

Air Munich - Mbretresha Teute 9/b - 40000 Mitrovica - Jurisdiction: Prishtina/Kosova

Air Munich is a tour operator. All schedule and charter flights mediated by Air Munich are subject to conditions of carriage of the operating carrier. Any reference made hereby serves as information only.

1. Before departure

1.1 The passenger must present valid travel documents and the booking code at the check-in desk

1.2 Passengers should report at airport check-in desk at least 2 hours before departure

2. Baggage

Baggage term vary from airline to airline. The term and conditions of the operating carriers are applicable. The following rules apply in general:

Hold baggage for adults (ADL): max. weight: 20kg,

Hold baggage for infants (INF): max. weight: 10kg

Hand (cabin) baggage: max. weight: 5kg.

The respective term and conditions concerning hand baggage and the relevant safety and security regulations are to be respected.

3. Booking terms

3.1 At Air Munich the booking can be made online (www.airprishtina.com), through travel agencies or via the call center. Upon all bookings made via the call center of Air Munich, the passenger receives a booking code per email, SMS or via phone depending on the type of reservation.

3.2 Air Munich considers the booking as accepted at the time the passenger receives the booking confirmation per email or SMS. In the event of sales via phone through the call center, the declaration of acceptance can be done formlessly or through conclusive behaviour (the vocal transmission of the booking code).

3.3 The passenger is obliged to verify the correctness of the transmitted reservation data and, if necessary, immediately point out any incorrectness, discrepancy or lack of delivery. Delayed reference to incorrectness or discrepancy does not give rise to a withdrawal of the contract.

3.4. The services and the ticket fare confirmed at the time of reservation are final and binding. The ticket fares on our website are subject to ongoing adjustments and can fluctuate up and downwards.

Special and discounted offers are subject to alteration.

3.5. The transportation will be granted only upon presentation of complete and valid travel documents (Passport, ID card, confirmation codes, visa etc.). The passenger himself is responsible for adherence to the rules and regulations that govern his journey. Refund claims that come as a result of denied boarding due to non-compliance with the entry and exit regulations are not accepted.

3.6 If the passenger is denied entry into a certain country, he/she will bear all expenses incurred for his return from that country. The ticket fare to the point where entry was denied will not be refunded to the passenger.

3.7 Reservations must be made under the name of the passenger who intends to fly. If this is not the case, carriage cannot be provided to that passenger. In such cases, the ticket is non-refundable.

3.8 Generally, children younger than 5 years will be carried only if accompanied by an adult guardian. Air Munich must be notified of unaccompanied minors (5 to 12 years) at least 48 hours before departure, otherwise the transportation is not guaranteed.

3.6 Connections to onward flights are not guaranteed.

4. Payment

4.1 The flight times booked at Air Munich can be purchased on credit cards that are accepted by Air Munich or through bank transfer. Further, the purchase can be completed on cash terms at one of the office of Air Munich partners or at the airport desks of Air Munich.

4.2 It is up to the customer to provide a valid, genuine, complete and, in what so ever form, a non-manipulated card to Air Munich . If this is not the case, Air Munich cannot guarantee the price or the booking as such.

4.3 Payment default or late payment entitles Air Munich to deny provision of any service especially passenger carriage. In addition, in such cases Air Munich is entitled to hire a debt collection agency for the purpose of debt collection. In the event of unwillingness or inability to pay, the default will be reported to the relevant companies or governmental organisations (credit bureau, enforcement agencies etc.)

5. Reservation change, name change and cancellation

5.1 Flight changes - if there are free seats for the new desired flight - can be made up to 48 hours before the flight with a charge of €50, for each passenger. In addition, other additional expenses may arise as a result of the tariff change. If during the change you choose a cheaper flight, the price of the first booking applies. Name changes can be made with a charge of €50, per passenger. Reservations (flights and/or names) can be changed over the phone at the Air Munich Call Center or at Air Munich offices.

5.2 Passengers are required to take both outbound and inbound flights. If the outbound flight is not taken, the inbound flight will be automatically cancelled and the refund of ticket fare excluded. This applies also if the return flight is not taken.

5.3 The passenger has the right to withdraw from the use of the flight (cancellation) within 24 hours of booking the ticket. The time of receipt of the cancellation of the booking by Air Munich is decisive. A written clarification is suggested. Cancellation after flight departure is no longer possible. In case of cancellation of the booked flight, the following cancellation compensations are set to be paid:

up to 10 days before the flight 25% of the ticket price,

up to 3 days before the flight 50% of the ticket price,

from 3 to 0 days before the flight 100% of the ticket price.

It is recommended to conclude an insurance agreement. The partial or total return of the ticket funds can only be made in the form of a credit. The credit is valid for 6 months from the date of issue. If it is not used within the specified period, it is no longer valid.

5.4 The limited offers quoted at a ticket fare below EUR60 (one-way flight inclusive fees and charges) are neither changeable nor refundable.

5.5. The charges and fees imposed by Air Munich are subject to change at any time. This concerns charges for booking via phone, payment by credit card, cancellation fee, rebooking fee or other charges or fees. The charges and fees can be reduced, increased or even waived.

6. Baggage claim and luggage loss

Passenger, luggage and freight damage are subject to certain international agreements and regulations that govern the liability of the airline in such cases. Every complaint should be addressed to the operating airline in written form.

7. Flights

The passenger will be carried on a schedule or charter flights operated by a Swiss or other foreign airlines. The published flight schedule, the operating airline and/or the operating aircraft can be subject to short-term changes.

8. Complaints

Any complaint should be addressed immediately to the Customer Relations Department of Air Munich: info@airmunich.eu

9. Use of the website

Information, products and services accessible on this website cannot be changed or used for derived works.

10. Acceptance of these terms and conditions (AGB / GTC)

The use of the website www.airmunich.eu and the herein offered services by Air Munich are subject to these General Terms and Conditions (GTC). By using this website you agree to these GTC without reservation, otherwise the usage by you of this website and of the services offered by airmunich.eu is not permitted.

11. Additional agreements

Additional agreements, extensions, modifications or other assurances to this contract are only applicable if confirmed in writing.

12. Applicable Law

The contract is subject to Kosovo law. The place of jurisdiction is Prishtina, Kosovo.

13. Severability clause

If one or more terms of this agreement are or become ineffective, the validity of other terms should not be affected.

14. These terms and conditions are valid as of 23.04.2024

The German version of these General Terms and Conditions take priority over its translated versions. If you face difficulties in understanding these information, ask for help from the Call Centre of Air Munich on +498941616693

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