APPROVED

Director General Order

Belavia – Belarusian Airlines

\_\_\_\_\_\_\_\_\_\_\_No.\_\_\_\_\_\_\_\_\_

GENERAL RULES

of Passengers, Baggage and Cargo

Carriage of Belavia – Belarusian

Airlines

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SECTION I. GENERAL PROVISIONS AND SCOPE

1. The General Rules of Passengers, Baggage, Cargo Carriage (hereinafter referred to as the Rules) were developed on the basis of Article 94 of the Air Code of the Republic of Belarus and in accordance with the Aviation Rules of Passengers, Baggage, Cargo Air Carriage, approved by the Decree of the Ministry of Transport and Communications of the Republic of Belarus dated 12.08.2009 No. 70 and the Aviation Rules «Organization of Passenger, Baggage, Cargo and Mail Handling at the Airports of the Republic of Belarus», approved by the Decree of the Ministry of Transport and Communications of the Republic of Belarus dated June 14, 2021 No. 15-P.
2. The Rules determine the conditions for air carriage of a passenger, passenger’s things, including things that are at passenger, carried on board an aircraft (hereinafter referred to as AC) on the basis of Passenger Air Carriage Agreement, as well as goods accepted for transportation on the basis of Cargo Air Carriage Agreement (air waybill), and are used to provide passengers, consignors and consignees with information about the rules and requirements of Belavia - Belarusian Airlines (hereinafter referred to as the Airline) for passengers, consignors and consignees in the course of air carriage of passengers, baggage, cargo.
3. The Rules apply when performing international air transportation (hereinafter – transportation) of passengers, baggage, cargo by flights according to the schedule and additional flights (hereinafter – scheduled flights), as well as the flights under an aircraft charter agreement (hereinafter – charter flights) for which the Airline is the actual operator.
4. The Rules establish the rights, duties and responsibilities of the Airline and passengers, consignors and consignees using the services of the Airline, and are binding on them.
5. The Rules apply to the international passenger air carriage, cargo air carriage (hereinafter referred to as Air Carriage Agreement), if they do not contradict the conventions in the field of international air transportation, documents of the International Civil Aviation Organization (ICAO), the International Air Transport Association (IATA), as well as the current international treaties and agreements of the Republic of Belarus on air traffic.
6. The international carriage of passengers, baggage, cargo is subject to the action of the relevant mandatory regulations and rules of the competent authorities of that country, to the territory, from the territory or through the territory of which the transportation is carried out.

If any provisions specified in these Rules or in the transportation document are in conflict with the legislation of the relevant country and which cannot be changed by agreement of the parties to the Air Carriage Agreement, then such provisions remain in force and are considered part of the Air Carriage Agreement to the extent that insofar as they do not conflict with the said legislation. At the same time, the invalidity of any provision of these Rules does not cancel the validity of other provisions of these Rules.

1. The Rules are an integral part of Passenger Air Carriage Agreement, Cargo Air Carriage Agreement. When concluding an Air Carriage Agreement, the version of the Rules that is in force on the date of issue of the transportation document (ticket, air waybill) is applied.
2. The Rules, as well as the other regulatory documents issued in development of the Rules, may be amended and supplemented by the Airline without prior notice to passengers, consignors, consignees. Changes and additions will not be applied to the passenger, consignor or consignee, if they were made after the passenger, consignor, consignee concluded Passenger Air Carriage Agreement, Cargo Air Carriage Agreement.

Any agent, employee or representative (supervisor) of the Airline must strictly adhere to these Rules and has no right to distort or change their provisions.

SECTION II. REFERENCES

1. These Rules have been developed in accordance with the requirements of the following regulatory legal acts:

The Convention on International Civil Aviation (Chicago Convention, 1944);

Annex 9 to the Convention on International Civil Aviation «Facilitation»;

Annex 17 to the Convention on International Civil Aviation. Security: Safeguarding International Civil Aviation against Acts of Unlawful Interference;

Annex 18 to the Convention on International Civil Aviation «Safety Carriage of Dangerous Goods by Air»;

The Convention for the Unification of Certain Rules Relating to International Carriage by Air (Warsaw Convention, 1929);

The Protocol to amend the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw on December 12, 1929 ( Hague, 1955);

Standards and Recommended Practices of the International Civil Aviation Organization (ICAO) and the International Air Transport Association (IATA);

IATA Dangerous Goods Regulations;

Technical Instructions on Safety Carriage of Dangerous Goods by Air (Doc 9284 – AN/905 ICAO);

Air Code of the Republic of Belarus;

the Law of the Republic of Belarus dated 07.05.2021 No. 99-З «On the Protection of Personal Data»;

the Law of the Republic of Belarus dated 20.09.2009 N 49-З «On the Procedure for Exit from the Republic of Belarus and Entry into the Republic of Belarus of Citizens of the Republic of Belarus»;

the Decree of the Ministry of Transport and Communications of the Republic of Belarus, Ministry of Internal Affairs of the Republic of Belarus dated of 01.03.2017 No. 4/54 «On Approval of the Instructions on the Procedure for Carrying Out Inspections to Ensure Aviation Security»;

Regulations on insurance activities in the Republic of Belarus, approved by the Decree of the President of the Republic of Belarus dated 15.08.2006 No. 530 « On insurance activities»;

the Decree of the Ministry for Emergency Situations of the Republic of Belarus dated February 9, 2009 No. 7 «On Approval of the Rules for Ensuring the Safety of the Transportation of Dangerous Goods by Civil Aircraft of the Republic of Belarus»;

the Decree of the Ministry of Transport and Communications of the Republic of Belarus dated 12.08.2009 No. 70 «On Approval of the Aviation Rules for the Air Transportation of Passengers, Baggage, Cargo»;

the Decree of the Ministry of Transport and Communications of the Republic of Belarus dated June 14, 2021 No. 15-P «On Approval of the Aviation Rules «Organization of Passenger and Baggage Service, Cargo and Mail Handling»;

the Decree of the Ministry of Transport and Communications of the Republic of Belarus dated June 28, 2008 No. 76 «On Approval of the Form of an Electronic Passenger Ticket and Baggage Check in Civil Aviation»;

Security Program of Belavia – Belarusian Airlines.

SECTION III. TERMS, DEFINITIONS AND ABBREVIATIONS

1. For the purposes of these Rules, the following terms, definitions and abbreviations apply:

airline (carrier) – a legal entity, regardless of the form of ownership, which aims to carry out and service for a fee air transportation of passengers, baggage, cargo and mail, perform aviation work, and carry out other types of activities in the field of civil aviation;

aviation security (AS) means the protection of aviation from unlawful interference;

agent – a person, firm, partnership, corporation, association, company, other carrier who, in accordance with a written agreement with the Airline, is authorized to act for or on behalf of the Airline;

Property Irregularity Report (PIR) – is a document issued by the Airline in the presence of the passenger (recipient) immediately upon discovery of damage caused to baggage transported by the aircraft of one or more carriers. The act is signed by the Airline and the passenger;

Cargo Irregularity Report (CIP) – a document issued by the Airline and the handling organization immediately upon discovery of damage to the cargo. The act is signed by the Airline and the handling organization;

ATA - (Air Transport Association of America) – Air Transport Association of America;

air terminal (passenger terminal) – a building for servicing air transport of passengers;

airport – means a complex of facilities, including an airfield, an air terminal and other facilities designed for aircraft landing and takeoff and for providing air traffic services, and that has the equipment, aviation staff and other employees required for this purpose;

international airport – means an airport which is used by aircraft on international flights to land and takeoff, and which carries out border and customs control facilities, as well as other types of control in cases stipulated by international treaties and laws of the Republic of Belarus;

airport (point) of destination – the airport (point) to which the passenger, baggage, cargo must be delivered in accordance with Passenger Air Carriage Agreement, Cargo Air Carriage Agreement;

airport (point) of transfer – an intermediate airport (point) indicated in the ticket and baggage receipt, air waybill, in which a passenger, baggage, cargo is transferred from one flight to another flight of the same or another carrier for further travel along the transportation route in accordance with Passenger Air Carriage Agreement, Cargo Air Carriage Agreement;

airport (point) of stopover – an intermediate airport (point) of the route where the passenger, upon prior agreement with the Airline, interrupts his flight on the route in accordance with Passenger Air Carriage Agreement for more than 24 hours;

airport (point) of departure – the airport (point) from which, in accordance with Passenger Air Carriage Agreement, Cargo Air Carriage Agreement the carriage of passengers, baggage, cargo begins;

baggage – items, things and other personal property of a passenger that are necessary or intended for wear (clothes), use, comfort or conveniences associated with the passenger's journey. This concept includes both checked and unchecked passenger baggage (hand baggage);

checked baggage – passenger's baggage accepted by the Airline under its own responsibility, for which the Airline has issued a baggage tag;

baggage tag – a document in the form approved by ATA and (or) IATA, issued by the Airline to identify checked baggage;

unclaimed baggage – means baggage that has arrived to the airport (point) of destination indicated on the baggage tag and which has not been received or claimed by the passenger;

unchecked baggage (cabin luggage) – any passenger's baggage, except for checked baggage, which is carried in aircraft cabin under passenger control during the flight;

baggage paid (excess baggage) – part of baggage, that exceeds the free baggage allowance established by the Airline in terms of dimensions or weight of one piece or that is required mandatory payment regardless of the specified norm;

ticket – means a document entitled «Passenger Ticket and Baggage Check» described in applicable IATA and/or ATA Resolutions and Recommended Practices, issued by or on behalf of the Airline, including «Conditions of Air Carriage Agreement and Other Important Notices» as specified in the IATA Resolution 724. A ticket (including an electronic ticket) is a document certifying the conclusion of an Air Carriage Agreement between the Airline and the passenger in whose name the ticket is issued;

electronic ticket – a method of documenting the sale of transportation and control of transportation, as described in IATA Resolution 722, which does not require a paper document and includes an itinerary / receipt issued by or on behalf of the Airline, electronic coupons (information about electronic coupons is stored in the Airline's database) and boarding pass;

interline tag (International Baggage Identification Tag for several carriers) –a travel document in the form approved by ATA and (or) IATA, intended for use in interline transportation and issued by the original carrier to identify checked baggage for through interline transportation;

booking – preliminary allocation of seats on the aircraft for the carriage of passengers, as well as volume and tonnage on the aircraft for the carriage of baggage, cargo;

Warsaw Convention – Convention for the Unification of Certain Rules Relating to International Carriage by Air (Warsaw, 1929);

carry-on luggage (personal belongings of passengers) means articles of clothing and other items held by the passenger at him while travelling by air that are not considered baggage;

refund of amounts – payment to the passenger, the sender who paid for the carriage, or to the person representing him, of part or all of the cost of carriage or services that were previously paid by him, but not used, with the exception of carriage issued using non-refundable fares;

Air Code of the Republic of Belarus – the Law of the Republic of Belarus, which establishes the legal and organizational framework for the use of airspace and aviation activities in order to meet the needs of the economy and the population, defense and security of the state;

aircraft (AC) – means an airborne vehicle supported in the atmosphere through its interaction with air, other than interaction with air reflected from the surface of land or water;

air carriage – means carriage of a passenger and/or baggage by air by Belavia – Belarusian Airlines in accordance with the terms and conditions of Air Carriage Agreement. Air carriage includes the period starting from completion of preflight screening prior to boarding the aircraft and until the aircraft passenger leaves the airport under the supervision of persons authorized by the Airline;

harm – damage caused during air transportation, due to the death or damage to the health of a passenger, loss, shortage, damage to baggage, cargo or delay in the delivery of a passenger, baggage, cargo to the destination in violation of the terms of Passenger Air Carriage Agreement, Cargo Air Carriage Agreement;

The Hague Protocol – Protocol to Amend the Convention for the Unification of Certain Rules Relating to International Carriage by Air (The Hague, 1955);

cargo – any property carried or to be carried in accordance with Cargo Air Carriage Agreement, other than a postal item or other property carried in accordance with the terms of the International Postal Convention, baggage or property of the Airline; provided that the baggage carried under the consignment note is cargo;

undocumented cargo – cargo that arrived at the airport without an air waybill and other necessary documents, or cargo that is in a warehouse and does not have documents;

unclaimed cargo – cargo not received within the period established by the airline, from the date of notification of the consignee, confirmed by documents;

oversized cargo – cargo, the dimensions of one piece of which exceed the overall dimensions of the loading hatches and cargo compartments of the passenger aircraft on which it is carried;

lightweight cargo – cargo, the weight of one cubic meter of which is less than one hundred and sixty-seven kilograms;

dangerous goods – products or substances that, when transported on an aircraft, are capable of endangering the life and health of passengers, flight safety, safety of property, as well as the environment, and which are listed in the list of dangerous goods in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods or are classified in in accordance with these instructions;

transfer cargo – cargo, which, in accordance with the contract for the carriage of cargo by air, is reloaded at the airport (point) of transfer from an aircraft operating one flight to an aircraft operating another flight along the air transportation route;

heavy cargo – cargo, the weight of a single piece of which is 80 kg or more;

cargo shipment – one or more pieces of cargo, which are simultaneously accepted by the Airline from one consignor and follow one air waybill to the address of one consignee;

consignment – cargo accepted for transportation from one sender to one or several consignees under several air waybills;

cargo terminal – a complex of structures intended for cargo handling;

air waybill – a document executed by the sender or on his behalf, which certifies the contract for the carriage of goods by air between the carrier and the sender along the entire route;

consignor – a person whose data is entered in the consignment note as a party that has an agreement with the Airline(s) for the carriage of cargo;

consignee - a person whose data is entered in the consignment;

days – full calendar days, including weekends and public holidays. In order to determine the validity periods of transportation documents, acts and other documents, as well as to determine the deadlines for the end of transportation, the statute of limitations for filing claims, the days are counted from 00 hours of the day following the day when the event occurred or the action was performed, and the rest of the hours of this day are calculation is not accepted. If the end of any of the terms specified earlier falls on a weekend or holiday, the expiration of the term is determined by the first business day following it;

Air Carriage Agreement (contract) – a transportation contract concluded between Belavia – Belarusian Airlines and a passenger, a consignor on the terms set forth in these Rules, as well as the rules for applying tariffs;

additional services – services provided by the Airline to a passenger together with air carriage and on the terms established by the Airline for each specific type of service;

aircraft charter agreement (air charter) – an agreement under which one party (the charterer) undertakes to provide the other party (the charterer) for a fee to perform one or more flights one or more aircraft or part of the aircraft for air carriage;

pre-flight screening – checking hand luggage, baggage and passengers (personal search), aircraft, cargo, aircraft crews, on-board stores in order to detect substances and items that are prohibited or restricted for transportation on aircraft due to aviation security conditions;

single transportation – transportation performed under two or more transportation documents, together constituting a single Passenger Air Carriage Agreement, Cargo Air Carriage Agreement, provided that the serial numbers of all subsequent tickets, air waybills must be entered in the appropriate box of each ticket, air waybill;

IATA – (International Air Transport Association) – International Air Transport Association;

ICAO – (International Civil Aviation Organization) – International Civil Aviation Organization;

website of Belavia – Belarusian Airlines – [www.belavia.by](http://www.belavia.by);

excess baggage ticket – a document certifying payment for the carriage of baggage in excess of the free baggage allowance or items, the carriage of which is subject to mandatory payment, as well as certifying the payment of fees for the declared value of baggage;

self check-in kiosk (CUSS) – a software and hardware complex – a device that allows a passenger to independently (without the participation of Airline personnel) check in for a flight based on the booking database and print a boarding pass. Installed at the airport (air terminal) in places accessible to passengers;

class of service – the scope of services and the level of comfort provided to passengers in accordance with Air Carriage Agreement;

code-sharing (code-share) – is an agreement on the joint commercial operation of a flight by two or more airlines, one of which is a partner operator, i.e. the aircraft operator that actually operates the flight, while others are marketing partners who sell air transportation for this flight under their own code and flight number. A codeshare flight is indicated by a joint double code of the participants in the transportation (operating partner code and marketing partner code);

pets – dogs, cats, birds that can be transported in a container (cage) or a carrying bag under the seat of the seat in front of the aircraft cabin, or dogs, cats, birds transported in a container (cage) with the container with the animal placed on a separate seat, or dogs, cats, birds transported in a container (cage) in the luggage compartment of the aircraft;

marking – text, symbols and drawings on the package;

route – the airports (points) of departure, transfer, stop and destination indicated on the ticket in a certain sequence;

itinerary receipt – a part of an electronic ticket containing information on the carriage of a passenger and baggage established by the legislation of the Republic of Belarus;

international air transportation subject to the Warsaw Convention as amended by the Hague Protocol - any air transportation in which the point of departure and destination, whether or not there is a break in transportation, are located within the territories of two states that have both ratified the Hague Protocol, or within one State that has ratified the Hague Protocol, but one of the agreed stopover points in transit is located within the territory of another State, even if that State has not ratified the Hague Protocol;

international air transportation subject to the Warsaw Convention - any air transportation in which the point of departure and the point of destination, regardless of whether or not there is a break in transportation, are located within the territories of two states that have signed the Warsaw Convention, and if one of them or both have not ratified the Hague Protocol; or the points of departure and destination are located within the territory of one state that has not ratified the Hague Protocol, but one of the agreed stopover points for transportation is located within the territory of another state, even if that state has not signed the Warsaw Convention;

mobile check-in (MCI - Modile check-in) – a method of checking in a passenger for a flight via mobile communication, which provides passengers with the opportunity to reduce the time required to go through the standard check-in procedure for a flight at the airport, as well as confirm their flight while being away from the airport;

shortage of baggage – causing damage to baggage, in which due to the loss of some items or things from the contents of the baggage, the passenger incurs losses;

free baggage allowance – the number of pieces established by the airline, and (or) the weight of one piece, and (or) the dimensions of one piece of baggage per one passenger of the aircraft, which is transported without charging an additional fee;

handling agent (handling company) – an enterprise that, as an agent of Belavia – Belarusian Airlines, on the basis of an agreement concluded with the Airline, renders services to it in servicing its flights;

cargo handling – a set of operations related to the handling of cargo at the airports of its departure and destination;

online booking – a method of booking and paying for air transportation without the passenger's personal appearance at the office of the Airline or its authorized agent. Online booking is carried out by the passenger independently using special software (information system) posted on the Internet on the website of the Airline or agent, as well as using mobile phones, self-service kiosks and other modern software and hardware;

online check-in – check-in for an Airline flight through the website of Belavia – Belarusian Airlines;

miscellaneous charges order (MCO - Miscellaneous Charges Order, EMD - Electronic Miscellaneous Document) – a payment document that can be issued both on strict reporting forms and in electronic form, issued to a passenger by an Airline or its agent to confirm payment for a ticket, excess baggage or other services related to the fulfillment or change of conditions of carriage;

stopover – interruption of the flight by a passenger, agreed in advance with the Airline, at a point between the point of initial departure and the point of destination;

passenger – any person, except for crew members, who has a ticket and is transported or must be transported on an aircraft in accordance with the passenger Air Carriage Agreement;

deportable passenger – a passenger legally admitted to the country by its authorities and eventually instructed by the authorities to leave the country, or a passenger who arrived in the country illegally;

transit passenger – a passenger who, in accordance with the Passenger Air Carriage Agreement, is further transported on the same flight on which he arrived at an intermediate airport;

transfer passenger – a passenger who arrived at an intermediate airport (transfer point) on one flight, but continues the flight on another flight of the same or another carrier;

transportation documents – a ticket, a baggage check, a consignment note, a postal waybill, other documents used in the provision of air transportation services for a passenger, baggage, cargo, mail and provided for by regulatory legal acts of the relevant authorities authorized in the field of transport;

carriage – transportation by air of passengers, baggage, cargo;

carrier – an aircraft operator who, in accordance with the law, has the right to carry out air transportation;

boarding pass – a document confirming the fact of acceptance of a passenger for carriage. The boarding pass must display the following information: the passenger's name and surname, flight number, points of departure and destination, date and time of flight departure, boarding end time, registration number, seat number in the aircraft cabin, boarding gate number;

claim – a written claim for compensation for damage, prepared and signed by the passenger or on his behalf, and in the case of baggage, including a detailed list and value of the items for which compensation is requested;

capacity – part of the passenger cabin, baggage and cargo compartments of the aircraft used for commercial loading;

scheduled flight – an aircraft flight operated along the route in accordance with the established schedule;

additional flight – an aircraft flight operated in addition to the scheduled flight on the same route on which scheduled flights are operated;

charter flight – a flight operated in accordance with an aircraft charter agreement (air charter) along the route and on the terms established by this agreement;

check-in – the process of checking-in a passenger and his baggage for air carriage on a specific flight;

cabin luggage – things carried by a passenger in the aircraft cabin under his own responsibility, which do not contain substances and items prohibited for transportation in the aircraft cabin, the weight and dimensions of which are established by the Airline and allow them to be safely placed in the aircraft cabin;

cargo escort – any person, with the exception of the crew, who accompanies the cargo in accordance with the contract and is on board the aircraft when performing a scheduled flight or air charter;

tariff – the duly approved amount charged by the Airline for the carriage of one passenger or for the carriage of a unit of mass or volume of baggage or cargo from the point of departure to the point of destination along a certain route, and the rules for its application;

non-refundable fare (non-refundable fare) – the amount paid for air carriage, in case of voluntary refusal of the aircraft passenger from the execution of the Passenger Air Carriage Agreement, not returned to the passenger;

normal fare – a fare of the corresponding class of service in the corresponding fare brand, valid without any restrictions for one year, with the exception of seasonal fares, the validity of which is determined by the transportation season;

normal freight rate – a rate charged for air transportation of 1 kg of cargo and valid without limitation until a subsequent change;

special tariff – a tariff that differs from the «normal» tariff and is set taking into account discounts;

transit – continuation of a flight from a stopover point on the same flight by which the passenger arrived at such an intermediate point;

transfer – transfer from a flight of one carrier to another flight of the same carrier or to a flight of another carrier;

packaging – briefcases, shopping bags, suitcases, boxes, boxes, bundles, bales, bags, etc., in which items, things and other personal property of a passenger to be transported by air are packed (filled) and ensure their safety under normal handling measures ;

loss of baggage – non-arrival of baggage or part of it at the airport and recognition of the fact of loss by Belavia Airlines OJSC. Luggage is considered lost if it was not found during the search within 21 days from the day following the one on which it was supposed to be delivered to the destination;

EMD (Electronic Miscellaneous Document, electronic multi-purpose document) – an electronic document for paying for various services and fees not included in the ticket price, stored on the airline's server (similar to the electronic ticket server).

