless such carriage is not international carriage to which the Convention applies.

ARTICLE 02: TICKETING AND VALIDITY

A reservation is not confirmed until full payment is processed and a unique electronic ticket number is issued. The ticket is valid only for the passenger named thereon and for the flight dates specified. Tickets are strictly non-transferable and may not be resold. Any attempt to travel under a ticket purchased through unauthorized channels will result in immediate cancellation without refund.

ARTICLE 03: FARE CONDITIONS AND TAXES

Fares quoted include only air carriage from the point of origin to the destination. Additional services such as ground transportation, hotel accommodations, and meals are not included unless expressly stated. All government-imposed taxes and airport security fees are the responsibility of the passenger and are calculated at the time of ticket issuance.

ARTICLE 04: CANCELLATION AND MODIFICATION

Voluntary modifications to an itinerary are subject to availability and the payment of applicable fare differences and change fees. Cancellation policies vary by booking class:

- **Premium Suites:** Refundable up to 24 hours prior to departure, subject to administrative fees.
- **Executive Class:** Partial refund or travel credit provided for cancellations made 72 hours before flight.

- **Standard Class:** Non-refundable and non-changeable once ticketed.

ARTICLE 05: BAGGAGE COMPLIANCE

Passengers are required to comply with the weight and dimension limits for checked and cabin baggage as specified in their itinerary. Istabraq Airways reserves the absolute right to refuse carriage of any baggage that contains prohibited or hazardous materials as defined by IATA Dangerous Goods Regulations.

ARTICLE 06: PASSENGER CONDUCT

Istabraq Airways maintains a zero-tolerance policy regarding disruptive behavior. Passengers must follow all instructions given by the flight crew. Failure to comply with safety regulations or engaging in behavior that threatens the safety or comfort of other passengers will result in legal action and potential blacklisting from future travel.

ARTICLE 07: PRIVACY AND DATA HANDLING

By purchasing a ticket, the passenger consents to the collection and processing of personal data for the purposes of flight security, immigration control, and service enhancement. Personal data will be handled in strict accordance with international data protection laws and may be disclosed to government authorities as required by law.

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