

Check-in Policy

1. Generally

- a. A carriage of a passenger will be realised by the carrier subject to presentation of comprehensive and valid travel documents together with an ID card/passport/visa, or other alternate document if the original documents were lost. A presentation of a suitable ID document such as a note in the passport of the carer or legal guardian or an ID card of a minor, applies to minors and toddlers.
- b. Should the entry regulations of the destination state not be fulfilled, or the transport documents (for example visas)/ID cards specific to the country not be presented, the carrier shall be authorized to deny the carriage. In case of a carriage to countries outside the Schengen area, according to Article 2.3 of the [Conditions of Carriage](#) (charter flights), the carrier shall be authorized to deny the carriage also if the passenger departing to the country outside the Schengen area does not meet the entry requirements of return to the departure airport, if the country of such final destination outside the Schengen area requires a confirmed return reservation as an entry condition.
- c. The passenger shall be obliged to be prepared for boarding at the latest at the time specified on the boarding pass and present together with a valid boarding pass in the boarding area/at the boarding gate of his/her flight. Should the boarding time not be specified on the boarding pass, the passenger shall be obliged to be present in the boarding area/at the boarding gate of his/her flight at the latest 20 minutes prior to the departure of his/her flight.
- d. If the passenger, after checking in, had not been present at the entrance of the aircraft, and for this reason the flight was delayed due to the necessity to offload his/her checked baggage, the passenger is bound to bear all resulting costs and expenses.
- e. Exact departure times shall be specified in the air ticket/relevant confirmation of a reservation.

2. Minimum time for check-in

- a. For short- and medium-haul flights (up to 5000 km), the passenger, to be able to board a booked flight, shall be obliged to come to the check-in counter to collect his/her boarding pass at the latest 40 minutes prior to the standard departure time (does not apply for departures from Dubai and Tel Aviv).
- b. For long-haul flights (above 5000 km) and all flights departing from Dubai and Tel Aviv, the passenger, to be able to board a booked flight, shall be obliged to come to the check-in counter to collect his/her boarding pass at the latest 60 minutes prior to the standard departure time.
- c. Passengers who do not require special assistance may check-in online for particular flights according to the conditions published here: <https://www.smartwings.com/en/online-check-in>.

3. Liability

- a. The carrier shall not be liable for any damage caused to the passenger as a result of the passenger's violation of obligations set in this Check-in Policy.
- b. Should the carrier incur any additional costs connected to a breach of obligations set in this Check-in Policy, such as a breach of customs or passport regulations of the departure or arrival country, costs of the passenger's deportation, costs billed by state authorities related to a breach of law of the departure or arrival country, flight delay due to late arrival of a passenger to the boarding area/boarding gate, etc., these additional costs would be demanded by the carrier from the passenger.

4. Seat allocation on the aircraft

The carrier shall not guarantee that a requested seat will be allocated to the passenger in the aircraft. The carrier is entitled to change the passenger's allocated seat without prior notice for safety or operational reasons, regardless any previous valid reservations. Should the passenger not check-in for the flight on time or be unable to board the aircraft for any other reason, the carrier is entitled to cancel his/her seat reservation on the concerned flight. The seats on the aircraft shall be indicated on the boarding pass, and they shall be, usually, allocated to passengers according to their check-in sequence. For safety reasons, emergency exit rows may only be occupied by passengers who:

- are at least 12 years old,
- can read, understand, and follow instructions given by the crew,
- are physically capable and willing to open the emergency exit door in the case of an emergency,
- are not a person with limited mobility and/or orientation,
- are not travelling with a person dependant on your assistance in the case of an emergency,
- do not require seat belt extensions,
- are not carrying an animal on board of flight,
- are not pregnant,
- are not aware of any other limitations (e.g. medical or psychological) that could prevent them from complying with the above-listed rules and regulations or cause harm to themselves or others.