ET (Electronic Ticket) – an electronic passenger ticket and baggage check (electronic ticket), is a document used to certify the contract for the air carriage of a passenger and his baggage, in which information on the air carriage of a passenger and baggage is presented in electronic digital form;

PNR (Passenger Name Record) – a record about a passenger in the booking system, which contains information about transportation, special services and personal data of the passenger.

Other terms and their definitions are used in the meanings specified in the Air Code of the Republic of Belarus.

SECTION IV. THE MAIN TERMS AND CONDITIONS OF PASSENGER AIR CARRIAGE AGREEMENT, CARGO AIR CARRIAGE AGREEMENT

1. Under the Passenger Air Carriage Agreement the Airline undertakes to carry the passenger to the point of destination, providing him with a seat on the aircraft making the flight indicated on the ticket, and in the case of air carriage by the passenger of baggage, also to deliver this baggage to the point of destination and issue it to the passenger or person person authorized to receive baggage. The time of delivery of the passenger and his baggage is determined by the schedule established by the Airline and these Rules. A passenger is obliged to pay for air carriage, and if he has baggage in excess of free baggage allowance established by the Airline or baggage, the carriage of which is subject to mandatory payment, also to pay for the carriage of this baggage.
2. Under the Cargo Air Carriage Agreement, the Airline undertakes to deliver the cargo entrusted to it by the consignor to the point of destination and issue it to the consignee or a person authorized to receive the cargo (consignee), and the consignor undertakes to pay for air transportation of cargo.
3. Transportation of passengers, baggage, cargo, carried out from the airport of departure to the airport of destination by several carriers under one transportation document, including additional transportation or payment documents issued along with it, is considered as a single transportation, regardless of whether there were transfers, transshipment of cargo or interruption in transportation.
4. The passenger, consignor or consignee shall pay for air transportation at the established rate, and in case of check-in of baggage in excess of the free baggage allowance established by the Airline, also for the carriage of this baggage.
5. Passenger Air Carriage Agreement, Cargo Air Carriage Agreement is a public contract, according to the method of its conclusion, it refers to the contract of accession and requires the passenger, consignor, consignee to join the contract for the carriage of passengers by air, the contract for the carriage of goods by air on the terms proposed by the Airline.
6. Passenger Air Carriage Agreement, Cargo Air Carriage Agreement and its terms are certified by a ticket or an itinerary receipt of an electronic ticket and a baggage receipt in the case of the carriage of a passenger and his baggage, an air waybill in the case of the carriage of cargo (hereinafter referred to as the carriage documents).

In the event of a conflict between the information specified in the ticket and the information contained in the Airline's database, such database shall take precedence.

The document confirming payment for air transportation is a payment document certifying that payment for air transportation has been made.

1. The terms and conditions of Passenger Air Carriage Agreement, Cargo Air Carriage Agreement are determined by the Air Code of the Republic of Belarus, the rules of the Airline, the conditions of the applied fare and the transportation document.
2. Passenger Air Carriage Agreement, Cargo Air Carriage Agreement is considered concluded from the moment the transportation document is issued and issued to the passenger, the consignor.
3. Payment for passenger carriage must be made within the time limits stipulated by the rules for applying the Airline's fares in force at the time of booking. Payment for cargo transportation is made within the terms determined and agreed between the Airline and the consignor in accordance with the conditions of transportation.
4. Passenger Air Carriage Agreement, Cargo Air Carriage Agreement is valid until the Airline fulfills its obligations for the air carriage of a passenger, and (or) baggage, and (or cargo) along the route specified in the ticket, air waybill, subject to the proper fulfillment of obligations by the passenger, consignor, consignee.
5. Booking and payment for air carriage of a passenger, air carriage of cargo by an Airline flight indicates the accession of a passenger, consignor, consignee to a public contract for the air carriage of a passenger, air carriage of cargo on the terms set forth in the Rules. The consent of the passenger, consignor, consignee with the terms of Passenger Air Carriage Agreement, Cargo Air Carriage Agreement and the Rules is complete and unconditional.
6. In case of late payment for the purpose of issuing a ticket or violation of the agreed payment terms for the purpose of registering cargo for transportation, the contract for Passenger Air Carriage Agreement, the Cargo Air Carriage Agreement is considered not concluded.

The obligations of the Airline for the air transportation of a passenger, air transportation of cargo arise after proper and timely payment for air transportation.

1. Transportation of passengers, baggage, cargo by the Airline scheduled flights is carried out in the terms and in the manner provided for by the Passenger Air Carriage Agreement, the Cargo Air Carriage Agreement.
2. The scheduled flights are operated in accordance with the aircraft traffic schedule, formed and published by the Airline in the aircraft schedule database.

The Airline will take all measures in its power to transport the passenger, baggage or cargo within a reasonable time.

1. The Airline shall not be liable if it fails to notify the passenger, the consignor, the consignee of a change in the flight schedule, a change in the airport of departure or arrival, a cancellation of the flight departure or any other changes in the operation of the flight, if, when booking an air carriage, the passenger, the consignor , the consignee did not provide his contact details (phone number, e-mail address, etc.) or the Airline's employees or its authorized agents, when trying to contact the contacts indicated in the booking, could not contact the passenger, the consignor, the consignee using the contacts indicated during the booking, including as a result of the provision by the passenger, consignor, consignee of incorrect contact details.
2. Transportation of a passenger, baggage, cargo is carried out between the airports (points) of departure, transfer (stopover) and destination indicated in the transportation document in the established sequence. The change of the route specified in the transportation documents can be made by agreement between the Airline and the passenger, consignor, consignee. If a passenger, consignor, consignee changes the route of transportation, the Airline may recalculate the cost of transportation.
3. If the passenger does not plan to use the reserved passenger seat on any part of the transportation route, then he must inform the Airline about the change in the terms and conditions of the Passenger Air Carriage Agreement before the flight departure. To do this, the passenger shall contact the place of booking of the original transportation or the Airline's office, or Airline's authorized agent office to reissue the ticket. In this case, the cost can be recalculated according to the actual route.

If the passenger has not done this, then the subsequent sections of the transportation route are canceled by the booking system automatically without notifying the passenger. If a passenger arrives for check-in with a violation of the order of the route, the Airline may accept him for transportation, based on the availability of seats. To do this, the passenger must contact the Airline's representative or the Airline's office or Airline's authorized representative office at the airport. In this case, the cost can be recalculated according to the actual route. The unused part of the route is non-refundable.

1. The Airline is not responsible for ensuring flight connections if the carriage was issued by separate tickets.
2. The Airline has the right to transfer obligations under Passenger Air Carriage Agreement, Cargo Air Carriage Agreement or part of them to another carrier. In this case, the Airline informs the passenger, consignor, consignee of the actual carrier that will carry out the transportation, and the passenger, consignor, consignee will be subject to the rules of carriage of the actual carrier, unless otherwise provided by the code-sharing agreement between the Airline and the actual carrier.
3. The Airline carries out booking of transportation upon provision by the passenger, consignor, consignee of their personal data in the amount stipulated by the current legislation of the Republic of Belarus.

The Airline carries out the processing of personal data of the passenger, consignor, consignee in accordance with the Law of the Republic of Belarus dated 07.05.2021 No. 99-Z «On the protection of personal data». The processing of personal data of a passenger, consignor, consignee in the context of these Rules means any action (operation) or a set of actions (operations) performed by the Airline as part of the fulfillment of its obligations under the Passenger Air Carriage Agreement, the Cargo Air Carriage Agreement, using automation tools and without the use of such means with personal data, including the collection, recording, systematization, accumulation, storage, clarification (updating, changing), extraction, use, transfer (distribution, provision, access), depersonalization, blocking, deletion, destruction of personal data.

1. The fact of concluding Passenger Air Carriage Agreement, Cargo Air Carriage Agreement confirms the consent of the passenger, consignor, consignee:

with the transfer of his personal data to an automated system for booking and registering passengers, and other automated systems, including in cases where such transfer is a cross-border transfer of personal data;

with the fact that the Airline has the right to authorize its agents, or other persons involved in the process of selling or providing transportation on behalf of the Airline, to process the personal data of the passenger, consignors, consignees;

with the fact that the Airline is also entitled to process his personal data by any of the above methods after the termination of the contract for the Passenger Air Carriage Agreement, the Cargo Air Carriage Agreement at the direction of the authorized state authorities.

1. The Airline does not have the right to transfer information received from a passenger, a consignor, a consignee, to third parties, except for cases provided for by the current legislation of the Republic of Belarus.
2. The passenger can get acquainted with the rules for applying the Airline's fares, the rules of the Belavia Frequent Flyer Program «Belavia Leader», the privileges of members of the elite levels on the Airline's website [www.belavia.by](http://www.belavia.by). When purchasing transportation through the contact center, the passenger is informed about the terms and conditions of the Passenger Air Carriage Agreement and these Rules applicable to the booked transportation.

SECTION V. BOOKING AND SALES OF PASSENGER ANS BAGGAGE CARRIAGE

CHAPTER 1. PASSENGER AND BAGGAGE BOOKING

1. Booking is a prerequisite for the carriage of passengers, baggage, cargo by air. The Airline may make bookings both for its own flights and for the flights of other carriers with which it has concluded agreements, subject to the rules established by such other carriers. The Airline has the right to refuse a passenger to book carriage on flights of other carriers in the absence of the relevant agreements with them, or if the route does not involve the flights of the Airline.
2. When booking passengers automated booking systems are used.
3. The booking of passengers can be carried out both by the staff of the Airline or its agent, and by a passenger independently using online booking tools.

The Airline or its agent must provide all the necessary information about the booking made to the passenger, the shipper.

1. Booking is made in the terms and in the manner established by the Airline.
2. The booking of a passenger is valid only if it is entered into the booking system of the Airline carrying out the transportation, and if it does not contradict the terms of Passenger Air Carriage Agreement.
3. The booking of a passenger seat and baggage capacity involves the carriage of a passenger and his baggage on the date, flight and over the route for which the booking was made.
4. A passenger or a person authorized by him to make a booking can contact the Airline or its agent directly at the points of sales or by phone, e-mail, or book a passenger seat and baggage capacity on their own using online booking tools.
5. When booking, a passenger must provide all necessary information, including details of identity documents and contact details, and, if necessary, details of special conditions of his carriage and (or) the carriage of his baggage.

Booking is not made if a passenger refused to provide the information necessary for booking.

In the event that a passenger provided inaccurate contact information, the Airline is not responsible for promptly notifying a passenger when changing the booking.

1. A passenger must be aware that the information provided to the Airline about him is used to book the carriage, inform him if necessary and provide additional services. The passenger authorizes the Airline to retain the received information and pass it on to its representatives and other carriers or persons providing additional services.
2. In order to ensure the safety of a passenger, information about a passenger, information about the arrival or departure of a passenger, his stay on a flight are not subject to transfer either in case of written requests, in cases where it is not possible to identify a passenger, or in case of verbal requests by phone, in the Airline's information service.
3. When booking a passenger seat and capacity for baggage, the Airline or agent:

provides a passenger with reliable and complete information about the flight schedule, the availability of seats and baggage capacity, tariffs and their conditions, the rules of the Airline, the terms of Passenger Air Carriage Agreement, the conditions of handling on board the aircraft, the type of aircraft, the carrier that will actually operate the flight, other related information;

selects the optimal route and charge for transportation, taking into account the tariff brand and the conditions for its application.

1. When using self online booking, reliable and complete information about the schedule, tariffs and their conditions, Airline rules, terms and conditions of Passenger Air Carriage Agreement, terms of handling on board the aircraft, type of aircraft, the actually operating carrier must be published in the information system that is used for booking. The information on the availability of seats and the number of possible routes published in the information system when using online booking may differ from the actual possibilities due to technical limitations and (or) at the discretion of the Airline.
2. The Airline provides the passenger seat pre-select service when making self online booking or when booking at the Airline office or at the office of its agent. The service is paid by a passenger additionally according to the fees established by the Airline.

When booking a passenger seat and baggage capacity in accordance with the applied fare brand the Airline or its agent has the right not to assign a specific passenger seat in aircraft cabin to a passenger. In this case, seat number allocated to a passenger is indicated when passenger checks-in for the flight.

1. Booking on a ticket issued with an open date of departure on the return sector of the route is made subject to the availability seats and baggage capacity on the Airline's flight within the validity period of Passenger Air Carriage Agreement.
2. If a passenger holding a ticket with an open departure date on the return sector(s) requests to book a carriage and the Airline is unable to provide seat and baggage capacity during the term of the contract, the Airline or its agent must make a booking for the nearest flight on which there are available seats and baggage capacity in accordance with the fare brand paid.
3. In the event that a passenger did not use part of the route according to the ticket due to being late for check-in or boarding, a part of the funds established by the rules of the applied fare brand is withheld from such a passenger when ticket return or rebooking.
4. Such part of the funds is not charged if a passenger did not arrive for check-in:

for health reasons on the basis of an official document issued by a medical institution;

due to cancellation, delay in the arrival of a connecting flight, overflight of an intermediate landing point for reasons beyond the control of a passenger;

due to failure to provide such a passenger with a booked seat on a connecting flight of the Airline;

due to incorrect issuing of travel documents through no fault of a passenger or refusal to issue an entry or transit visa of the country of destination or transit.

1. A stopover is permitted within the validity period of a ticket, provided that it is agreed in advance with the Airline, indicated on the ticket, taken into account when calculating the fare in the corresponding fare brand, and permitted by the state authorities of the country of the proposed stop.
2. When booking by Airline agent a passenger is provided with information in accordance with the priority parameters of transportation conditions specified by a passenger and (or) the general carriage conditions in relation to each carrier participating in transportation.
3. The Airline and its agent do not have the right to transfer information received from a passenger to third parties, except as provided by the laws of the Republic of Belarus or international treaties of the Republic of Belarus.
4. To make booking it is necessary to coordinate with the Airline the transportation of:

a passenger with an infant under 2 years old;

an unaccompanied minor;

a seriously ill passenger;

a patient on a stretcher;

a deaf passenger without an accompanying person;

a blind passenger with a guide dog;

an unaccompanied blind and (or) deaf person travelling under Airline care;

a passenger with reduced mobility and (or) person required special attention and care;

a passenger with mental disorders (diseases) that may pose a threat to flight safety;

escorted persons, persons deported or expelled from the Republic of Belarus;

a passenger who has weapons and (or) ammunition;

baggage exceeding free baggage allowance established by the Airline (hereinafter referred to as excess baggage);

baggage with the size of one piece packed in sum of three dimensions exceeding 158 cm, or 115 cm for the baggage of infants aged from 0 up to 2 years, or 210 cm for sports equipment (hereinafter referred to as oversized baggage);

baggage, the weight of one piece packed exceeding 32 kg (hereinafter referred to as heavy baggage);

baggage with a declared value in accordance with paragraph 196 of these Rules;

live animals (PETC) transported in the passenger cabin or in the aircraft baggage compartment;

sport equipment;

musical instruments;

baggage transported in passenger cabin on a separate passenger seat or several seats (no more than 3);

baggage that must be carried only in passenger cabin;

items, substances or materials that are capable of creating a threat to health, safety, property or the environment and which are listed in the list of dangerous goods or classified as dangerous goods in accordance with international treaties of the Republic of Belarus and the laws of the Republic of Belarus (hereinafter referred to as dangerous goods).

1. The booking is canceled without warning a passenger including for subsequent sectors of the route if a passenger has not paid for the carriage within the period established by the Airline or its agent and the ticket has not been issued to him.
2. The Airline accepts flight coupons for the carriage of a passenger and his baggage only in sequence, starting from the point of departure indicated on the passenger ticket. If subsequent flight coupons have already been used, the ticket is invalidated for the carriage of a passenger and no refunds on flight coupons for unused sectors over the route are made, unless otherwise provided by the rules of the Airline.

If the passenger does not plan to use the reserved passenger seat on any part of the transportation route, then he must inform the Airline about the change in the terms and conditions of the Passenger Air Carriage Agreement before the flight departure. To do this, the passenger shall contact the place of booking of the original transportation or the Airline's office, or Airline's authorized agent office to reissue the ticket. In this case, the cost can be recalculated according to the actual route.

If the passenger has not done this, then the subsequent sections of the transportation route are canceled by the booking system automatically without notifying the passenger. If a passenger arrives for check-in with a violation of the order of the route, the Airline may accept him for transportation, based on the availability of seats. To do this, the passenger must contact the Airline's representative or the Airline's office or Airline's authorized representative office at the airport. In this case, the cost can be recalculated according to the actual route. The unused part of the route is non-refundable.

The refusal of a passenger from transportation over any part of the route is recognized as a change in the route and is carried out in a manner prescribed for a passenger to change the terms of Passenger Air Carriage Agreement. If the fare application rules do not allow such changes, then a passenger is invited to issue a voluntary refund of the amounts, if, under the terms of the applied fare, a full or partial refund of the carriage fee and (or) fees is possible, and (or) pay for a new carriage under the conditions of carriage changed by a passenger.

1. When booking a carriage with a transfer (transshipment) of a passenger, baggage at the airport specified in the transportation document, within twenty-four hours from one flight to another for further travel over the route (hereinafter referred to as the transfer airport), the Airline or its agent must ensure the booking over the entire route of a passenger in compliance with the minimum connection time officially published for each intermediate airport and receive a booking confirmation for all sectors for passenger and baggage carriage, including over sectors that are operated by other carriers, allowing a passenger to arrive for check-in at established time for passing through check-in, paying for excess and (or) other payable baggage, passing through security screening, reloading baggage on another flight and fulfilling the requirements related to border, customs, immigration, sanitary and quarantine, etc. and other types of control, as well as procedures for transferring baggage from one aircraft to another.

CHAPTER 2. SALES AND PAYMENT PROCEDURES

1. A carriage fee is charged by the Airline or its agent for the transportation of passengers, baggage.
2. The carriage charge is determined on the basis of the amount of money (fare) established by the Airline in the corresponding fare brand, charged for the carriage of one passenger and his baggage within free baggage allowance, per one piece of baggage, unit of piece or weight or a combination of tariffs from the airport (point) of departure in accordance with Passenger Air Carriage Agreement to the airport (point) of destination.

Tariffs are published by the Airline in the prescribed manner.

1. All types of fees for passenger service at the airport and other fees related to transportation and paid by a passenger in excess of the fare for transportation are included into the ticket price, unless otherwise provided by the laws of the Republic of Belarus.
2. The tariff is indicated in the transportation document.
3. The tariff for the carriage of passengers, baggage by charter flights may not be indicated in a transportation document.
4. The payment for transportation and ticketing are made after booking.
5. The forms and procedure for payment for transportation are established by the Airline. When selling transportation for cash and using bank plastic cards, the Airline or its agent must issue a cash receipt or cash receipt to a passenger. The Airline or its agent must use models (modifications) of cash registers and (or) special computer systems in accordance with the areas of application defined by the State Register of models (modifications) of cash registers and special computer systems used on the territory of the Republic of Belarus.

When paying for a booking online, the issuance of a cash/fiscal receipt is subject to the laws of the country from which the payment is made.

1. When paying for and (or) arranging transportation, the Airline or its agent draws a passenger's attention to the information specified in the issued transportation document, and also informs a passenger about the fare application conditions in the corresponding fare brand, about the place and time of the start and end of check-in for the flight, about the Passenger Air Carriage Agreement conditions, including free baggage allowance.
2. The Airline or its agent shall ensure that at the points of sale or the information system through which online booking is made, a passenger is provided verbally or visually with complete and reliable information about the conditions of carriage and the rules of the Airline, including information about:

the carrier that will actually operate the flight;

the method of travel to the airport of departure;

the responsibility of a passenger for the correct and complete execution of documents necessary for the passage of border, customs, immigration, sanitary and quarantine, veterinary, phytosanitary and other types of control in accordance with the requirements of the laws of the Republic of Belarus and the country of destination or transit;

items and things prohibited or restricted for carriage by air, special conditions for the carriage of baggage and cabin luggage;

the Rules of Conduct for passengers on board the aircraft and the conditions for their handling during the flight;

about the aircraft type.

