

General Terms and Conditions

Airtiketa GmbH
Colmarer Str. 1
79576 Weil am Rhein, Germany
Company registration number: HRB-728839

1. Scope of the General Terms and Conditions

All services provided by airtiketa.com (hereinafter AT) are offered exclusively on the basis of the General Terms and Conditions set out below. Exceptions to these terms are valid only if agreed in writing and confirmed by us in writing.

2. Offers and conclusion of the contract

The offers in the online booking system constitute a binding application for the customer. By registering via the online form, the customer makes a binding commitment to conclude a contract of carriage under the applicable terms of AirTiketa GmbH. The contract is concluded upon acceptance by AT, as soon as AT confirms the booking by email or charges the customer's credit card.

3. Payment terms

The prices displayed and confirmed during booking apply. Payment is made exclusively using a credit card accepted by AT. Upon confirmation of the booking, the full ticket price becomes due and the credit card provided is charged. If the bank or credit card institution declines the payment, AirTiketa GmbH is entitled to terminate the contract immediately and cancel the booking. In this case, a processing fee of €30.00 per passenger is charged.

4. Confidentiality guarantee

AirTiketa guarantees complete confidentiality of all data provided by the customer.

5. Travel documents

The passenger receives the booking confirmation by email, which serves as the travel ticket. Travel without valid documents is not permitted. Flight tickets on which the names or personal details do not match those of the passenger are not accepted as valid documents. A processing fee of €30.00 applies whenever tickets are lost or reissuance is requested. Each passenger is responsible for complying with the entry requirements of other countries.

6. Rebooking / cancellations

Booking and name changes are possible upon payment of a fee and must be requested before the flight. Cancellations must be submitted in writing by email on working days by 18:00 to support@airtiketa.com.

The cancellation terms are:

- 10% if cancelled 30 days before travel
- 25% from 29 to 21 days
- 50% from 21 to 14 days
- 75% from 14 to 7 days
- 100% for cancellations within 7 days or after the journey has begun.

Name changes are free of charge if there is no fare difference. For cancellations on the day of the flight or no-shows, 100% of the ticket price applies.

7. Check-in time

AirTiketa recommends that passengers arrive at the relevant check-in counter at least 120 minutes before departure. The counter closes 40 minutes before departure.

8. Return confirmation

Each customer is required to reconfirm their return journey 24-48 hours before departure by contacting AirTiketa.

9. Baggage and documentation

The baggage allowance per passenger is 20 kg. Additional baggage is charged at the applicable rates.

10. Discounts for children and young passengers

Children up to 2 years of age and young passengers up to 11 years of age receive discounted fares.

11. Assignment

The assignment of rights against AirTiketa is not permitted.

12. Complaints

Complaints may be submitted in writing to:

Airtiketa GmbH, Colmarer Str. 1, 79576 Weil am Rhein, Germany

13. Place of arbitration

The place of arbitration is Lörrach.

14. Severability clause

If any provision of these terms becomes invalid, the validity of the remaining provisions remains unaffected.

15. Effective date

These terms have been in force since 25 May 2023.