1. When paying for the carriage of a passenger and his baggage, the tariffs in the corresponding fare brand are applied, which are valid at the time of payment for the carriage.
2. If the fares are changed by the Airline before the start of transportation, the carriage of passengers with tickets issued before the change in fares is carried out without recalculations, provided that the original terms of Air Carriage Agreement are preserved.
3. If a passenger changes the terms of Air Carriage Agreement prior to the commencement of carriage, the carriage fee is determined on the basis of the tariffs in the corresponding fare brand that were in force on the date of commencement of carriage provided for by the initial passenger Air Carriage Agreement, in the event:

cancellation or delay of the flight indicated on the ticket;

changes by the Airline of the route, non-scheduled flight;

failed departure of a passenger due to the inability to provide him with a seat on the flight and on the date specified in the ticket;

failed carriage of a passenger on an aircraft caused by a delay of a passenger at the airport due to the duration of his inspection, if during the inspection of baggage or personal inspection of a passenger no substances and items prohibited for carriage were found;

non-provision by the Airline of connecting flights in the event of a single transportation;

sudden illness of a passenger or illness or death of a family member accompanying him on the aircraft, which is confirmed by medical documents;

failure to provide a passenger with services in the class indicated on the ticket, in accordance with the applied fare brand;

incorrect issuance of a ticket by the Airline or its agent.

1. If a passenger changes the terms of Passenger Air Carriage Agreement for reasons not specified in clause 69 of these Rules (hereinafter referred to as the voluntary change of Passenger Air Carriage Agreement Conditions by a passenger), prior to the commencement of carriage, the carriage charge is determined on the basis of the tariffs in the applied fare brand effective on the date start of a new air transportation. In this case, the original ticket is refundable, unless otherwise stipulated by the fare application rules.
2. In the event of a voluntary or involuntary change by a passenger of the terms of Passenger Air Carriage Agreement after the commencement of carriage (i.e. for a partially used ticket), when the carriage fee is changed, the transportation is carried out at the tariffs in force on the date of commencement of carriage provided for by the original Passenger Air Carriage Agreement.
3. The payment for transportation and services is made in the currency determined by the Airline in accordance with the currency regulation rules of the country of sale.
4. If the payment for transportation is made in a currency other than the currency indicated when the fares are published in international booking systems, the currency offered for payment is transferred at the rate officially published in international booking systems on the date of ticket issuance.

CHAPTER 3. ISUING OF PASSENGER AND BAGGAGE TRANSPORTATION

1. Passenger Air Carriage Agreement is certified, respectively, by a ticket or an itinerary receipt of an electronic ticket, a baggage receipt (hereinafter referred to as the transportation documents).
2. Transportation documents are issued by the Airline or its agent.
3. Issuing of transportation documents is carried out by entering the necessary data into the electronic or paper form of the transportation document in manual, automated or electronic mode.
4. Issuing of the transportation document after booking is carried out within the time limits established by the Airline.
5. To process the payment made by a passenger for the carriage of a passenger, baggage by the Airline or its agent, a document (MCO, or EMD, or other document used by the Airline) issued by the Airline or its agent in accordance with the laws of the Republic of Belarus is used.

When issuing transportation and paying for cash, the Airline or its agent must issue a cashier check or cash receipt.

When booking a carriage by bank transfer, the Airline or its agent issues an invoice for payment. The transfer of funds for transportation is confirmed by payment documents.

1. Payment for transportation by bank transfer or with a deferred payment is applied only to legal entities, unless otherwise provided by the rules of the Airline. The ticket is issued on the basis of the passenger's identity document and documents confirming (guaranteeing) payment for the carriage.
2. When purchasing an electronic ticket, a passenger is issued a cashier's check or cash receipt indicating the amount paid and an itinerary receipt. In the case of issuing a ticket by bank transfer, an invoice for payment is issued. The confirmation of the funds transfer is a payment order.
3. Documents confirming the fact of the flight and the costs incurred are the itinerary receipt, certified by a seal of the Airline and the signature of its authorized person, and the passenger boarding pass coupon.
4. To issue transportation documents and documents on making payments, the Airline own documents and (or) documents issued under an agreement with other carriers, another organization that ensures mutual settlements between the Airline and other participants in the transportation process can be used.
5. A separate ticket is issued for each passenger. The ticket can be issued in electronic form or on paper.
6. The ticket is issued on the basis of the data of the passenger identity document.
7. A passenger or a person authorized by him can receive an itinerary receipt of an electronic ticket directly at the point of sales of Airline or its agent, or receive an itinerary receipt of an electronic ticket by fax or e-mail.
8. A ticket paid for at a passenger fare in the corresponding fare brand, which does not restrict the conditions of sale and use, certifies the Airline's obligation to carry a passenger and his baggage within the period established by the terms of use of the corresponding fare brand.
9. The Airline or its agent must warn the passenger about the need to keep the boarding pass stub during the entire journey and after the end of the journey in order to confirm the fact of the flight.
10. The use of a ticket by a person not specified in the ticket is not allowed. Re-issuing from one person to another is prohibited, unless otherwise stipulated by the rules for certain types of carriage, for example, group transportation.
11. In the event that, when the terms of Passenger Air Carriage Agreement are changed before or after its commencement, the route or class of service changes in accordance with the applied fare brand, a new ticket is issued instead of the original one.
12. Amendments to the ticket are made by the Airline or its agent who issued the said ticket.
13. A passenger can return the ticket or make changes into a ticket issued on Airline website by himself in cases where the carriage has not been started. To make changes to a partially used ticket issued on the Airline's website, a passenger should contact the Airline in the prescribed manner.
14. Transportation of a passenger, baggage carried out to the airport (point) of destination, to which a passenger, baggage must be delivered in accordance with Passenger Air Carriage Agreement by several carriers under one transportation document or an additional transportation document issued together with it, considered as a single carriage, regardless of whether there was a transfer (transshipment) or a break in the carriage. In the case issuing of transportation on two or more documents, the numbers of additional transportation documents must be entered in the main transportation document.

CHAPTER 4. CHANGES TO A TICKET AND (OR) BOOKING

1. The procedure for making changes into a ticket and (or) booking is governed by the fare application rules, rules of carriage, instructions for issuing, exchanging and returning air tickets and other regulatory documents of the Airline under which code the flight is operated, and the Airline on which ticket form the transportation is issued.
2. When a person who is not a party to Air Carriage Agreement (hereinafter referred to as the third party) applies for the purpose of making any changes to the booking or ticket in relation to (on behalf of) the person (s) who is (are) a party to the Air Carriage Agreement (hereinafter referred to as passenger), changes to the booking or ticket are made at Airline sales offices and representative offices upon presentation by a third party of a power of attorney drawn up in accordance with the procedure established by law, and if changes are made to the booking or ticket by the legal representative of the passenger - upon presentation of documents confirming that this person is the legal representative of the passenger. Failure to submit a power of attorney may result in a refusal to make changes.
3. Changes to a booking or a ticket by calling the Airline call center are made directly to passengers who have issued these services, following the results of identification by phone. When performing identification, personal data of the client, information from the booking or ticket, the phone number indicated in the booking, or other data are requested.
4. By contacting the call center in order to change or terminate the Air Carriage Agreement, a passenger thereby expresses his consent to the specified method of identification.
5. In case of refusal to pass identification or failure of a passenger to pass identification by phone, i.e. provision of incorrect information that does not allow a passenger to be uniquely identified, changes to the booking may be refused. In this case, a passenger personally or his representative with a duly executed power of attorney has the right to contact the sales office or representative office of the Airline.
6. A passenger undertakes not to disclose to third parties who are not authorized representatives of a passenger and (or) the Airline, his flight data (date, time of departure/arrival, flight number, any information about the route) and personal data provided when booking transportation / issuing a ticket .
7. In the event that a passenger discloses his own flight and (or) personal data to third parties who are not authorized representatives of the passenger and (or) the Airline, the Airline is not liable for damage caused by the actions of third parties in connection with changes to the booking or ticket.

CHAPTER 5. PASSENGER DOCUMENTS

1. Each Passenger Air Carriage Agreement and its terms are certified by the transportation documents issued by the Airline or its agents:

when transporting a passenger and baggage – a ticket and a baggage receipt;

when carrying baggage subject to payment – a receipt for payment of excess baggage and (or) an electronic multi-purpose document (EMD);

in case of payment by a passenger of fees and charges for the services provided, relating to the performance of Air Carriage Agreement – a paid baggage receipt (ETB), an electronic multi-purpose document (EMD).

1. A ticket can only be used by a person named on it. A passenger is allowed to fly, whose surname, name and details of the identity document match the details specified in the booking (ticket).
2. A ticket for the Airline flights is issued only with the indication of the data of a passenger identity document.
3. When traveling outside the Republic of Belarus, a passenger is obliged to carry and provide the documents established by the rules for crossing the border of the country of exit/entry/transit.
4. In order to identify a passenger, upon check-in for the flight, a passenger must present an identity document, the details of which are indicated in the booking (ticket). Check-in of passengers and baggage is subject to the correspondence of the booking data (ticket) and the identity document of a passenger, on the basis of which the ticket was issued.
5. The ticket is evidence of the conclusion of an Air Carriage Agreement between a passenger and the Airline.
6. A ticket is valid for a carriage of a passenger and his baggage from the point of departure to the point of destination over the route and class of service specified in it. Each flight coupon (part of a ticket) is valid for a carriage of a passenger and his/her baggage only for the sector over the route indicated on it, class of service, date and flight for which it was issued.
7. The validity of a ticket is one year and is calculated from the date of issuing of a ticket, if the carriage has not been started, and from the date of commencement of the carriage, if the carriage has been started.
8. The validity period of the Airline obligation to carry a passenger is determined by Passenger Air Carriage Agreement in accordance with the terms of the relevant fare brand.
9. A passenger is accepted for transportation in the presence of a valid ticket, duly issued by the Airline, its agent or other carrier, the transportation documents of which are recognized as valid for the carriage of a passenger and his baggage on the Airline flights.
10. A passenger is responsible for obtaining all necessary travel documents, visas, permits, etc., as well as for complying with the laws on exit, entry and transit of the country of departure/destination/transit.

The Airline shall not be liable to a passenger if a passenger does not obtain such documents or visas or does not comply with the requirements of the applicable laws of the country of departure/destination/transit.

1. At the request of the Airline, a passenger is obliged to present all documents for departure, entry, transit, health status, and other documents required by applicable law.

SECTION VI. SCHEDULE, FLIGHT DELAY OR CANCELLATION, ROUTE CHANGE

1. Air carriage of passengers, baggage, cargo between airports (points) over the route can be carried out by the Airline on a regular and irregular (charter) basis.
2. Scheduled flights are carried out in accordance with the published timetable (schedule).
3. The published schedule must reflect the following information for each scheduled flight:

airport of departure;

airport of destination;

airport(s) of transit (transfer);

carrier code;

flight number;

days of operations;

departure time (local);

arrival time (local);

operation period;

aircraft type(s).

The published schedule may contain other information.

1. The time specified in the schedule and other documents is not guaranteed and is not an essential condition or part of the Passenger Air Carriage Agreement, Cargo Air Carriage Agreement.
2. The schedule may be changed by the Airline without prior notice to passengers, consignors, consignees. The Airline may cancel, reschedule or delay the flight specified in the ticket or air waybill, change the type of aircraft and change the route, if necessary in accordance with the requirements for flight safety and (or) aviation security or at the request of state authorities in accordance with their competence.
3. In the event of a change in the flight schedule or cancellation of a flight, the Airline will take possible measures to inform passengers, consignor, with whom Passenger Air Carriage Agreement or Cargo Air Carriage Agreement is concluded, about changing in flight schedule by posting the information on its website [www.belavia.by](http://www.belavia.by) or in any other available way, if any, in each specific case. In case of a change in the charter transportation schedule, the passenger shall be notified by the tourist operator.
4. The Airline will take all measures depending on it to carry out the transportation of a passenger, cargo within a reasonable time. If it is impossible to deliver a passenger or cargo on the flight specified in the passenger ticket, air waybill, and if the impossibility is not caused by a violation by the passenger, consignor, consignee of these Rules and (or) the conditions of air carriage, the Airline, in agreement with the passenger, consignor, consignee, may carry out the transportation of a passenger or cargo on its other flight or the flight of another carrier, or organize transportation by another mode of transport, or refund the amounts paid for transportation in the manner prescribed by the rules of the Airline.
5. The Airline is not responsible for errors, distortions or omissions in the schedule published by other legal entities without the consent of the Airline.
6. The performance of charter flights is carried out by the Airline in accordance with the charter contract concluded between the Airline and the charterer. Under this agreement, the Airline undertakes to provide the charterer for a fee with all or part of the carrying capacity of one or more aircraft to perform one or more flights for the carriage of passengers, baggage, cargo.
7. The performance of charter flights by the Airline is carried out on the basis of a previously agreed flight plan in compliance with the conditions of carriage specified in the charter contract.
8. The Airline, through the aircraft charterer, informs the passenger, the consignor, the consignee about the conditions of charter transportation and the need to comply with the Airline rules of carriage.

SECTION VII. PASSENGER AIR CARRIAGE

CHAPTER 6. CARRIAGE OF PARTICULAR CATEGORIE OF PASSENGERS

123. Carriage of passengers having the right to fly at reduced rates:

123.1. Certain categories of people are entitled to air carriage at reduced rates in accordance with the law of the Republic of Belarus and the rules established by the Airline.

123.2. A transportation document to such passengers will be issued individually upon presentation of documents confirming the entitlement to reduced rates as established by the law of the Republic of Belarus.

124. Transportation of passengers with children:

124.1. The Airline carries out the transportation of children under the age of 12 accompanied by at least one adult capable passenger aged 18 years and older (hereinafter referred to as the adult passenger), who is his legal representative (parents, adoptive parents, guardians, trustees, other legal representatives) in one service class.

Responsibility for issuing and availability of exit, entry, transit documents for a child under the age of 12 is borne by his parents, adoptive parents, guardians, trustees, other legal representatives of the child.

124.2. Departure of a minor child outside the Republic of Belarus is carried out in accordance with the law of the Republic of Belarus.

124.3. Children under the age of 5 are transported only when accompanied by an adult passenger.

Children aged from 5 up to 12 years old can be transported accompanied by an adult passenger or as unaccompanied minors under the care of the Airline.

Children over the age of 12 may be transported unaccompanied by an adult passenger.

124.4. One adult passenger can carry only two infants under 2 years of age.

One infant under 2 years of age is carried without providing a separate seat at a discount of ninety percent of the normal or special fare in the relevant fare brand applied to pay for a ticket of an accompanying adult, if there are no special conditions for applying the special fare, with mandatory ticketing.

If an infant under two years of age is provided with a separate seat at the request of an accompanying passenger, then the transportation of such an infant is paid using a child discount in the amount established by the Airline from the fare applied for an accompanying adult passenger in the corresponding fare brand.

124.5. For the second infant under the age of 2 years, as well as for children aged from 2 up to 12 years, a ticket with a separate seat for infant or child is required. Payment for carriage is made using a child discount in the amount established by the Airline from the normal or special fare applied to the accompanying adult passenger in the corresponding fare brand, if there are no special conditions for applying the special fare.

124.6. The age of the infant or child is determined on the date of commencement of transportation from the airport (point) of departure indicated in the transportation document.

When issuing a ticket and during check-in an adult passenger accompanying the child (infant) must present a document confirming the age of the child. The date of birth of the child is indicated in his ticket.

124.7.When changing the route and (or) date of departure of the flight after the start of transportation, the child's ticket is reissued at the fare for air carriage at a discount corresponding to the age of the child on the date of transportation from the first point of departure indicated on the new ticket.

124.8. Passengers with small children under the age of 4 years inclusively are provided with the opportunity to use their own stroller during pre-flight and post-flight services, unless this is limited by local security requirements at the airport of departure. The stroller is checked-in as checked baggage, marked with the «Delivery at Aircraft» tag and is accepted for loading into aircraft baggage compartment before boarding directly at the gangway.

124.9. Transportation of newborns under the age of seven days or born prematurely is carried out on a general basis and subject to the conclusion of the attending doctor on the possibility of transporting such a newborn by air.

124.10. Transportation of pregnant women is carried out on a general basis and subject to the conclusion of the attending doctor on the possibility of transportation by air if the transportation falls on the last trimester of pregnancy, or when possible complications during childbirth are expected, or in case of multiple pregnancy or pregnancy pathology.

125. Transportation of unaccompanied minors:

125.1. Unaccompanied minors aged 5 to 12 years old can be transported under the supervision of the Airline only after the parents, adoptive parents, guardians, trustees, other legal representatives of the child issue a written application for the transportation of an unaccompanied minor.

At the request of parents, adoptive parents, guardians, custodians, other legal representatives of the child, transportation under the supervision of the Airline may apply to minors aged from 12 up to 16 years.

125.2. An unaccompanied minor is accepted for carriage under the supervision of the Airline, provided that:

transportation is carried out only by the Airline own scheduled flights (direct or transit). In the absence of a direct or transit flight of the Airline to the destination, transportation of an unaccompanied minor is allowed only if he has a ticket with a confirmed booking of all participants in the transportation on all sectors of the route and taking into account the requirements and rules of the country of transfer (transit);

accompanying persons stay with the child at the airport of departure until the departure of the flight on which the unaccompanied minor is registered;

the child will be met at the airport of arrival;

the transportation of the child is paid in accordance with the current rules and tariffs of the Airline.

125.3. Parents or other legal guardians are responsible for complying with the laws of the country from, to or through the territory of which the transportation is carried out.

If a minor citizen of the Republic of Belarus leaves the Republic of Belarus unaccompanied, he must have, in addition to his passport, a notarized consent of two legal representatives for departure of a minor citizen of the Republic of Belarus, indicating the date of departure and the state (states) he intends to visit .

125.4. For the provision of services for the transportation of unaccompanied minors aged from 5 up to 16 under the supervision of the Airline, an additional fee established by the Airline is charged.

The escort service under the supervision of the Airline for minors aged from 5 up to 12 years is mandatory. For children aged from12 up to 16 years, the service is provided at the request of parents or other legal representatives.

125.5. The service is not provided if the child has a disability or needs additional care (services related to hygiene and toilet, medical procedures, taking medications, assistance in moving, feeding, etc.).

126. Transportation of the disabled and persons with reduced mobility:

126.1. The passenger is obliged to independently determine the possibility of using air transport, based on the state of his health. If the age, mental or physical state of a passenger during a flight can cause deterioration of his health or endanger his life, such a passenger may be accepted for carriage, provided that the Airline is not liable to him for possible consequences and (or) deterioration of health.

If, due to physical and (or) mental state of a passenger, special conditions of carriage are required, or the passenger may endanger the safety of other passengers or aircraft crew members, the Airline has the right to refuse transportation to such a passenger.

126.2. Transportation of a passenger recognized as legally incompetent by a court is carried out at the request of parents, adoptive parents or guardians and in agreement with the Airline, accompanied by an adult person who is able to ensure the safety of the incapacitated passenger and the safety of the surrounding people.

126.3. Passengers who are capable of self-service, independent movement with the help of auxiliary technical means, communication, orientation, understanding of instructions and recommendations of crew members are allowed to be transported unaccompanied.

126.4. Transportation of a seriously ill passenger, a patient on a stretcher, blind or deaf passenger is simultaneously carried out accompanied by a person assisting him in flight.

126.5.Transportation of a sick passenger on a stretcher is carried out using stretcher equipment certified for the aircraft, which is installed in places specially designated for this purpose, and with payment in the amount of the tariffs established by the Airline.

Transportation of patients on a stretcher is carried out only in the cabin of economy class and only accompanied by a person providing care for such a passenger during the flight and, if possible, a medical personnel.

Due to the need to install special stretcher equipment in the aircraft cabin, the transportation of patients on stretchers must be preliminarily agreed with the Airline no later than 72 hours in advance.

126.6. Transportation of a disabled person with reduced mobility, moving in a wheelchair, is carried out accompanied by a person providing care for such a passenger during the flight.

The Airline may agree on the carriage of a passenger in a wheelchair who is unable to move independently, under the supervision of the Airline, if such a passenger does not require additional care and special service during the flight.

When transporting disabled people and other persons with reduced mobility, a wheelchair, crutches and other mobility aids are transported free of charge and are not included in free baggage allowance.

126.7. The Airline has the right to refuse transportation of a passenger in a wheelchair, a sick person on a stretcher, if there are no conditions on individual aircraft necessary for the transportation of such passengers.

126.8. Blind or deaf passenger may be transported with an accompanying person or, in agreement with the Airline, accompanied by a guide dog under the supervision of the Airline.

The transportation of blind or deaf passenger accompanied by a guide dog, can be carried out upon presentation to the Airline of a document confirming the disability of such a passenger, and a document confirming the special training of the guide dog.

A guide dog accompanying a blind or deaf passenger is transported in aircraft cabin free of charge in excess of the free baggage allowance. A guide dog must be collared and muzzled and tied to a seat at the feet of a passenger it accompanies. The animal must be clean and free of any unpleasant smell.

127. Transportation of deported passengers not admitted to the country and escorted persons:

127.1. Transportation of deported (exiled), not admitted to the country or escorted persons is carried out in accordance with the laws of the Republic of Belarus in compliance with special measures that exclude the threat to the flight safety of the aircraft, as well as for the passengers and crew of the aircraft.

128. Transportation of passengers participating in Belavia Frequent Flyer Program (FFP) «Belavia Leader»:

128.1. The FFP «Belavia Leader» provides for the possibility of accruing points to the program participant for flights on scheduled flights of the Airline. Participation in the program and the procedure for accruing points is governed by the current rules of the Airline posted on the website https://belavia.by/leader/pravila-uchastiya/.

128.2. Each participant can have only one personal account in the individual program «Belavia Leader». A member's account or points cannot be combined with the account or points of other program members. The Airline reserves the right to exclude a member from the program without prior notice, cancel all points earned, close the member's account and withdraw award tickets in the following cases:

violation by the participant of the rules and conditions of the program;

in case of repeated violation by the participant of the rules for the carriage of passengers and baggage established by the Airline.

128.3. The award within the framework of FFP «Belavia Leader» is an award ticket or an upgrade of the class of service. An award ticket and an upgrade for points can only be issued for scheduled flights of the Airline. Points have no monetary value. An award in FFP «Belavia Leader» can be issued online on the Airline's website [www.belavia.b](http://www.belavia.b)y or at the Airline sales offices, the Airline representative offices abroad.

128.4. Passengers participating in FFP «Belavia Leader» of silver and gold levels are provided by the Airline with the following privileges on their own flights:

access to business lounge at the airport when departing on Belavia scheduled flights;

check-in at the airport at the counter for passengers with business class tickets.

Detailed information about all current privileges for members of the elite level (gold and silver) of FFP «Belavia Leader», as well as the conditions and rules for their provision are available for passengers on the Airline's website: <https://belavia.by/leader/urovni-uchastiya/>.

128.5. To use the privileges at the airport before departure, a member of FFP «Belavia Leader» of an elite level must present a valid card of a member of the corresponding level. Privileges apply only to the Airline own scheduled flights.

CHAPTER 7. TERMINATION OF PASSENGER AIR CARRIAGE AGREEMENT

129. Refusal of a passenger from air transportation:

129.1. A passenger has the right to refuse to fulfill Passenger Air Carriage Agreement in the manner prescribed by the laws of the Republic of Belarus.

129.2.The refusal of a passenger to fulfill Passenger Air Carriage Agreement is considered as involuntary refusal in the event of:

cancellation or delay of the flight indicated on the ticket;

change of the route by the Airline;

non-scheduled flight;

failed departure of a passenger due to the inability to provide him with a seat on the flight and on the date specified in the ticket;

failed carriage of a passenger on an aircraft caused by a delay of a passenger at the airport due to the duration of his inspection, if during the inspection of baggage or personal inspection of the passenger no substances and items prohibited for transportation were found;

failure of the Airline to provide flight connections in the event of a single transportation;

sudden illness of a passenger or illness or death of a member of his family traveling with him, which is confirmed by medical documents;

failure to provide a passenger with service of class in accordance with the paid fare in the relevant fare brand;

incorrect issuance of a ticket by the Airline or its agent.

The Airline may recognize the refusal of a passenger to fulfill Passenger Air Carriage Agreement as involuntary in other cases.

129.3. In the event of an involuntary refusal of a passenger to fulfill Passenger Air Carriage Agreement the Arline makes a note in the transportation document or issues to a passenger a document confirming the circumstances specified in clause 129.2 of these Rules.

129.4. Refusal by a passenger from the execution of Passenger Air Carriage Agreement in cases not provided for in paragraph 129.2 of these Rules, is recognized as a voluntary refusal to fulfill Passenger Air Carriage Agreement.

129.5. A passenger that has voluntarily refused air carriage may receive a refund of the cost for the previously paid unused air carriage in accordance with the Airline rules of fare application.

129.6. In the event of a passenger involuntary refusal to travel, the Airline refunds a passenger the cost of the unused air transportation or part of it for the unused route sector.

130. Termination of the air carriage agreement at the initiative of the Airline:

130.1. The Airline may unilaterally refuse to fulfill Passenger Air Carriage Agreement, Cargo Air Carriage Agreement in the event of:

violation by a passenger of border, immigration, customs, sanitary-quarantine, veterinary, phytosanitary and other requirements established by the laws of the Republic of Belarus and related to air transportation, and when performing international air carriage – also the rules and requirements established by the relevant authorities of the state of departure, destination and (or ) transit;

refusal of a passenger to comply with the requirements imposed on them by these Rules;

if the state of health of a passenger requires special conditions for air transportation or threatens the safety of the passenger and (or) other passengers, crew members, which is confirmed by medical documents, and also creates confusion and irreparable inconvenience for other passengers;

refusal of a passenger to pay for the transportation of his (her) baggage, the weight of which exceeds the free baggage and hand luggage allowances specified by these Rules;

passenger refusal to pay for the carriage of a child travelling with him in accordance with the rules of the Airline, envisaged in paragraphs 124.4 – 124.5 of these Rules;

passenger refusal to be examined, to present baggage for inspection, including things that are at him (her), except for cases provided for by the laws of the Republic of Belarus;

violation by a passenger of Airline Rules of conduct on board the aircraft, that poses a threat to the safety of the flight or a threat to the life and (or) health of other people, as well as failure by a passenger to comply with the orders and commands of the aircraft captain, subject to mandatory implementation;

the presence in baggage, including in things that are at passenger, as well as in cargo, of substances, materials and products prohibited for carriage by air.

130.2. In the event that the Airline refuses to fulfill Passenger Air Carriage Agreement, except for the cases provided for by part 8 of clause 130.1 of these Rules, the amount paid for air carriage is returned to the passenger in the manner determined by the rules for fare application in the corresponding fare brand.

In the event that the Airline refuses to fulfill Passenger Air Carriage Agreement due to a violation by a passenger of the Rules of conduct on board the aircraft, endangering the safety of the flight or a threat to the life or health of other persons, as well as passenger’s failure to comply with the orders of the aircraft captain, presented in accordance with Article 43 of the Air Code of the Republic of Belarus, the amount paid for air transportation is not returned to a passenger.

130.3. In cases of involuntary downgrading of service class due to the fault of the Airline, the difference between the paid fare and the applied fare is paid.

131. The procedure for calculating amounts upon termination or change in air carriage agreement:

131.1.The refund of the amounts paid for transportation (hereinafter referred to as the amounts) is made by the Airline, including on the website of the Airline, or on its behalf by an agent at the place of payment for transportation in the form and currency of payment for transportation, as well as at the points provided for by the rules of the Airline.

131.2. Refunds are made on the basis of unused (partially used) transportation document, miscellaneous charges order to a person specified in the transportation document, MCO, other document in accordance with the laws of the Republic of Belarus upon presentation of a document proving his identity, or to an authorized person or representative of a legal entity upon presentation of an identity document and a document confirming the right to receive the amounts.

131.3. In case of purchasing an e-ticket when using online booking tools with the form of payment by credit card, the refund of amounts on an unused or partially used transportation document is made without the obligatory appearance of a passenger at the office of the Airline or agent, and can be made by a passenger call with the refund of amounts only to the credit card by which the payment was made.

131.4. The claim for refund of amounts is presented in a manner prescribed by the rules of the Airline and the Passenger Air Carriage Agreement.

131.5. The amounts paid to the Airline for the provision of additional services, if additional services were not provided, are refundable.

132. The procedure for refunding the carriage fee to a passenger in the event of termination of Air Carriage Agreement due to the passenger voluntary refusal to travel:

132.1. In the event of termination of Passenger Air Carriage Agreement due to a passenger voluntary refusal of carriage, a passenger shall be reimbursed the entire amount paid for the carriage, if the carriage has not been performed in any sector, or the difference between the amount paid for the entire carriage and the amount charged for the performed part of the carriage, if the carriage was partially performed, or the amount paid for the carriage is not refundable in accordance with the condition of the applied fare in the corresponding fare brand.

132.2. The calculation of the cost of the used sector(s) of the route is carried out according to the fare(s) of the corresponding class of service of the Airline that performed the transportation, which was in effect (they) on the date of commencement of transportation on the day the ticket was issued.

132.3. If, when calculating the cost of the used sector of the route, the difference between the amount paid for transportation and the fare for the used sectors of the route is negative, no additional payment is charged.

132.4. In the event of termination of Passenger Air Carriage of a passenger, which provides for a condition for the return of the carriage fee upon termination of Passenger Air Carriage Agreement, due to a passenger voluntary refusal from the entire carriage, the fees of foreign states, the fees of the Airline, airport fees are subject to return to a passenger, if this is established by fare application rules.

132.5. In the event of termination Passenger Air Carriage Agreement, which provides for the condition of non-return of the carriage charge upon termination of Passenger Air Carriage Agreement, due to a passenger voluntary refusal from the entire carriage or part of the carriage, the carriage charge paid for transportation (in full or in part) to a passenger is not refundable, except for the fees of foreign countries, Airline fees, airport fees, if it is established by fare application rules.

132.6. Charges of foreign countries, fuel surcharge, airport security tax, airport tax for the use of the air terminal shall be refunded to a passenger in full if the carriage has not been performed on any sector, or for unused sectors of the route, if the carriage has been partially performed.

133. The procedure for calculating the carriage fee in the event of a voluntary change in Passenger Air Carriage Agreement:

133.1. Changing the terms of Passenger Air Carriage Agreement is allowed, unless otherwise provided by fare application rules.

133.2. If the change in the terms of Passenger Air Carriage Agreement declared by a passenger is not allowed by fare application rules, then the amounts for the paid carriage are refunded in accordance with clauses 131.1 – 131.4 of these Rules (if the refund is full or partial is provided for by fare application rules) and a new ticket is issued according to the conditions of carriage changed by a passenger.

133.3. In the event of a voluntary change by a passenger of Passenger Air Carriage Agreement, the amount refunded to a passenger or charged from a passenger is determined as the difference between the amount paid for the carriage and the cost of carriage under the changed conditions.

133.4. If a passenger voluntarily changes the terms of the Air Carriage Agreement, a passenger may be charged for operations of changing the terms of Passenger Air Carriage Agreement, provided for by fare application terms.

133.5. If a passenger voluntarily terminates Passenger Air Carriage Agreement, the prior paid fees for making changes to a ticket, if this is set by fare application rules, are not refunded.

133.6. The amount paid for the provision of additional services, if additional services are not provided, is refundable.

134. The procedure for calculating the amount to be refunded in the event of termination of Passenger Air Carriage Agreement due to the passenger involuntary refusal of the entire carriage or part of the carriage:

134.1. In the event of a passenger involuntary refusal to fulfill the Passenger Air Carriage Agreement or part thereof, a passenger shall be refunded the entire amount paid for the carriage, except in cases where the carriage of a passenger was partially performed and a passenger accepted the completed part of the carriage. If a passenger accepted the completed part of the carriage, a passenger will be refunded the amount for the unfulfilled part of the carriage.

134.2. In the event of termination of Passenger Air Carriage Agreement due to the passenger involuntary refusal of the entire carriage or part of the carriage, the fees of foreign states, fuel and compensation fees on unused sectors of the route are refundable.

135. The procedure for calculating the carriage fee in the event of involuntary change in Passenger Air Carriage Agreement:

* 1. In the event of involuntary change in the terms of Passenger Air Carriage Agreement, a passenger is not charged any additional payment.
  2. When an aircraft is replaced by an aircraft of a smaller capacity or when the layout of the aircraft is changed, which resulted in the passenger not being provided with services according to the class indicated on the ticket, the difference between the paid fare and the fare of the class service in which the carriage was actually carried out is returned to the passenger.
  3. If the Airline is forced to locate a passenger in the cabin of a service class higher than the one paid by a passenger, no additional fee is charged from the passenger.

136. In the event that the Airline refuses to fulfill Passenger Air Carriage Agreement due to a violation by a passenger of the Rules of Conduct on board the aircraft, endangering the safety of the flight of the aircraft or a threat to the life or health of other persons, as well as the passenger’s failure to comply with the orders of the captain of the aircraft, presented in accordance with Article 43 of the Air Code Republic of Belarus, the amount paid for air transportation is not returned to a passenger.

137. Refunds to passengers for carriage performed by a charter flight are made by the charterer.

138. The procedure for settlements in case of refusal to carry baggage subject to additional payment:

138.1. In case of refusal to carry baggage subject to additional payment, the baggage fare for the unused part of the route is refunded.

138.2. Fees for refusing to carry baggage subject to additional payment are not charged.

CHAPTER 8. PASSENGER HANDLING

139. Passenger and baggage check-in:

139.1.The check-in of passengers can be carried out at the airport or independently using Internet resources (on-line check-in). At the airport, a passenger and his baggage can be checked-in at the common check-in counters or at self-service check-in kiosks (CUSS).

139.2. In case of on-line check-in or check-in through CUSS, passenger baggage can be checked at the airport at the common check-in counters or at self-service baggage check-in counters (Drop Off).

139.3. The passenger must no later than the time set by the Airline, come to check-in counter at the airport to go through check-in, to make, if necessary, payment for excess and (or) other payable baggage, to pass pre-flight security inspection (hereinafter – pre-flight inspection) and fulfillment other requirements related to border, customs, immigration, sanitary and quarantine, veterinary, phytosanitary and other types of control (hereinafter –pre-flight formalities) in accordance with the laws of the Republic of Belarus, as well as to the boarding area.

139.4. Passenger and baggage check-in at the airport starts 2 hours and ends 40 minutes prior to aircraft departure time according to the schedule or according to the charter transportation plan (schedule). Depending on the local conditions at the airport of departure the end-time of check-in may differ upon agreement with the Airline.

The end-time of check-in at the points located outside the airport, including on-line check-in using Internet resources, is set in taking into account the time required for the arrival (delivery) of passengers and baggage at the airport of departure for boarding (loading) into the aircraft and passing through pre-flight formalities and requirements related to border, customs, immigration, sanitary and quarantine, veterinary, phytosanitary and other types of control in accordance with the laws of the Republic of Belarus or the legislation of the country where the airport of departure is located.

139.5. Passenger and baggage check-in is carried out on the basis of the ticket and the passenger's identity document, as well as, if necessary, other documents provided for by the laws of the Republic of Belarus, and subject to the correspondence of the booking data and the passenger's identity document, on the basis of which the ticket was issued.

139.6. In case of international carriage a passenger must have exit, entry and other documents issued in accordance with the established procedure, required in accordance with the legislation of the country, to the territory, from the territory or through the territory of which the transportation will be carried out.

139.7. At check-in a passenger is given a boarding pass, which indicates passenger initials and surname, flight number, route, date of departure, boarding time, boarding gate number, seat number on board the aircraft and ticket number. If necessary, other information may be additionally indicated in the boarding pass.

139.8. At check-in, the passenger is obliged to present for weighing and clearance all baggage intended for transportation as checked baggage in the aircraft baggage compartment and hand luggage, including items allowed for transportation in passenger cabin (live animals, baggage carried on a separate passenger seat (CBBG), etc.), with the exception of things allowed for transportation by passengers at him and in the passenger cabin in excess of the established cabin luggage allowance.

139.9. A passenger who is late by the end of check-in can be denied boarding. The baggage of a checked passenger who did not show up for boarding is subject to removal from the aircraft and mandatory inspection.

139.10. On-line check-in involves independent check-in of passengers (without the participation of the Airline or handling agent personnel at the airport) on Belavia website.

Boarding passes are printed out by a passenger on A4 paper format. A paper boarding pass is required to proceed to the boarding gate. If the boarding pass has not been printed out in advance, then this can be done at the airport at the check-in counter or at the self-check-in kiosk no later than the check-in time for the flight.

On-line check-in starts 24 hours and ends 2 hours prior to the scheduled departure time.

139.11. The mobile check-in service implies the possibility of self-check-in of a passenger from a mobile device on the Airline mobile Internet site and in applications for devices on the iOS (iPhone) and Android platforms.

After check-in, a passenger receives a boarding pass in the form of a 2D barcode on his mobile device.

The mobile boarding pass must be stored on a mobile device in order to present it at the airport and at boarding at any time and without access to the Internet. If a mobile boarding pass is not available at the airport of departure, a passenger can print his boarding pass at the check-in counter or at a self-check-in kiosk no later than the check-in time.

Mobile check-in starts 24 hours and ends 2 hours before the scheduled departure time.

139.12. Check-in at self check-in kiosk (CUSS) is carried out by a passenger at the airport on his own and on the basis of his booking data. Based on the check-in results, the passenger receives a boarding pass.

Check-in at CUSS opens 22 hours and ends 1 hour prior to the scheduled departure time. Later (prior to the end of check-in), the passenger can check-in at common check-in counter.

139.13. On-line and mobile check-in, self-check-in at CUSS at the airport applies to the following categories of passengers:

a passenger flies only on Belavia flight;

a passenger has a valid e-ticket;

a passenger departs from an airport where the Airline or handling company has and uses a computerized check-in system (DCS);

a passenger does not carry live animals, weapons or luggage in cabin on a separate passenger seat, and he also does not need the service unaccompanied minor or other special categories of passengers (persons with reduced mobility, patients on a stretcher, disabled people, elderly people, blind or deaf people, etc.), requiring special care and special attention during the flight.

140. Boarding:

140.1. A passenger must arrive at gate for boarding no later than boarding time indicated on the boarding pass. Passenger boarding is carried out upon presentation by a passenger of a boarding pass for the relevant flight and an identity document, and, if necessary, other documents required in connection with passenger trip in accordance with the laws and rules of the country of departure, entry, transit.

140.2. Passengers who need assistance when boarding (sick, disabled, unaccompanied children, etc.), as well as persons who require special control (deported, not allowed into the country, escorted, etc.), are invited to boarding prior to all other passengers.

140.3. During boarding passengers hand luggage that is doubtful in terms of its dimensions and (or) the number of pieces, can be additionally checked using special calibrator racks by an Airline or handling company employee. If a passenger exceeds the established norms hand luggage, a part of such hand luggage is checked-in as baggage for transportation in aircraft baggage compartment and is issued with «Delivery at Aircraft» tags if allowed by applicable local requirements for safety and security at the airport of departure or arrival. Delivery of such baggage to the aircraft is carried out by a passenger himself.

A passenger pays for such pieces of baggage marked with «Delivery at Aircraft» tags for transportation in aircraft baggage compartment as excess baggage in accordance with the rules established by the Airline.

140.4. A passenger who is late for boarding may be denied transportation on this flight. The baggage of a checked-in passenger who did not show up for boarding is subject to removal from the aircraft and mandatory inspection.

140.5. If a passenger is late for boarding for reasons not related to the duration of the inspection, as well as in case of violation by the passenger of customs, sanitary and other requirements established by the laws of the country of departure, destination, transit, and if there are items, substances, materials in passenger hand luggage and (or) baggage that are prohibited for air transportation, the passenger’s refusal to be transported is recognized as voluntary.

141. Pre-flight screening:

141.1. In order to ensure flight safety, protect the life and health of passengers and crew members, prevent acts of unlawful interference in the activities of civil aviation, passengers, their baggage and hand luggage undergo a mandatory security screening prior to boarding (loading) into the aircraft.

141.2. In case of passenger refusal to pass through pre-flight inspection or to present baggage and carry-on luggage for screening, the Airline may refuse to fulfill the Passenger Air Carriage Agreement. In this case, the Airline shall not be liable to the passenger related to the refusal of carriage, except for the obligation to return the amounts for the unused carriage in accordance with the rules of tariff application.

141.3. It is strictly forbidden to carry on aircraft the baggage of a passenger who have passed the inspection, but did not show up for boarding or were suspended from the flight for other reasons.

141.4. Inspection is carried out in special rooms (inspection points) equipped with stationary technical means of inspection, video surveillance and video recording systems, as well as in rooms (cabins) for personal (individual) inspection. During the pre-flight screening, personal (individual) screening of passengers may be carried out.

141.5. Inspection of things that are at passengers, associated with their opening, is carried out only in the presence of a passenger. Baggage inspection can be carried out both in the presence of a passenger, and in his absence.

141.6. Pre-flight screening of transit and transfer passengers, including belongings that are at passengers, at intermediate airports is carried out on a general basis before their entering the cleared area and mixing with passengers who have passed the pre-flight screening, for whom this point of transportation is the initial one.

141.7. If undeclared hazardous substances, objects and materials are found at a passenger or in his things that are with him, these substances, objects or materials are seized in the prescribed manner with the drawing up of an act of seizure. One copy of the act of withdrawal is issued to a passenger.

141.8. Items confiscated during the inspection, which, by decision of a representative of the Airline or personnel of the aviation security unit at the airport of departure, are not allowed for transportation as hand luggage in accordance with the list of items, substances and materials prohibited for transportation, must be checked in as checked baggage and transported, if possible, on the same flight as a passenger.

141.9. In case of an extraordinary situation, as a result of which there was a mixture of passengers who have passed and those who did not pass the screening, the re-screening of departing passengers is carried out.

142. Passenger handling at the airport:

142.1. The Airline or handling agent at the airport provides passengers with visual and (or) audio information about:

the time of aircraft departure and arrival;

the place, time beginning and end of check-in for the flight indicated in the ticket;

the gate, time of beginning and end of boarding;

the delay or cancellation of the flight and on the reasons for the delay or cancellation of the flight;

the method of travel to the nearest locality and between airports;

the procedure for conducting pre-flight screening of passengers, baggage and cabin luggage;

the general rules for the fulfillment by passengers of requirements related to border, customs, immigration, sanitary-quarantine, veterinary, phytosanitary and other types of control in accordance with the laws of the Republic of Belarus;

the location of the mother and child rooms.

142.2.The handling of passengers, their baggage and cabin luggage at the airport is provided by the handling organization on the basis of and in accordance with the agreement concluded with the Airline, including:

check-in of passengers and baggage for carriage over the route as specified in transportation document, as well as carrying out special security control of passengers, baggage, cabin luggage and cargo;

control the availability of passenger valid documents allowing entry into, transit through the territory of the country of destination or transit;

delivery of departing (arriving) passengers to the aircraft (from the aircraft to the terminal building) and organization of their embarkation into the aircraft (disembarkation from the aircraft);

delivery of checked baggage and cargo to aircraft and from aircraft, loading, distribution and securing of baggage and cargo on board the aircraft, unloading them from aircraft, transportation and delivery of baggage to passengers.

Passengers will not be charged extra for the above services.

142.3. Business lounge services are provided to passengers with tickets paid for at a business class fare and members of FFP «Belavia Leader» of gold and silver levels, who paid for transportation according to the tariff in the tariff brand «Light», «Smart», «Flex», for the period of waiting for boarding the aircraft. There is no additional fee for using the business lounge.

142.4. The time of a passenger stay in business lounge is regulated by the current rules at the local airport of departure and the terms of the agreements concluded by the Airline with handling organizations.

The presence of passengers and persons who do not have the right to visit business lounge is not allowed.

143. In-flight servicing:

143.1. The Airline provides a passenger on board the aircraft with a range of services depending on the type and equipment of the aircraft, flight duration, time of day as well as the class of service in accordance with the applied fare brand. The volume of services and the procedure for their provision is determined by the rules of the Airline.

143.2.The Airline provides the following range of services on board the aircraft:

informing passengers about the flight conditions and the general rules of conduct for passengers on board the aircraft, the locations of the main and emergency exits, the conditions for leaving the aircraft in emergency situations, as well as the locations of personal protective equipment and inflatable ladders in aircraft cabin;

provision of soft and (or) hot drinks and meals in the manner prescribed by the Airline;

first aid.

143.3. In-flight meals and drinks are provided to passengers in accordance with the class of service, flight duration and time of day. On flights lasting more than four hours hot meals may be provided, unless otherwise provided by the Airline in-flight catering schedule.

143.4. Meals and hot drinks may not be provided to passengers if the specified condition is established by the rules of the Airline and a passenger is informed about the conditions of service on board the aircraft before the conclusion of Passenger Air Carriage Agreement.

143.5. There is no additional charge for these services.

144. Services provided during a break in carriage:

144.1. Stopover en-route:

144.1.1. A passenger, in agreement with the Airline, may interrupt his transportation at the airport (point) indicated on the ticket, in which, according to Passenger Air Carriage Agreement, the time between the passenger arrival at the airport and his departure from the airport is more than twenty-four hours.

144.1.2. Passenger stopover en-route is allowed within the period of validity of the Airline obligation to carry a passenger, provided that it is agreed in advance with the Airline, indicated in a ticket, taken into account when calculating the cost of transportation, and in case of international transportation it is also allowed by the state authorities of that country, in the territory of which is expected to stop.

144.1.3. If a passenger makes a stop at an airport (point) en-route, then his baggage is checked only to the airport (point) of stopover and is subject to delivery to it to a passenger at this airport (point).

144.1.4. If, when booking a carriage, a passenger has not declared a stopover at the airport (point) en-route, but wishes to make such a stop and declared this at the transfer airport or at the airport where the aircraft lands for technical and (or) commercial handling and continues to perform flight on which he arrived at the airport (hereinafter referred to as the transit airport), then such stop in transportation is regarded as a voluntary refusal of a passenger from carriage, except for the cases specified in paragraph 129.2 of these Rules, and further transportation may be continued after the corresponding change in Passenger Air Carriage Agreement.

144.2. Interruption in carriage due to the fault of the Airline:

144.2.1. In the event of a break in carriage due to the fault of the Airline, as well as in the event of delay or cancellation of flight due to adverse meteorological conditions, for technical and other reasons, changes in route, the Airline organizes the following services for passengers at departure points or intermediate landing points:

providing mother and child rooms to a passenger with a child under the age of seven, subject to availability at the airport;

one phone call (up to 3 minutes) or sending one e-mail or fax message when waiting for the flight departure for more than two hours;

or two phone calls (up to 3 minutes each) or sending two e-mails or fax messages when waiting for a flight to depart for more than five hours;

provision of soft drinks or vouchers for their provision when waiting for the flight departure for more than two hours;

provision of hot meals or a voucher for its provision when waiting for the departure of a flight for more than three hours and then every six hours during the day time and every eight hours at night according to rations depending on the time of day:

from 06.00 to 12.00 – breakfast;

from 12.00 to 18.00 – lunch;

from 18.00 to 24.00 – dinner;

in the period from 00.00 to 06.00, at the request of a passenger, a light snack (sandwich, burger, etc.), tea or coffee and (or) soft drinks can be provided;

accommodation in a hotel while waiting for a flight departure for more than eight hours during the day time and more than six hours at night;

free delivery from the airport to hotel and back;

organizing the storage of passengers luggage.

These services are provided to passengers at no additional charge.

144.3. At transit or transfer points, passengers are provided with services subject to a confirmed booking for the next sector of the route, regardless of the reason that caused the flight delay.

144.4. A passenger may refuse hotel accommodation, but is not entitled to reimbursement of expenses from unused services.

145. Additional services:

145.1. The Airline ensures the provision of additional premium services to passengers during the flight and on the ground in accordance with the procedure established by the Airline and with payment at the rates established by the Airline.

145.2. Seat pre-selection service:

145.2.1. «Seat pre-selection service» means the provision for an economy class passenger with the opportunity to voluntarily choose a seat of a preferred category in the cabin of aircraft.

145.2.2.The service can be purchased on the website [www.belavia.by](http://www.belavia.by) at the office of the Airline or its agent.

The cost of the service is set depending on the category of the seat, the fare basis used in the ticket, the status of the participant in FFP «Belavia Leader» and other conditions. The service fee is charged per flight segment.

Business class passengers will be able to use the seat pre-selection service on board the aircraft at no extra charge.

145.2.3.The service is provided on Belavia scheduled and charter flights.

145.2.4. The service is considered to be rendered upon the fact of carriage of a passenger at a seat of the booked category, subject to payment for the service and issuance of an EMD.

145.2.5. When changing the schedule, replacing the aircraft, changing the layout of cabin in order to save the ordered service for a passenger, the Airline changes the booked seat within a selected category in an automatic mode, but does not guarantee that the number of the assigned seat will be saved.

145.2.6. The Airline is not obliged to notify passengers about changes in the service related to the change of the type and/or layout of the aircraft without changing the schedule of the aircraft. The passenger can find out about the changes in the service when viewing the detailed information in the Booking Status section on the Airline website or during self-check-in online.

145.2.7.The Airline reserves the right to limit the provision of the service for various types of aircraft and on various routes in accordance with flight safety requirements, technical capabilities and depending on a passenger category.

145.2.8. In case of technical impossibility to provide a seat of the paid category, the Airline will refund the cost of the service.

Voluntary refund for the service is made in full in case of a passenger voluntary refusal the carriage or service 3 hours prior to the scheduled departure of a flight.

An involuntary refund for an unused service is made in full in each of the following cases:

involuntary passenger refusal the carriage in cases provided for in clause 129.2 of these Rules;

unilateral termination by the Airline of Passenger Air Carriage Agreement in accordance with clause 130 of these Rules.

145.2.9. Refunds for the service are not made in the following cases:

when changing the number / date of departure of the flight and maintaining the seat of a selected category;

involuntary upgrade from economy to business class;

providing a seat of a higher category;

voluntary passenger refusal the service less than 3 hours prior the flight departure, as well as after the flight departure.

145.2.10. In detail the conditions for provision of «Advance Seat Selection» service can be found on the Airline website [www.belavia.by](http://www.belavia.by) in «Information and Services» section.

CHAPTER 9. RULES OF CONDUCT FOR PASSENGERS DURING PREFLIGHT HANDLING AND ON BOARD THE AIRCRAFT

146. In the event of disruptive passenger behavior, the Airline follows a policy that includes, among other things, the following requirements:

not leave without consequences any physical violence or verbal abuse against the Airline personnel, crew members and passengers;

not allow boarding and refuse transportation to passengers who are in a state of alcoholic or drug intoxication, as well as those who do not comply with the legal requirements of the Airline personnel or crew members;

provide flight and ground personnel with the authority to take adequate actions in relation to unruly passengers, provided for by the acts of the laws of the Republic of Belarus and international standards.

147. The use by passengers or crew members of electronic devices on board the aircraft is carried out in accordance with Appendix 3 to these Rules.

148. Additional safety measures regarding the preservation of the health of passengers and staff are set out on the official website of the Airline <https://belavia.by>.

149. Rights and obligations of passengers to comply with the Rules of Conduct:

149.1. Passengers have the right to:

demand the provision of all services stipulated by the terms of Air Carriage Agreement;

demand protection from crew members in cases where their lives and health are in danger;

offer their services in providing medical assistance to passengers and (or) as an assistant in preparation for an emergency landing;

cancel the flight.

149.2. Passengers are required to:

comply with these Rules and Rules of Conduct, discipline and order on board the aircraft;

comply with the requirements of the captain and other crew members, including those for preventing the spread of viral infections;

take a seat in cabin in accordance with the boarding pass, and, if necessary, in order to ensure flight safety, in accordance with the instructions of the crew members;

place cabin luggage and personal belongings in specially designated places indicated by crew members;

comply with the cabin luggage allowance rules established by the Airline;

fasten seat belts when the «Fasten your seat belts» display is turned on and leave them fastened until it turns off. It is recommended to leave the seat belts fastened during the entire flight.

150. Passengers are prohibited from:

come at check-in (landing) with signs of a state of alcoholic intoxication and (or) a state caused by the consumption of narcotic drugs, psychotropic substances, their analogues, toxic or other intoxicating substances;

consume alcoholic, low-alcohol drinks or beer, except for those offered by the crew on board the aircraft (the ban on the consumption of alcoholic, low-alcohol drinks or beer, among other things, applies to goods sold by duty-free shops on board the aircraft);

smoke, use electronic smoking systems, systems for tobacco consumption during the entire flight, as well as on the territory of the aerodrome when boarding (disembarking) on (from) the board(s) of the aircraft;

use narcotic, psychotropic substances, their analogues, toxic or other intoxicating substances;

create situations that threaten flight safety or life, health, honor and dignity of passengers, crew members, airline employees, as well as allow verbal abuse and (or) physical violence against them;

remove from the container (cage) an animal transported in cabin;

enter the cockpit;

interfere with the actions of crew members or create obstacles in the performance of their duties;

violate the rules for the use of electronic devices on board the aircraft;

damage (disable) property or equipment belonging to the airline, as well as remove it from the aircraft;

use emergency equipment without appropriate instructions from crew members;

leave their seats when taxiing the aircraft, during its takeoff, climb, descent and landing, as well as when the «Fasten your seat belts» display is on;

clutter up the aisles of the cabin, the space between the rows of seats and at emergency exits;

make photo-video filming of passengers, crew members, Airline employees without their consent.

151. Sanctions applied to violators of the Rules of Conduct:

151.1. For violation of the requirements for compliance with aircraft flight safety measures and aviation security, the following types of passenger liability are provided:

administrative: article 18.5 (violation of the rules of conduct on the aircraft) and article 19.1 (petty hooliganism) of the Code of the Republic of Belarus on administrative offenses;

criminal: article 321 (violation of the rules that ensure the safe operation of transport) and article 339 (hooliganism) of the Criminal Code of the Republic of Belarus.

152. Responsibility of passengers for violation of the rules of conduct:

152.1. For violation (failure to comply) with the rules of conduct, a passenger is liable in accordance with the requirements of the laws of the Republic of Belarus, international air law (international conventions) and the legislation of the country of destination or the country of intermediate landing, regardless of the country of registration or operation of the aircraft.

152.2. In case of violation by aircraft passengers of the rules of conduct that poses a threat to the flight safety of the aircraft or a threat to the life and (or) health of other citizens, as well as failure to comply with the orders and commands of the captain, which are subject to mandatory implementation, the Airline has the right to unilaterally refuse to fulfill the Air Carriage Agreement of such passengers.

153. The rights of Belavia – Belarusian Airlines employees to ensure that passengers comply with the Rules of Conduct:

153.1. For violation of the Rules of Conduct by passengers, the Airline (captain and (or) crew members) has the right to:

stop serving alcoholic beverages to passengers with signs of alcohol intoxication and (or) a state caused by the consumption of narcotic drugs, psychotropic substances, their analogues, toxic or other intoxicating substances;

withdraw from passengers for the duration of the flight (with subsequent return at the end of it) their alcoholic drinks, including those purchased in duty-free shops and on board the aircraft;

to remove passengers (violators) from the aircraft before its departure, at the nearest point of its landing, and in the event of an emergency landing of the aircraft, to demand reimbursement by passengers (violators) of additional expenses incurred by the airline as a result of their destructive behavior;

transfer passengers (violators) to law enforcement agencies, regardless of the landing state;

deprive passengers of the right to further use the services of the airline, including the termination of already concluded air transportation contracts, without compensation for their cost;

demand compensation by passengers for material damage caused by them to the airline due to damage to its property.

153.2. In accordance with the Convention «On Crimes and Certain Other Actions Committed on Board an Aircraft» (Tokyo, 1963) and the practice of its application established in international civil aviation, acts of the legislation of the Republic of Belarus, the captain of aircraft has the right to:

exercise personal control over the safety of passengers in flight in the event of a threat to the flight safety of the aircraft;

give passengers orders and commands that are subject to mandatory implementation;

give passengers a written warning if the oral request of the captain (crew member) was not met;

take all necessary measures, including forced measures, against passengers who, by their actions, create a threat to flight safety and who do not obey his orders and commands.

The captain of aircraft may have other rights in accordance with the laws of the Republic of Belarus.

SECTION VIII. BAGGAGE AND CARRY-ON LUGGAGE TRANSPORTATION

CHAPTER 10. FREE BAGGAGE ALLOWANCE RULES AND REGULATIONS

154. Baggage is a passenger belongings, the weight of one piece in packed of which must not exceed 32 kg.

155. All baggage presented for transportation as checked baggage must be packed in suitcases, boxes, bags or other sufficiently strong packaging that ensures its safety, excludes the possibility of access to its contents and does not require special precautions under normal conditions of handling and carriage. The Airline reserves the right to refuse transportation of checked baggage that does not meet these requirements.

156. Baggage that has external damage that does not affect its safety during processing and carriage under normal conditions may be accepted as checked baggage with the consent of the Airline. Such baggage is tagged with «Limited Release» tag, on which a note is made of the presence and type of damage, which is confirmed by the passenger signature.

157.The Airline may refuse to transport checked baggage if such baggage poses a danger to the aircraft, personnel or property of the Airline on board or is unacceptable for air carriage due to its weight, dimensions or nature of the contents, or is prohibited by the laws and security standards of any state from which, to which or through which the flight is carried out. Some items, due to their weight, size or nature of the contents, can only be accepted for carriage on an aircraft with the consent of the Airline.

158. The following categories of baggage are accepted for carriage as checked baggage only if booked in advance:

oversized baggage;

live animals;

weapons and ammunition for it;

wheelchairs powered by dry cell or liquid electrolyte batteries or lithium ion batteries;

items and substances belonging to the category «Dangerous Goods».

159. Passengers are not recommended to put fragile items, perishable products, banknotes, jewelry, precious metals, securities and other valuables, business and personal documents, medical certificates, medicines, keys, video cameras, cameras, portable personal computers, mobile phones and other electronic equipment into their checked baggage.

These items are recommended to be carried in carry-on luggage under the care of a passenger.

160. The Airline is not responsible for loss, damage or delay in the delivery of fragile and perishable items, as well as money, jewelry, items made of precious metals, expensive items (video cameras, cameras, mobile phones, personal computers, etc.), securities and business papers, if they are included in checked baggage, regardless of whether such transportation has been agreed or not agreed with the Airline.

161. The Airline may refuse carriage as checked baggage:

items, the transportation of which is prohibited by laws, regulations, rules, instructions of state bodies of any country, to, from or through the territory of which the transportation is carried out;

animals, excluding dogs, cats and other pets and birds, which may be accepted for carriage subject to special conditions;

items prohibited for carriage by air (Dangerous Goods).

162. At check-in a passenger must present all baggage and carry-on luggage, including animals and (or) birds and things allowed for transportation in the passenger cabin (live animals, baggage carried on a separate passenger seat (CBBG), etc.), and items carried at no extra charge in excess of the free baggage allowance and carry-on luggage allowance in accordance with flight safety requirements.

163.When checking in baggage, a passenger is given a part of a baggage tag, and the other part is attached to each piece of baggage accepted by the Airline for transportation under its own responsibility for the safety of these items from the moment they are handed over by the passenger at the point of departure until the moment they are handed over to the passenger at the point of destination or , if necessary, at the point of transit.

The baggage tag is used to identify each piece of checked baggage.

To indicate special conditions of processing and transportation, a special marking tag is additionally attached to checked baggage.

On things, carry-on luggage carried in cabin «In Cabin» tag is attached, except for the things specified in clause 179 of these Rules.

164. After check-in of a passenger and his baggage, the responsibility for the safety of checked baggage is assigned to the Airline.

From the moment the checked baggage is accepted for carriage and until the moment it is delivered to a passenger, a passenger access to the baggage is prohibited, except for cases of its identification or additional inspection by the relevant authorized authorities.

165. The checked baggage of passengers who have passed check-in but did not show up for boarding is identified and removed from the aircraft. Transportation of checked baggage of passengers who have checked their baggage and did not show up for boarding is strictly prohibited on the Airline's aircraft.

166. A passenger has the right to carry his baggage without additional payment within free baggage allowance established by the Airline, depending on the conditions of fare brand:

for tariff brands «Promo» and «Light» the free baggage allowance is not provided;

for economy class passengers who have paid for carriage at fare in «Smart» fare brand (including an award economy class ticket), the free baggage allowance is 1 piece in packed not exceeding 23 kg in weight and 158 cm in dimensions in three measurements;

for economy class passengers who paid for carriage at fare in «Flex» fare brand (including for passengers with an award upgrade using points of FFP «Belavia Leader») free baggage allowance is 1 piece in packed not exceeding 32 kg in weight and 158 cm in size in the sum of three dimensions;

for business class passengers (including business class award tickets) – 2 pieces each in packed not exceeding 32 kg in weight and 158 cm in size in the sum of three dimensions.

167. The free baggage allowance per passenger for children and infants is:

for infants under the age of 2 years are specified only for the tariff brands «Smart», «Flex», «Business» and is 1 piece in packed not exceeding 10 kg in weight and 115 cm in size in the sum of three dimensions;

for children aged from 2 up to 12 years applies free baggage allowance established for an adult passenger in the corresponding fare brand.

168. For members of FFP «Belavia Leader» in addition to free baggage allowance the following privileges apply:

for FFP «Belavia Leader» participants of silver level – the privilege is set for the tariff brands «Smart», «Flex», «Business», as well as for award tickets and group fare (class G) and amounts to + 1 piece of baggage by weight not more than 23 kg and by dimensions in the sum of three measurements not more than 158 cm;

for FFP «Belavia Leader» participants of gold level – the privilege is set for the tariff brands «Light», «Smart», «Flex», «Business», as well as for award tickets and group fares (class G) and amounts to + 1 piece of baggage by weight not more than 32 kg and in terms of size in the sum of three dimensions not more than 158 cm.

169. In addition to the established free baggage allowance, each passenger is allowed to carry the following items at no additional charge:

baby travel cradle, or car seat for newborns, or baby foldable stroller, or walking stick, or universal convertible foldable stroller, or Yoyo-type foldable stroller when traveling with an infant from 0 up to 2 years old or a small child aged up to 4 years inclusive;

a wheelchair, an electric attachment to a wheelchair, a step-walker, a lift and (or) other types of vehicles for passengers with reduced mobility, mechanical or powered by batteries with batteries.

These items are transported only in aircraft baggage compartment as checked baggage.

If necessary, at the request of a passenger, vehicles for people with disabilities or reduced mobility or for transportation of infants (small children) may remain at his disposal until boarding. In this case, at check-in they are marked with tags «Delivery at Aircraft» and are accepted for loading into baggage compartment at the gangway of the aircraft. Upon arrival at the point of destination or transit/transfer, they are delivered to a passenger at the gangway of the aircraft when passengers disembarking, if this is allowed by local safety requirements at the airport, or in the common baggage claim area.

170. Free baggage allowance does not apply to:

oversized baggage (long-length), the linear dimensions of one packed piece of which in the sum of three dimensions exceed the dimensions established by the Airline of 158 cm for the checked baggage of passengers, or 115 cm for the baggage of infants under 2 years of age, or 210 cm for sports equipment;

weapons and ammunition for them, as well as other baggage requiring special transportation conditions;

domestic animals and birds, with the exception of guide dogs accompanying blind and (or) deaf passengers;

televisions, tape recorders, items of audio, video, household appliances weighing more than 10 kg;

flowers, plant seedlings, food greens with a total weight of more than 5 kg;

courier correspondence and parcels weighing more than 5 kg.

Transportation of the items specified in this clause is paid based on their actual number of pieces, regardless of the total amount of other passenger baggage, at the rates established by the Airline.

171. In the event of involuntary downgrade of class service a passenger has the right to carry baggage at free baggage allowance established in accordance with initially applied and paid fare brand.

CHAPTER 11. CARRY-ON LUGGAGE ALLOWANCE RULES AND RGULATIONS

172. For carriage in passenger cabin as carry-on luggage, the following are allowed:

cabin baggage transported within the limits of cabin baggage allowance established by the Airline, the weight and dimensions of which allow it to be safely placed in cabin on the overhead baggage rack or under the front passenger seat and the contents of which do not contain objects and substances prohibited for transportation in aircraft cabin;

things allowed by the Airline to be carried on board the aircraft in addition to standard carry-on luggage at no additional charge;

things and goods permitted by the Airline for transportation in cabin on a separate passenger seat on the basis of a preliminary request and agreement with the Airline, which require special precautions during handling and transportation, special screening measures using technical means, with payment of additional fees for transportation;

diplomatic and courier baggage;

dangerous items, including items that require prior approval from the Airline, permitted for transportation in passenger cabin, but prohibited for carriage in the checked baggage.

173. In order to ensure flight safety and the comfort of other passengers, the carriage of cabin luggage in passenger cabin may be limited.

174. Carriage of hand luggage in passenger cabin may be refused if such cabin luggage:

cannot be transported by air due to its weight, dimensions or the nature of its contents;

does not fit under the passenger seat in front or cannot be placed in the overhead bin;

packed improperly.

175. The following carry-on luggage restrictions apply on the Airline flights:

depending on the weight, size or nature of the contents, some categories of cabin luggage can only be accepted for carriage subject to prior agreement with the Airline (for example, musical instruments);

to ensure flight safety, the Airline has restrictions on the transportation of liquids, aerosols, gels;

items prohibited for carriage in cabin baggage are carried in aircraft baggage compartment, if allowed by the Technical Instructions (ICAO Doc 9284 - AN/905) and the IATA Dangerous Goods Regulations (IATA DGR), or are not allowed for carriage if their carriage by air is prohibited.

176.The carry-on luggage allowance is not included in free baggage allowance.

177. The following carry-on luggage allowance applies on the Airline scheduled flights:

for economy class passengers (including the award ticket of FFP «Belavia Leader» of economy class) in all fare brands – 1 piece in packed not exceeding 10 kg in weight and 55X40X25 cm in dimensions;

for business class passengers (including business class award tickets of FFP «Belavia Leader») – 2 pieces, each in packed not exceeding 10 kg in weight and 55X40X25 cm in dimensions;

for passengers with a premium upgrade of service class (for points of FFP «Belavia Leader») – 1 piece in packed not exceeding 10 kg in weight and 55X40X25 cm in dimensions.

178. A passenger is obliged to take care of the safety of carry-on luggage and items specified in clause 179 of these Rules and carried in passenger cabin. Leaving the aircraft a passenger is obliged to take with him carry-on luggage placed on board the aircraft and the things specified in clause 179 of these Rules.

179. In excess of the established carry-on luggage allowance, a passenger has the right to carry the following items if they are at passenger and not included into the baggage:

handbag, or briefcase, or 1 backpack;

folder for papers;

umbrella, or cane umbrella, or beach umbrella (beach umbrella is accepted for carriage only as checked baggage at no extra charge);

crutches or canes for passengers with reduced mobility;

bouquet of flowers;

printed publications for in-flight reading;

outerwear;

baby food or baby items of weight necessary to care for a small child under 2 years of age during the flight;

mobile phone;

camera;

personal laptop computer.

The things specified in this paragraph are not presented for weighing, are not subject for check-in and are not marked with tags.

180. The goods purchased by the passenger in a duty-free shop or other retail shops, or catering facilities after check-in (including mobile and online check-in) and after check-in of the checked baggage must be placed in the passenger's existing hand luggage or it is itself shall be considered as a piece of unregistered baggage.

181. The Airline is not responsible for carry-on luggage and items carried in passenger cabin. In case of a break in the flight, a passenger, when disembarking is obliged to take them with him.

CHAPTER 12. REQUIREMENTS FOR BAGGAGE AND CARRY-ON LUGGAGE CONTENT

182. In order to ensure flight safety, the Airline has defined a list of hazardous substances, materials and products, the carriage of which on board the aircraft is prohibited or limited subject to the established conditions and requirements for the transportation of dangerous goods on board the aircraft (Appendix 1).

183. Passengers are not allowed to check-in electronic cigarettes and chargers for them, as well as other portable electronic smoking devices powered by batteries. Electronic cigarettes can only be carried in carry-on luggage.

CHAPTER 13. CONSOLIDATION OF BAGGAGE

184. If two or more passengers are traveling together for the same purpose to the same airport of destination or stopping on the same flight, are booked in a single booking or are members of the same family, or persons traveling together or on a business trip and booked in different bookings, then, at the request of passengers, it is allowed to apply the sum of free baggage allowances of each of these passengers when checking-in their baggage.

185. The consolidation of free baggage allowance for two or more passengers is carried out only by the number of pieces. When combining free baggage allowance, one piece should not exceed 23 kg in weight in «Smart» fare brand or 32 kg in «Flex» fare brand and for business class passengers and in terms of dimensions in the sum of three dimensions 158 cm.

186. If in case of consolidating free baggage allowance any piece exceeds the established norm in terms of weight or dimensions, then the carriage of such a piece is subject to payment as for excess baggage according to the tariffs and rules established by the Airline.

187. Baggage subject to mandatory payment cannot be combined with baggage carried within the free carriage allowance.

188. Baggage is checked for each passenger individually with the data entered in the baggage receipt of each particular passenger.

189. To check-in the consolidated baggage, passengers must go to check-in counter together at the same time.

CHAPTER 14. EXCESS BAGGAGE

190. Part of the baggage, that by weight or size in the sum of three dimensions of one piece exceeds free baggage allowance or baggage of a special category that requires mandatory payment regardless of the presence and quantity of other baggage, is excess baggage (paid) and is accepted for transportation for an additional fee at the rates established by the Airline.

Payment for the carriage of such baggage is issued by excess baggage ticket or miscellaneous charges order (MCO, EMD or other payment document used by the Airline).

191. Carriage of excess baggage, oversized baggage, as well as baggage that is not included in free baggage allowance in accordance with the rules of the Airline, including as part of the privilege of elite members of FFP «Belavia Leader», requires mandatory prior approval from the Airline and is subject to availability on aircraft free capacity.

192. Payment for the carriage of excess baggage can be made by a passenger in advance when booking a passenger seat and capacity for baggage. Exceptions are possible for charter flights.

If a passenger presented for carriage excess baggage with a weight and (or) a size less than he had initially booked and paid for, the difference in the payment for transportation between the booked excess baggage and the baggage actually presented for transportation is subject to return to the passenger.

193. In case of exceeding free baggage allowance for several categories, the total amount payable will be the sum of the relevant fees for exceeding the free baggage allowance.

194. If necessary, the Airline provides a service for the transportation of an additional piece (pieces) of baggage for an additional fee. Payment for this service is made according to the fees and rules established by the Airline.

195. The Airline may refuse to carry excess baggage for reasons of flight safety, technical, commercial or other reasons.

196. Carriage of excess baggage in credit is not allowed.

CHAPTER 15. SPECIAL CATEGORIES OF BAGGAGE

197. Value declared baggage:

197.1. A passenger has the right to declare the value of his checked baggage.

The Airline provides passengers with the right to hand over baggage with declared value for transportation only over its own routes.

197.2. In case when a passenger presented several pieces of baggage for transportation or when a family travel with a joint check-in of baggage, the value can be declared only for one piece of baggage.

197.3. The amount of the declared value of the baggage must not exceed the actual value of the contents of the baggage, but not more than 2,000 rubles (BYN) or the equivalent amount in US dollars or Euros.

197.4. The declared value fee is 10% of the value declared, payable at the point of origin where the value is declared.

Payment of the declared value fee is verified by an excess baggage ticket or MCO (EMD).

197.5. The carriage of baggage with declared value is subject to the free baggage allowance.

197.6. Items accepted for carriage as baggage with a declared value must be in good packaging, excluding access to the contents, and have an accurate description.

Baggage with a declared value is not accepted for carriage, the packaging of which is considered unsatisfactory by an authorized representative of the Airline or the personnel of the handling company.

198. Animals transported in aircraft cabin or baggage compartment:

198.1. Transportation of live animals in passenger cabin or in aircraft baggage compartment requires prior approval from the Airline.

198.2. The owner of a live animal transported on the aircraft of the Airline in passenger cabin or in aircraft baggage compartment can only be an adult person not younger than 18 years old.

198.3. The passenger is responsible for the execution and availability of all documents required for the transportation of live animals (birds) in accordance with the requirements of the legislation of the country of export, import, transit and international treaties.

For a number of states there are special rules for the importation of animals. The passenger must find out in advance the necessary information on the rules for importing animals into the country of destination (point of transit).

198.4. The carriage of live animals as hand luggage or as checked baggage is not included in the free baggage allowance and is subject to payment for each animal actually carried in passenger cabin or in aircraft baggage compartment in the amount of fees established by the airline.

198.5. In order to ensure flight safety and taking into account the restrictions established by the aircraft manufacturers, the maximum number of live animals for transportation in passenger cabin and in aircraft baggage compartments may be limited by the Airline for each type of aircraft.

198.6. On the Airline flights the domesticated live animals (birds) can be transported as baggage or hand luggage: cats, dogs, birds, other indoor (tamed) animals (Pets).

198.7. Pets (birds), the weight of which together with the cage (container) does not exceed 8 kg, the dimensions of the cage do not exceed 55X40X20 cm, can be transported in aircraft cabin.

198.8. In passenger cabin the Airline allows transportation of small animals of brachycephalic breeds, the weight of which together with the cage (container) exceeds 8 kg, provided that the weight of the animal together with the container (cage) does not exceed 23 kg and the dimensions of the cage (container) do not exceed 55X40X40 cm.

The transportation of such animals in aircraft passenger cabin is carried out on a separate passenger seat on the basis of prior agreement with the Airline and is paid in the amount of the cost of a separate passenger seat in the corresponding fare brand and the fee for the carriage of an animal in passenger cabin.

A ticket issued for the carriage of an animal in a separate passenger seat is not subject to free baggage allowance and carry-on luggage allowance in the corresponding fare brand and the provision of on-board meals during the flight.

198.9. One passenger can carry no more than one animal (bird) in aircraft passenger cabin.

198.10. Live animals weighing more than 8 kg together with the container and food, but not exceeding 50 kg, and also if the dimensions of the container exceed the dimensions established for carriage in the aircraft cabin, are transported in baggage compartment as checked baggage.

198.11 An animal the weight of which together with the container (cage) exceeds 50 kg is accepted for carriage only as cargo.

198.12. Service dogs accompanying blind or deaf passengers are transported at no additional charge, their weight and size are not limited. The carriage of a service dog is booked simultaneously with the booking of a passenger it accompanies.

198.13. Pets (birds) when transported by air must be placed in a strong container (cage) with a reliable lock (lock) that provides the necessary convenience during transportation and air access. The bird cage must be covered with a dense light-tight fabric.

198.14. The Airline is not responsible for bodily injury, loss, delay in delivery, disease or death of pets (birds), as well as in case of refusal by the relevant authorities of the country, from the territory, into or through the territory of which the export, import or transit of such pet (bird).

198.15. A container with an animal in passenger cabin for the duration of the flight must be placed under the front passenger seat. Taking the animal out of the container (in the cabin, lobby, toilet), feeding it on board the aircraft is prohibited.

198.16. The Airline does not accept emotional support animals for carriage on its flights.

199. Baggage carried on a separate passenger seat:

199.1. Carriage of baggage requiring special precautions (film, photo, television, video, radio equipment, electronic and optical devices, office equipment, musical instruments, fragile items), upon prior agreement with the Airline, is allowed in passenger cabin with accommodation on a separate passenger seat.

199.2. For each separate passenger seat used for baggage carriage in aircraft passenger cabin a separate ticket is issued, with the pay for at current fare in the relevant fare brand (without charging applicable airport and other charges and taxes), for which the carriage of a passenger is paid.

199.3. Baggage is accepted for transportation in passenger cabin on a separate passenger seat, the weight and dimensions of one piece in packed of which must not exceed 76 kg and 100x50x30cm.

199.4. One passenger can carry only 1 (one) piece of baggage carried on a separate passenger seat in passenger cabin.

199.5. Passenger belongings accepted for transportation in passenger cabin on a separate passenger seat must be packed in such a way as to prevent damage to the aircraft cabin equipment during the flight. The packaging of such baggage must have devices to enable it to be securely fastened to a passenger seat.

199.6. An a ticket issued and paid for the carriage of baggage in aircraft passenger cabin on a separate passenger seat is not subject to the free baggage allowance and carry-on luggage allowance and is not provided with in-flight meals and (or) any other service during the flight provided for passengers with a ticket in the corresponding tariff brand.

199.7. Baggage carried in aircraft passenger cabin on a separate passenger seat is not subject to check-in. A passenger is responsible for its integrity and safety.

199.8. Delivery to aircraft of baggage carried in aircraft cabin, its lifting, placement in the cabin, removal from the aircraft and delivery from the aircraft to passenger terminal is carried out by a passenger himself.

200. Sports equipment:

200.1. Transportation of sports equipment, if it is not enclosed in the baggage carried by the passenger within the free baggage allowance or in hand luggage within the carry-on baggage allowance, is carried out in accordance with the rules established by the airline.

Transportation of sports equipment requires mandatory prior approval with the airline.

200.2. Sports equipment is accepted for transportation only in packed form (in special cases). If special packaging is not provided, sports equipment must be packed in such a way that it cannot be damaged under normal conditions of baggage handling and transportation. It is recommended to pack no more than three items of sports equipment in one case.

200.3. One set of sports equipment in packed form should not exceed 23 kg in weight and dimensions in the sum of three dimensions 210 cm. For certain types of sports equipment (for example, ski equipment), 1 (one) set of equipment in a packed form should not include more than 2 (two) places.

200.4. The conditions of transportation of sports equipment are determined for each tariff brand, depending on the tariff applied to pay for passenger transportation:

for the tariff brands «Business» and «Flex», 1 (one) set of sports equipment from the list in accordance with Attachment 2 of these Rules is carried in addition to the free baggage allowance without additional payment. Transportation of each next set from the list or any set of sports equipment not included in the list is paid in the amount of the fees established by the airline;

transportation of sports equipment for the tariff brands «Smart», «Promo» and «Light» is carried out with payment of fees in accordance with the applicable rules in the amount established by the airline.

Detailed information about the rules of transportation of sports equipment and the amount of fees charged in case of their application is available on the website of the airline «Belavia»: <https://belavia.by/bagazh/sportivnoe-snaryazhenie/> .

200.5. If the weight of 1 (one) set of sports equipment exceeds 23 kg or the dimensions in the sum of three dimensions exceed 210 cm, an additional payment is charged in the amount of the fees established by the airline's rules for each excess. At the same time, the maximum weight should not exceed 32 kg.

200.6. If the weight of 1 (one) set of sports equipment exceeds 23 kg or the dimensions in the sum of three dimensions exceed 210 cm, an additional payment is charged in the amount of the fees established by the airline's rules for each excess. At the same time, the maximum weight should not exceed 32 kg.

201. Musical instruments:

201.1. Carriage of musical instruments that are not included in carry-on luggage or checked baggage and are carried as a separate piece of cabin luggage or checked baggage is not included in free baggage allowance and is subject to payment for each such separate piece of cabin luggage or baggage according to the provisions of Airline fees.

201.2. When transporting musical instruments in passenger cabin on a separate passenger seat, the rules and conditions set forth in clause 199 of these Rules shall apply.

201.3. Transportation of musical instruments in aircraft baggage compartment, if they are not included in the contents of checked baggage and packed as a separate piece of baggage, is carried out in accordance with the rules for carriage of excess baggage established for the corresponding fare brand and is paid according to the fees established by the Airline.

202. Transportation of wheelchairs or other devices with and without electric drive:

202.1. A wheelchair belonging to a passenger (mechanical or self-propelled with an electric drive) is accepted for transportation only in aircraft baggage compartment as checked baggage.

202.2. Transportation of a wheelchair is carried out in excess of free baggage allowance and without additional payment.

202.3. A mechanical wheelchair may, at the request of a passenger, remain at his disposal until boarding the aircraft. In this case, at check-in, such a wheelchair is issued with «Delivery at Aircraft» tag.

202.4. Self-propelled wheelchairs with electric drive are accepted for transportation at check-in and are issued for transportation in aircraft baggage compartment with a standard baggage tag.

202.5. Wheelchairs and other electric personal mobility aids powered by batteries with a dry catalyst battery (non-spill type) will be accepted for carriage with the battery disconnected. The battery, if technically possible, must be completely discharged and placed in a separate package (plastic bag, protective cover, etc.). In the absence of special packaging, the contact surfaces of the battery must be insulated (glued) with non-conductive tape and the battery must be packed in a plastic bag.

If it is not technically possible to disconnect the battery, the wheelchair may be accepted for carriage with the batteries, provided that the battery is disconnected, the battery is insulated to prevent sudden explosion, and the battery is securely attached to the wheelchair or other vehicle.

202.6. Wheelchairs and other electric personal vehicles powered by batteries with a liquid electrolyte battery are accepted for transportation in aircraft baggage compartment, provided that the battery is disconnected and disconnected from the device, completely discharged and placed in a separate protective package (protective sealed case). The battery terminals must be disconnected and insulated (glued) with non-conductive tape to avoid short circuits.

If it is not technically possible to disconnect the battery from a wheelchair or an electric personal vehicle, the battery must be switched to «off» mode, the contact surfaces of the battery must be insulated (glued) with non-conductive tape. The battery must be placed in a separate protective package (protective sealed case).

202.7. Transportation of wheelchairs and other electric personal vehicles powered by lithium or lithium ion batteries is subject to the condition that the battery must be disconnected from the wheelchair (other vehicle) and switched to the «off» mode. The battery terminals must be disconnected and insulated (taped with non-conductive tape) or attached to the battery case to prevent short circuits. The battery must be placed in a strong, rigid packing or plastic bag. The packed battery is transported separately from the device only in a passenger cabin.

202.8. If it is not technically possible to disconnect the battery from the wheelchair (other electric vehicle), the battery must be securely attached to the wheelchair (other electric vehicle). The battery must be placed in the «disabled» mode, the battery terminals must be disconnected and insulated (sealed with non-conductive tape) or attached to the battery case in order to prevent a short circuit. The battery is securely attached to the wheelchair (other electric mobility device).

203. Fragile baggage and airline limited liability baggage:

203.1. This category includes fragile baggage, the packaging of which does not ensure its integrity or safety or is damaged. This category of baggage is accepted for carriage provided that the airline is not responsible for the integrity of the contents or packaging. When checking in such baggage, a mark may be made on the part of the baggage tag given to the passenger about the existing damage to the baggage before its check-in. The mark is certified by the signature of the passenger.

204. Transportation of weapons and ammunition:

204.1. Transportation of weapons (combat, service, civilian) and (or) ammunition for them on Airline flights is carried out in accordance with the legislation of the Republic of Belarus, the country of destination and (or) transit.

204.2. Transportation of weapons and (or) ammunition for them requires prior approval and confirmation by the Airline.

204.3. A passenger must have permission from the relevant authorized state bodies confirming the right to own, use, export / import / transit movement of weapons in accordance with the rules, requirements and restrictions of the state of departure, destination, transit.

204.4. The weapon is accepted for transportation on the aircraft of the Airline, provided that during transportation and transportation the weapon must be unloaded, disassembled and packed in a special sealed container that excludes access to it.

204.5. Ammunition is packed separately from weapons and other luggage in an appropriate metal, wood or fiber container that provides sufficient protection against sudden movement and is equipped with reliable locks. Transportation of weapons and ammunition in one package is prohibited.

204.6. One set of weapons includes one container with a gun (or several guns belonging to one passenger) and one container with ammunition weighing no more than 5 kg per passenger. The weight of one set of weapons must not exceed 23 kg.

204.7. Transportation of weapons and ammunition for them is not included in the free baggage allowance and is subject to payment regardless of the presence and amount of other baggage the passenger has according to the fees applicable to the Airline.

204.8. At the airport of departure, weapons must be handed over for temporary storage for the duration of the flight and issued to owners at the airport of destination.

CHAPTER 16. BAGGAGE RULES AND REGULATIONS ON CHARTER FLIGHTS

205. Carriage of passengers luggage on charter flights is subject to the general requirements and rules of the Airline.

206. On charter flights, free baggage allowance of the «Smart» fare brand is applied, which is 1 piece of 23 kg. The dimensions of one piece in packed in the sum of three dimensions should not exceed 158 cm.

On certain destinations, when performing charter flights other restrictions on free baggage allowance may be established.

207. The carry-on baggage allowance on charter flights is 1 packed piece not exceeding 5 kg in weight and 55X40X25 cm in size, unless otherwise agreed.

208. On charter flights, transportation of excess baggage and special categories of baggage, including sports equipment, if it is not included in the baggage carried by the passenger within free baggage allowance, is carried out for an additional fee at the rates established by the Airline for «Light» fare brand.

If necessary, the Arline provides a service for the transportation of an additional piece (pieces) of baggage for an additional fee. To pay for this service on charter flights, fees of «Smart» fare brand are applied.

CHAPTER 17. BAGGAGE CLAIM

209. The Airline or its agent must ensure that passengers are informed of the place of baggage claim at the airport of destination, stopover or transfer, as well as the reason and duration of any delay in the delivery of baggage, and ensure that passengers receive baggage.

210. A passenger is obliged to receive the checked baggage immediately after it is presented for delivery. Checked baggage is issued at the airport to which the checked baggage was accepted for transportation.

211. At the request of a passenger, checked baggage can also be issued at the airport (point) of departure or at the airport (point) of transfer, the airport (point) of transit, the airport (point) of stopover, if baggage delivery at these points is not prohibited by international treaties of the Republic of Belarus, regulatory legal acts of the Republic of Belarus or the legislation of the country, to the territory, from the territory or through the territory of which the transportation is carried out, and if time and circumstances allow extradition.

CHAPTER 18. BAGGAGE TRACING PROCEDURES

1. Checked baggage is stored at the airport, to which it must be delivered according to Passenger Air Carriage Agreement, for two days, including the day of arrival of the aircraft on which the checked baggage was delivered, without charging an additional fee.

Further storage of checked baggage is provided by the Airline in accordance with the agreement concluded with the handling organization.

In the event that the receipt of baggage requires, in accordance with the customs laws of the Republic of Belarus, the personal presence of a passenger, the expenses for storing baggage not received by a passenger within two days from the moment of notification of the arrival of the baggage are reimbursed by a passenger.

213. If checked baggage with a properly issued numbered baggage tag arrived at the airport (point) of destination, transfer or stopover and was not received or claimed by the passenger, the Airline ensures the search for the owner of the checked baggage.

214. If the search for the owner of the checked baggage has yielded positive results, the airline ensures that the owner of the checked baggage is sent a written notice of the need to receive the baggage and the procedure for receiving or delivering the baggage.

215. Checked baggage is stored for six months from the date of sending a notice to the owner of the checked baggage about the need to receive baggage, and if the owner of the checked baggage is not found, from the day the aircraft arrives at the airport. If the passenger does not receive the checked baggage after the expiration of the specified period, the baggage may be sold or destroyed in the manner prescribed by the regulatory legal acts of the Republic of Belarus.

216. Carry-on luggage and things specified in paragraph 179 of these Rules, forgotten by the passenger on board the aircraft and found after the flight, are stored at the airport of their location for six months from the date of arrival of the aircraft at the airport.

After six months from the date of arrival of the aircraft at the airport, carry-on luggage and items specified in clause 179 of these Rules may be sold or destroyed in the manner prescribed by the regulatory legal acts of the Republic of Belarus.

217. If the Airline has not given the passenger the checked baggage at the airport to which it must be delivered according to Passenger Air Carriage Agreement, then at the request of a passenger, the Airline, on the basis of the transportation document and the tear-off coupon of the numbered baggage tag, provides the necessary measures to search for the unarrived checked baggage, including:

drawing up an act on malfunctions during the transportation of baggage (PIR);

entering information into the automated baggage tracing system;

sending a request to the airport of departure about the presence of baggage;

sending requests to airports where baggage could be delivered by mistake;

sending a request for re-delivery of baggage in case of its discovery.

The Airline provides search for baggage immediately upon a passenger application for non-receipt of baggage.

218. Checked baggage is considered lost if it is not found within twenty-one days from the date of arrival of the flight on which such baggage was supposed to be delivered to the destination in accordance with Passenger Air Carriage Agreement.

219. If checked baggage is found, the Airline ensures notification of its owner and delivery of baggage to the airport (point) indicated by a passenger and, at his request, to the specified address without charging an additional fee, provided that the receipt of baggage does not require personal presence in accordance with the customs laws of the Republic of Belarus passenger during customs clearance.

220. In the event of arrival at the airport of checked baggage, the baggage tag of which indicates an airport (point) other than the airport (point) to which, according to Passenger Air Carriage Agreement, baggage (hereinafter referred to as mishandled baggage) must be delivered, or checked baggage that arrived to the airport without baggage tag and was not claimed by a passenger (hereinafter referred to as undocumented baggage), the Airline ensures the search for the owner of such baggage and the storage of baggage during the entire time of search for the owner of the baggage.

221. If mishandled baggage arrives at the airport, the Airline checks existing baggage requests. If there are requests for baggage, the Airline ensures that the wanted baggage is sent in accordance with the request.

If there are no requests for arrived unclaimed baggage at the airport from which such baggage was delivered, a corresponding notification is sent and its shipment to the airport of destination is organized in accordance with the data indicated in the baggage tag. If it is impossible to send baggage to the airport of destination according to the data indicated on the baggage tag, the arrival and unclaimed baggage is sent to the airport from which the baggage arrived.

222. In case of arrival at the airport of undocumented baggage, the Airline draws up an act. Undocumented baggage is weighed, opened, its contents are described and sealed. Baggage is opened by a commission established by the Airline or a service organization.

To organize the search for the owner of undocumented baggage, information is entered into the automated baggage tracing system in accordance with the data indicated on the baggage tag, a check is made based on passengers statements about non-receipt of baggage, requests are sent to the airports from which such baggage could be delivered.

If the data on undocumented baggage is found to be in accordance with requests for its search, the baggage is delivered in accordance with this request.

223. If, during the search for checked baggage, the contents of which may deteriorate after a certain period of storage or under the adverse effects of temperature, humidity or other environmental conditions (hereinafter referred to as perishable baggage), the airline has the right to immediately destroy all perishable baggage or part of it.

SECTION IX. CARGO AIR CARRIAGE

CHAPTER 19. CARGO BOOKING PROCEDURES

224. Cargo is accepted for air carriage, which, by its quality, properties, volume, weight and packaging, is approved for transportation by aircraft in accordance with the requirements of international treaties of the Republic of Belarus, other regulatory legal acts of the Republic of Belarus, as well as the legislation of the country, from the territory, to the territory or through which the goods are being transported.

225. Booking is a prerequisite for the carriage of goods by air. The Airline may make bookings both for its own flights and for the flights of other carriers with which it has concluded agreements, subject to the rules established by such other carriers. The Airline has the right to refuse the shipper to book capacity on flights of other carriers in the absence of relevant agreements with them, or if the route does not involve the use of the Airline own flights.

226. When booking cargo, automated booking systems are used.

Booking of cargo is carried out directly at the points of sale of the Airline or its agents. An application for booking cargo is transmitted by any available means of communication (e-mail, facsimile, SITATEX).

The Airline or its agent must provide all necessary information about the booking made to the shipper.

227. Booking is made in the terms and in the manner established by the Airline.

228. The booking of a capacity for cargo involves the transportation of cargo on the date, flight and route for which the booking was made, unless otherwise provided by the rules of the Airline or Cargo Air Carriage Agreement.

229. The consignor, when booking capacity, must inform the Airline or its agent about the data of the consignor and consignee, the name of the cargo, the expected date of dispatch, the gross weight (hereinafter referred to as the weight) and the volume of the cargo, the dimensions of each package, the number of packages, the conditions for handling cargo, properties of the cargo that require special conditions or precautions during its transportation, storage and handling, provide written guarantees for the safety of the cargo.

The booking will not be made if the shipper has refused to provide the information required for booking.

230. Prior to booking a capacity for cargo, the Airline or its agent checks the cargo for classifying the cargo or part of it as dangerous cargo. Checking the cargo determines the possibility and conditions for the transport of dangerous goods.

231. When booking capacity for cargo, the Airline or its agent provides the consignor with information on the aircraft schedule, cost and conditions of transportation, the rules of the airline, the terms of the contract for the carriage of cargo by air, the availability of free capacity, tonnage, and other related information.

232. The Airline and the agent do not have the right to transfer information received from the consignor to third parties, except as provided by the laws of the Republic of Belarus or international treaties of the Republic of Belarus.

233. For booking, it is necessary to coordinate with the Airline transportation of:

live animals transported in the baggage and cargo compartment as cargo;

currencies in banknotes or coins, shares, bonds and other securities, credit and bank cards, jewelry, precious metals, precious or semi-precious stones, including industrial diamonds (hereinafter referred to as valuable cargo);

cargo with declared value;

items and substances subject to deterioration after a certain period of storage or under the adverse effects of temperature, humidity or other environmental conditions (hereinafter referred to as perishable goods);

items or substances that are capable of creating a threat to health, safety, property or the environment and which are listed in the list of dangerous goods or classified as dangerous goods in accordance with international treaties of the Republic of Belarus and the legislation of the Republic of Belarus (hereinafter referred to as dangerous goods);

cargo, the weight of one package of which exceeds:

for departure - 80 kg;

for arrival - 200 kg (hereinafter - heavy cargo);

cargo, the dimensions of one package of which exceed the overall dimensions of the loading hatches and (or) cargo compartments of passenger aircraft (hereinafter referred to as oversized cargo);

cargo, the weight of one cubic meter of which is less than 167 kg (hereinafter referred to as bulk cargo);

cargo requiring special conditions of transportation;

human remains and animal remains.

234. The booking is canceled without warning a consignor, including for subsequent sectors of the route, in the following cases:

if a shipper did not pay for the carriage within the time period established by the Airline or its agent and the air waybill was not issued to him;

if a consignor did not present the cargo for transportation within the period established by the Airline or its agent;

if a consignor presented the cargo with incorrectly executed documents necessary to fulfill the requirements related to control in the interests security, as well as border, customs, immigration, sanitary and quarantine, veterinary, phytosanitary and other types of control in accordance with the laws of the Republic of Belarus, or the cargo does not comply with the requirements established by the regulatory legal acts of the Republic of Belarus and these Rules.

CHAPTER 20. SALES AND PAYMENT PROCEDURES

235. For the carriage of goods on scheduled flights by the Airline or its agent, a carriage fee is charged.

236. The carriage charge is determined on the basis of the tariffs established by the Airline in accordance with the airport of destination for the delivery of cargo per unit of cargo weight.

237. Tariffs for the carriage of goods are confidential information and are not published. The air waybill does not specify the tariff for the carriage of goods.

238. Payment for the carriage of goods and the issuance of an air waybill are made after booking.

239. Forms and procedure for payment for transportation are established by the Arline. When selling transportation for bank plastic cards, the Airline or its agent is obliged to issue a cash receipt or cash receipt order to a consignor. The Airline or its agent must use models (modifications) of cash registers and (or) special computer systems in accordance with the areas of application defined by the State Register of models (modifications) of cash registers and special computer systems used on the territory of the Republic of Belarus.

240. Issuing the transportation of goods is carried out on advance payment.

241. Payment for carriage with a deferred payment applies only to legal entities.

242. When paying for and (or) issuing cargo carriage, the Airline or its agent provides a consignor with reliable and complete information about the conditions of transportation, including information about:

conditions of Cargo Air Carriage Agreement;

rules for cargo carriage;

tariff application conditions;

requirements related to control in the interests of security, as well as border, customs, immigration, sanitary-quarantine, veterinary, phytosanitary and other types of control in accordance with the laws of the Republic of Belarus.

243. When paying for cargo carriage the tariffs effective on the date of a consignment note issuing are applied.

CHAPTER 21. ISSUING OF CARGO TRANSPORTATION

244. The air waybill (further – transportation documents) certifies the conclusion of Cargo Air Carriage Agreement.

245. The transportation documents are issued by the Airline or its agent.

246.The issuing of transportation documents is carried out by entering the necessary data into the electronic or paper form of the transportation document in manual, automated or electronic mode.

247. The issuing of a transportation document after booking is carried out within the time limits established by the Airline.

248. To draw up transportation documents and documents on making payments can be used the Airline own documents and (or) documents issued under an agreement with other carriers, another organization that ensures mutual settlements between the airline and other participants in the transportation process.

249. Cargo is transported under a consignment note. The air waybill contains information about the carriage of cargo when it is moving from the airport (point) of departure to the airport (point) of destination, as well as information about payment for the carriage of goods, while the first original copy of the air waybill remains with the Airline, the second original copy is intended for the consignee and must follow with the cargo, the third original copy is returned by the Airline or its agent to the consignor after passing all the pre-flight formalities provided for by the laws of the Republic of Belarus and accepting the cargo for transportation.

250. An air waybill is issued on the basis of an application (application) signed by a consignor for the carriage of cargo and an identity document of a consignor, or a power of attorney and an identity document of the bearer of the power of attorney.

251. The application (application) for the carriage of cargo shall contain the information necessary for the carriage of goods, information about dangerous goods and the absence of items and substances prohibited for transportation.

252. If the cargo handed over for transportation has special properties or requires special conditions of transportation, the consignor must indicate this in the application (application) for the carriage of goods.

253. The consignor is obliged to provide reliable and sufficient information necessary for issuing a consignment note.

A consignor is obliged to submit reliable and sufficient documents that, before the transfer of a cargo to a consignee, are necessary to fulfill the requirements related to border, customs, immigration, sanitary and quarantine, veterinary, phytosanitary and other types of control in accordance with the laws of the Republic of Belarus. The Airline is not obliged to verify the accuracy or completeness of the information specified in these documents.

254. One or more packages can be accepted for transportation, which follow one consignment note to one consignee (hereinafter referred to as the «freight shipment»).

A consignment note is issued for air transport of each consignment.

255. All necessary entries on the consignment note must be made at the time of issuance, and all copies of the consignment note must be identical.

Amendments to the air waybill are made on the basis of a written order of a consignor in agreement with the Airline or its agent before the start of transportation.

256. The air waybill must be signed by the Airline or its agent and the shipper.

257. Indication of the address of the consignee «on demand» in the consignment note is not allowed.

258. In a consignment note, a mark is made about the special properties of the cargo in the presence or need for special conditions for its transportation.

In a consignment note, a mark is made on the declared value of the cargo, the cargo is sealed, and the name of a consignor seals is indicated.

If the value of the cargo is not declared, then such a mark is made in air waybill.

259. When transporting cargo, which, according to the air waybill, is delivered to the transfer airport by one flight, and then transported by another flight of the same or another carrier (hereinafter referred to as transfer cargo), the Airline or its agent issues a cargo waybill indicating the transfer airports (points) in it.

260. The loss of a shipping document does not affect either the existence or the validity of Cargo Air Carriage Agreement.

261. Carriage of cargo performed to the airport (point) of destination, to which the cargo must be delivered according to the contract for the carriage of goods by air, by several carriers under one transportation document or an additional transportation document issued together with it, is considered as a single transportation, regardless of whether place overload.

CHAPTER 22. CARGO ACCEPTANCE

262. The cargo is accepted for carriage under the following conditions:

the dimensions of the cargo must ensure its free loading (unloading) into the aircraft, its placement in the baggage and cargo compartments and fastening, including on (in) packaging means;

the weight, dimensions or volume of the cargo do not exceed the norms established for a certain type of aircraft, including when they are attached to (in) packaging means;

the cargo must have a serviceable packaging that ensures its reliable placement and attachment on board the aircraft and safety during transportation, transshipment, shipment and storage;

the packaging of each cargo item must have a shipping and transport marking, and the cargo requiring special conditions of transportation must also have a special marking;

cargo during transportation must not pose a danger to passengers, crew members of the aircraft on which it is transported, as well as to baggage or cargo transported together with it;

the shipper must provide the necessary documents required by the laws of the Republic of Belarus, the legislation of the country on the territory, from or through the territory of which the transportation is carried out, international treaties, as well as the rules of the Airline;

the import, export, transit and transfer of cargo must be permitted by the laws and regulations of the country to, from or through the territory of which the transportation is carried out.

In case of non-compliance with at least one of these conditions, the Airline or an authorized agent has the right to refuse to accept the cargo for carriage.

263. The dimensions of the cargo space are limited by the dimensions of the loading hatches and baggage cargo compartments of the aircraft. The weight of the cargo carried on the aircraft is limited by the maximum commercial loading of the aircraft. The weight of the cargo must not exceed the permissible pressure of the cargo on the deck of the aircraft for a particular type of aircraft.

264. Acceptance of cargo for carriage is certified by the issuance of a consignment note.

265. Acceptance of cargo for transportation is carried out by the Airline or agent and includes the following types of work:

weighing and measuring of cargo;

verification of compliance of the actual condition of the cargo with the information specified in the shipper's application, and in cases established by the legislation of the Republic of Belarus, also in documents for dangerous goods;

preparation of documentation on the acceptance and transfer of cargo and provision of financial settlements with the shipper for the performance of cargo transportation;

issuing of a cargo waybill.

266. When accepting cargo for carriage, the Airline or service organization or agent must weigh the cargo in the presence of the shipper/forwarder and indicate its actual weight on the air waybill. If, when weighing the cargo, a difference is established with the weight of the cargo declared by a consignor, the final weight is taken to be the weight established during the weighing by the Airline, or a service organization, or an agent.

The consignor bears all responsibility to the Airline and other persons for the completeness, correctness, and accuracy of the information specified in the air waybill.

267. When accepting oversized cargo for transportation, it is allowed to be guided by the weight characteristics of the cargo indicated in the documentation submitted by a consignor, as indicated in the consignment note. A shipper is obliged to provide reliable information about the weight of oversized cargo.

268. A consignment consisting of several packages may be weighed in whole or in parts. Determining the total weight of a consignment based on selective weighing of individual packages is not allowed.

269. The shipper has the right to declare the value of the shipped cargo. For the declaration of value, a fee is charged in the amount established by the Airline. The amount of the declared value of the cargo must be confirmed by the relevant documents. The procedure for the carriage of cargo with a declared value is established by the Airline.

270. The consignor is obliged to provide reliable and sufficient information about the cargo, provided for by international treaties of the Republic of Belarus, these Rules, other regulatory legal acts of the Republic of Belarus and the legislation of the country, to the territory, from the territory or through the territory of which the cargo is being transported.

271. The Airline or its agent, after accepting the cargo for transportation, shall document the formation of the commercial cargo load for a specific flight.

272. Cargo must be delivered to the airport of departure, taking into account the time required for its processing, as well as for passing pre-flight formalities and fulfilling requirements related to border, customs, immigration, sanitary and quarantine, veterinary, phytosanitary and other types of control in accordance with the laws of the Republic of Belarus. Acceptance of goods from a consignor is carried out taking into account the specified terms.

273. Handling of cargo is carried out by the Airline or a handling organization on the basis of an agreement concluded with the Airline.

CHAPTER 23. TARE, PaACKAGE AND MARKING OF CARGO

274. Cargoes must be packed in containers, contents and other components and materials that ensure the protection of the cargo from damage, deterioration and loss, the integrity of the cargo, the protection of the environment from pollution, as well as the handling of the cargo (hereinafter referred to as packaging), taking into account the specific properties of the cargo and features in such a way as to ensure their safety during transportation, transshipment, reloading, transportation and storage, as well as exclude access to the contents and the possibility of causing harm to passengers, crew members, third parties, aircraft, other cargo, baggage or property of the Airline.

275. The packaging of the cargo must ensure the possibility of its reliable fastening on board the aircraft.

276. The packaging of cargo must have a clean surface, not have sharpened corners, protrusions that can lead to damage or contamination of the aircraft and its equipment, as well as other cargo and baggage carried together with it.

277. Without packaging, in agreement with the Airline or agent, heavy and (or) oversized cargo can be transported, if this is allowed by the technical conditions of its transportation.

278. Each package must have a shipping and transport marking, and a package with cargo requiring special conditions of transportation, also a special marking.

The Airline indicates in the transport marking information about the airport (point) of departure, the airport (point) of destination, the number of packages in a consignment, the serial number of the package, the weight of the package, the number of a consignment note.

A consignor indicates reliable and sufficient information about the address, surname, own name, patronymic or the name of a consignor and consignee, the weight of the package, the number of packages of the consignment, the serial number of the package in the shipper's marking, as well as information about the nature of the cargo requiring special conditions in special marking.

The shipping label must contain signs indicating how the cargo is to be handled. Marking stickers are issued by the Airline to a consignor in accordance with the nature of the cargo, the number of pieces indicated in the application for cargo transportation. Marking of each package is carried out by a consignor himself.

279. Packing of packages handed over for transportation with a declared value must be sealed by a consignor. Seals should be standard, have clear imprints of numbers or letters.

280. The Airline or handling organization has the right to open the package of cargo in the presence, as well as in the absence of a consignor or consignee in order to ensure the safety of the cargo or to verify the detected malfunction in the following cases:

violation of the packaging or seals of a consignor;

the need to establish the nature and condition of undocumented cargo;

requirements of aviation security, if there are grounds;

requirements of authorized state bodies.

The opening of cargo package is carried out by a commission established by the Airline or handling organization. After opening the package, the cargo must be repackaged and sealed by the Airline or handling organization.

An act is drawn up on opening the cargo package, which indicates the actual weight of the damaged package, the number of packages in a consignment, describes the contents and condition of the cargo, damaged packages. The act is signed by the Airline and the handling organization.

281. If transfer cargo arrived at the airport in a package that does not ensure its safety for further transportation, then repackaging and re-marking of the cargo is carried out by the carrier transferring the cargo. Further transportation of the transfer cargo is carried out after the elimination of packaging defects and the execution of the act attached to a consignment note.

282. Upon detection of fuzzy transport markings on cargo, lack of transport markings on cargo, violation of packaging, violation of seals, cargo without documents, documents without cargo, absence of cargo and (or) consignment note entered in the cargo list, shortage, damage (spoilage) of cargo, discrepancies in weight (hereinafter referred to as transportation malfunctions), the Airline or handling organization draws up an act on malfunctions during cargo transportation.

CHAPTER 24. CARGO DISPOSAL

283. The shipper has the right, in accordance with the procedure provided for by these Rules:

to receive the cargo returned for carriage before its departure;

change a consignee in the cargo waybill before the hand-out of the cargo to the person authorized to receive it;

dispose the cargo if it is not accepted by a consignee or it is impossible to hand it out to a consignee.

284. In the event of change in the conditions of carriage provided in Cargo Air Carriage Agreement the Airline is obliged to inform a shipper or consignee about this and ask for their orders regarding the cargo.

285. A consignor orders related to the carriage of cargo are mandatory, except in cases where such an order may cause damage to the Airline or other persons.

286. If the execution of a shipper order is impossible, the Airline has the right to refuse to execute this order and is obliged to immediately notify the shipper of the impossibility of executing his order.

287. The cargo is disposed on condition that the original consignment note is presented to the Airline. All instructions of a shipper on the disposal of the cargo are issued in writing.

288. The costs associated with the disposal of the cargo are reimbursed by a shipper, except for the case when the disposal of the cargo is caused by a violation of Cargo Air Carriage Agreement by the Airline.

289. A shipper has the right to dispose of the cargo until the cargo is received by a consignee or a consignee performs actions indicating that he claims the cargo. In case of non-acceptance of the cargo by a consignee or impossibility of its hand-out to a consignee, a shipper is obliged to dispose the cargo.

CHAPTER 25. GOODS REQUIRING SPECIAL CONDITIONS OF CARRIAGE

290. Transportation of valuable cargo, perishable cargo, heavy cargo, oversized cargo, bulk cargo, livestock, dangerous cargo, human remains, animal remains requires special conditions of transportation by air.

291. Goods requiring special conditions of transportation are accepted for transportation if there is a technical possibility to carry out such transportation and if they are allowed for transportation by international treaties of the Republic of Belarus, regulatory legal acts of the Republic of Belarus, the legislation of the country, on the territory, from the territory or through the territory of which the transportation is carried out such cargo.

292. A shipper must present for transportation a good-quality perishable cargo and documents confirming that the perishable cargo will not lose its qualities during its transportation within the terms stipulated by Cargo Air Carriage Agreement.

Acceptance of perishable cargo for transportation without documents confirming the quality of the cargo is not allowed.

Documents confirming the quality of perishable cargo issued by the authorized state authority must be presented by a shipper for each shipment.

293. If the Airline cannot ensure the delivery of perishable cargo within the time during which the cargo will not lose its qualities, it has the right not to accept the cargo for carriage.

294. If perishable cargo accepted for carriage cannot be transported within the time specified in a consignment note, the Airline is obliged to immediately notify a shipper and return the cargo and the freight fee to him, if no other orders follow from a shipper.

295. If the perishable cargo is under threat of damage, the Airline applies the measures agreed with a shipper necessary to ensure its interests and the interests of a shipper, a consignee and others.

296. Animals are accepted for transportation upon presentation by a shipper of documents stipulated by international treaties of the Republic of Belarus, regulatory legal acts of the Republic of Belarus and the legislation of the country to, from or through the territory of which transportation is intended.

Animals are accepted for transportation in stable containers (containers, transport cages, etc.), providing the necessary convenience during transportation, safety and compliance with sanitary requirements, as well as fastening on board the aircraft.

297. Air transportation of weapons, ammunition, explosive devices, explosive toxic, flammable and other dangerous substances and items provided in the list of dangerous substances and items prohibited for transportation in accordance with the technical instructions for the safe transportation of dangerous goods by air (ICAO Dos 9284 AN/905) is carried out in accordance with international treaties of the Republic of Belarus and regulatory legal acts of the Republic of Belarus.

Only properly classified, identified, packed, labeled, documented dangerous goods are accepted for transportation in accordance with the requirements of international treaties of the Republic of Belarus and regulatory legal acts of the Republic of Belarus.

298. Coffins with human remains, urns with ashes, as well as animal remains in boxes that meet the requirements of safety and sanitary standards are accepted for transportation by air.

299. Human remains and animal remains are accepted for transportation on condition that the shipper presents the documents required by the regulatory legal acts of the Republic of Belarus and (or) the legislation of the country to, from or through the territory of which the transportation is carried out.

230. Conducting ceremonies, meetings, rituals, other ritual actions when receiving for transportation, loading (unloading) into (from) an aircraft coffins with human remains, urns with ashes is not allowed.

301. Transportation of coffins with human remains, as well as boxes with animal remains in the presence of luggage compartments in the same cabin together with passengers is not allowed.

302. In cargo shipments containing heterogeneous items and goods it is not allowed to include: valuable cargo, live animals, coffins with human remains and urns with ashes, dangerous cargo.

CHAPTER 26. CARGO DELIVERY

303. Cargo transportation is considered completed after hand-out of a cargo to a consignee in accordance with the conditions specified in Cargo Air Carriage Agreement.

304. The Airline is obliged to ensure proper storage of a cargo arriving at the destination airport before its handing-out to a consignee within the period established by these Rules or Cargo Air Carriage Agreement.

305. The Airline or the handling company is obliged to provide notification to a consignee of the arrival of the cargo to his address no later than twelve hours after the arrival of the aircraft on which the cargo was delivered to the destination airport, and cargo requiring special conditions of carriage, except for oversized, heavy and bulky, no later than three hours from the moment of arrival of the aircraft on which the cargo was delivered to the destination airport, unless otherwise provided by Cargo Air Carriage Agreement.

306. Cargo hand-out is made to the consignee specified in a consignment note or to his representative at the destination airport.

307. Cargo hand-out to a consignee is carried out only after making all payments and fulfillment of requirements related to border, customs, immigration, sanitary quarantine, veterinary, phytosanitary and other types of control in accordance with the laws of the Republic of Belarus.

308. In order to fulfill the requirements related to border, customs, immigration, sanitary-quarantine, veterinary, phytosanitary and other types of control in accordance with the legislation of the Republic of Belarus, and making payments, a consignment note (original for the carrier and original for the shipper), as well as other documents related to the cargo, are issued by the Airline or a handling company to a consignee on receipt.

309. When handing-out the cargo, the Airline or the handling company are obliged to check the number of cargo packages and the weight of the arrived cargo.

310. If damage to the packaging, seals of the shipper is detected, which may affect the condition of the cargo, the Airline and (or) the handling company are obliged, with the participation of a consignee, to weigh the damaged cargo space, open it and calculate the attachments.

311. The cargo is handed-out to a consignee on the basis and in accordance with the data specified in a consignment note. In this case, the original of a consignment note for the carrier marked «confirmation of receipt of the cargo» with the signature of a consignee is returned to the Airline or handling company. In case of discrepancy of the actual name of the cargo, its weight, the number of cargo packages to the data specified in a consignment note, damage, spoiling of the cargo, detection of cargo without shipping documents or shipping documents without cargo, a commercial act is drawn up.

312. A consignee is obliged to accept and take out the cargo.

A consignee has the right to refuse to receive damaged or spoiled cargo if it is established that the quality of the cargo has changed so much that the possibility of its full and (or) partial use in accordance with its original purpose is excluded.

CHAPTER 27. CARGO STORAGE

313. If a consignee has not received the arrived cargo within three days from the day following the day of sending the notification of the arrival of the cargo to his address, or within the period established by the rules of the Airline or Cargo Air Carriage Agreement, or refused to accept it, the Airline or the handling company is obliged to notify a shipper, to ensure the placement of the cargo on the temporary storage warehouse for storage at the expense of a shipper and at his risk.

314. If a consignee has not claimed the arrived cargo after ten days from the date of sending the notification of the arrival of the cargo to his address, the handling company sends a consignee a repeated notification of the need to receive the cargo.

If, after ten days from the date of sending the notification of the need to receive the cargo, the cargo is not claimed or a consignee refused to accept it, the handling company notifies the Airline of the non-delivery of the cargo. The Airline, in turn, notifies a shipper. The notification must contain a warning about the return of the cargo to the address of a shipper or about the possible sale or destruction of the cargo in the absence of a shipper orders within the period specified in the notification.

In the absence of a consignor orders within thirty days from the date of sending the notification of non-delivery of the cargo, or if the execution of the received orders is impossible, the cargo is considered unclaimed and returned by the Airline to the departure airport from which it arrived, or can be sold or destroyed in accordance with the procedure established by the laws of the Republic of Belarus.

315. In case of arrival at the airport of cargo without a consignment note and other necessary documents, cargo with fuzzy markings or in its absence (hereinafter - undocumented cargo), the Airline takes measures to store this cargo during the entire time of searching for documents, a shipper and (or) a consignee, but not more than sixty days from the date of arrival to the airport of the aircraft on which the undocumented cargo was delivered. If a consignor or consignee is not identified after the specified period, the cargo is considered unclaimed and can be sold or destroyed in accordance with the procedure established by the laws of the Republic of Belarus.

316. Storage of cargo, subject to customs control, and its disposal shall be carried out in accordance with the procedure established by the customs laws of the Republic of Belarus.

CHAPTER 28. CARGO TRACING

317. If, upon arrival of the aircraft at the destination airport or transfer airport, it is found that there is no cargo entered in the cargo list and (or) cargo air waybill, cargo without air waybill and (or) other necessary documents, air waybill and (or) other necessary documents without cargo, or the cargo cannot be identified due to unclear transport markings on the cargo or the absence of marking, the Airline is obliged to search for the cargo and (or) air waybill, other necessary documents and ensure the delivery of the cargo and (or) air waybill, other necessary documents to the destination airport or transfer airport.

318. Measures to search for cargo or consignment note, other necessary documents are taken immediately from the moment of drawing up the act, and include the following stages:

sending a notification to the departure airport about the malfunctions that occurred during the transportation of cargo on the flight on which the cargo or the air waybill, other necessary documents were delivered (not delivered);

sending requests to airports from which the cargo or air waybill, other necessary documents could have been delivered or to which the cargo or air waybill, other necessary documents could have been sent;

sending instructions on the disposal of the cargo or air waybill, other necessary documents in case of detection of the sent cargo or air waybill, other necessary documents.

SECTION X. LIABILITY FOR AIR TRANSPORTATION OF PASSENGERS, BAGGAGE, CARGO

CHAPTER 29. APPLICATION OF INTERNATIONAL TREATIES, LAWS AND REGULATIONS. GENERAL PRINCIPLES OF LIABILITY

319. Responsibility of Belavia – Belarusian Airlines to a passenger is determined by the Air Code of the Republic of Belarus, unless otherwise follows from international treaties of the Republic of Belarus, other regulatory legal acts of the Republic of Belarus, the Warsaw Convention or the Warsaw Convention as amended by the Hague Protocol, depending on whether under which of these documents the relevant carriage falls, these Rules, as well as the contract for Passenger Air Carriage Agreement, Cargo Air Carriage Agreement.

320. The Airline is responsible to a passenger and a consignor in a manner prescribed by the laws of the Republic of Belarus, international treaties of the Republic of Belarus, as well as Passenger Air Carriage Agreement, Cargo Air Carriage Agreement.

321. In the event that the laws of the Republic of Belarus, ICAO conventions and documents, existing international treaties or agreements of the Republic of Belarus on air traffic change the existing or establish additional limitations on the liability of the Airline in comparison with these Rules, the specified legislative acts and (or) international documents and contracts.

322. For violation of passport and visa, customs, currency, sanitary, quarantine and other rules, a passenger, consignor and consignee are liable in accordance with the laws of the Republic of Belarus and are obliged to reimburse the Airline for fines paid by the latter and (or) other expenses.

CHAPTER 30. TERMS OF LIABILITY

323. The Airline is responsible for the damage caused by the death or damage to a passenger health from the moment a passenger passes the pre-flight inspection until the moment when a passenger, accompanied by persons authorized by the Airline, left the controlled area of the airfield.

The Airline is not liable if the death or damage to the health of a passenger was the result of the state of his health due to force majeure or intent of the injured person.

324. The Airline liable for loss, shortage or damage to baggage that occurred during the time when the baggage was under the responsibility of the Airline or its agent, regardless of whether it took place on the ground or on board the aircraft.

The Airline is not liable if the loss, shortage or damage resulted solely from the inherent properties of the baggage or defects.

The Airline is not responsible for fragile items included in checked baggage, perishable products, banknotes, jewelry, precious metals, securities and other valuables, business and personal documents, medical certificates, medicines, keys, video cameras, cameras, portable personal computers, mobile phones and other electronic equipment, regardless of whether the Airline knows about the presence of these things in the baggage or not.

325. The Airline is responsible for the safety of a passenger belongings (unchecked baggage), unless it proves that the loss, shortage or damage of these items occurred due to circumstances that the Airline could not prevent and the elimination of which did not depend on him, as well as the intent of a passenger.

326. The Airline or the handling company are responsible for the loss, shortage or damage to the cargo that occurred during the time when the cargo was under the responsibility of the Airline or its agents or the handling company or its agents, regardless of whether it took place on the ground or on board the aircraft.

The Airline is not liable if the loss, shortage or damage to the cargo was the result of its natural properties, or hidden defects, or occurred due to reasons beyond its control, such as climate change, temperature, atmospheric pressure, being in normal or other storage or transportation conditions. The Airline is not obliged to warn a shipper beforehand about the consequences that may occur as a result of the carriage of such cargo, even if it knew about the possibility of their occurrence.

Responsibility for non-compliance with the conditions of acceptance of the cargo for transportation is assigned to a sender. A sender releases the Airline from all obligations arising from the contract for the international carriage of cargo by air and costs that may arise as a result of a sender inclusion in the cargo shipment of items prohibited for carriage by laws and regulations in force in the respective countries, or due to the absence, insufficiency or inaccuracy of information regarding marking, weight, number of seats, address, description cargo or packaging quality, as well as due to the absence, delay or inaccuracy of customs permits or other required documents.

327. The Airline or the handling company is liable for damage and losses, unless they prove that he (she) or his (her) agents have taken all necessary measures to prevent damage and losses or that such measures could have not been taken.

The Airline is not liable for damages and losses directly or indirectly arising from compliance with the laws, regulations, rules and resolutions of state authorities of any country, to, from or through the territory of which the transportation is carried out, or due to reasons beyond its control.

CHAPTER 31. LIMITATION OF LIABILITY AND EXEMPTION FROM LIABILITY

328. When performing scheduled flights of the Airline for a delay in delivering a passenger to the airport of destination, the Airline pays compensation, the amount and procedure for payment of which are established and regulated by the order of the general director of the Airline.

329. When performing scheduled flights for late delivery of baggage or cargo to the destination, the Airline pays a penalty in the amount of twenty-five percent of the base amount established by law for each hour of delay, but not more than fifty percent of the carriage fee, unless it proves that the delay occurred due to force majeure, troubleshooting of the aircraft threatening the life or health of passengers, or other circumstances beyond the control of the Airline.

The amount of the carriage fee is determined by the Airline.

330. The Airline liability for damage and for losses incurred as a result of delay in the carriage of passengers, baggage or cargo is limited to cases that occurred during transportation on the Airline flights.

If the Airline has signed a contract for the carriage of a passenger, baggage or cargo on a flight of another carrier, then it is considered to be acting only as an agent of another carrier.

331. In the case of international air carriage of passengers, the Airline's liability for death or injury to the passenger health in respect of each passenger is limited at the rate of 20000 US dollars.

Compensation may be established in the form of periodic payments, provided that the capitalized amount of these payments may not exceed the specified limit.

332. In the case of international air transportation of checked baggage, cargo without declared value, the Airline liability for each kilogram of gross weight is limited to 20 US dollars. If the weight of the baggage cannot be determined, it is considered that the total weight of the checked baggage does not exceed the free baggage allowance established by the Airline.

The Airline liability for checked baggage, cargo with declared value is determined in the amount of the declared value, unless the Airline proves that it exceeds the damage actually caused.

333. In case of loss, shortage, damage to a part of the checked baggage, cargo or any item contained therein, when determining the amount of compensation, only the total mass of the given place or pieces of baggage, cargo is taken into account. If the loss, shortage, damage to a part of the checked baggage, cargo or any item contained therein affects the value of other pieces of baggage, cargo included in the same baggage receipt, cargo waybill, then the total weight of all these pieces of baggage, cargo should be taken into account when determining the amount of compensation.

334. The Airline is not liable for loss, shortage or damage during transportation of unchecked baggage and other property with a passenger, except in cases when it is proved that this damage was caused by its fault.

The Airline liability for unchecked baggage and other property carried by a passenger is limited to 400 US dollars.

335. Compensation amounts are recalculated at the exchange rate of the National Bank of the Republic of Belarus on the day of payment and are paid in rubles on the territory of the Republic of Belarus or in the currency of the country where the payment is made.

336. The Airline is not responsible for the death or damage to the health of the person accompanying the animals transported on the aircraft, if they were caused by the behavior of these animals.

337. The Airline is not liable if the death or injury of the animal was caused by natural causes, the actions of accompanying persons or the behavior of the animal itself or other animals (for example, biting, kicking, butting, strangulation), as well as if it was related to the habits, natural characteristics or character of the animals.

338. The Airline has the right to conclude an agreement with a passenger, a shipper on increasing the limits of the Airline liability in comparison with the limits established by international treaties of the Republic of Belarus and these Rules.

339. A passenger, a shipper or a consignee shall be liable within the limits established by this chapter if, by their fault, damage is caused to other baggage, cargo or property of the Airline.

CHAPTER 32. CLAIMS AND LAWSUITS

340. Circumstances that may be the basis for property liability are certified by:

the Airline – commercial acts, Property Irregularity Report (PIR);

consignor, consignee or passenger – acts of a general form.

341. The act is drawn up to certify:

inconsistency of the actual name, weight or number of units of cargo with the data specified in a transport document;

loss, shortage, damage to cargo or baggage;

detection of cargo or baggage without transportation documents or transportation documents without cargo or baggage.

342. A statement on the fact of loss, shortage or damage to baggage must be made by a passenger to Airline representative or its agent before he leaves the baggage claim area. The Airline or its agent draws up an act of mishandling during the carriage of baggage, which is signed by it and a passenger before the latter leaves the airport.

343. In case of receipt of cargo, baggage without objections, it is assumed, unless otherwise proved, that it has been delivered in proper condition and according to a transportation document.

344. Before filing a claim against the Airline arising from the carriage of a passenger or baggage, it is mandatory to file a written claim against it, except for claims arising from causing death or damage to a passenger health.

345. The right to make claims have:

a consignee or a shipper – in case of loss of cargo;

a consignee – in case of shortage, damage (spoiling), delay in delivery or delay in handing-out of cargo;

a passenger – in case of loss, shortage, damage (spoiling) of baggage or delay in its delivery;

an injured person, and in the event of his death – persons who, in accordance with the norms of civil legislation, have the right to compensation for harm – in the event of injury to a passenger health.

346. A passenger must submit to the Airline a written claim for the detection of a mishandling during the carriage of baggage, but not later:

7 days from the date of the baggage receipt in case of damage (shortage);

21 days from the date of baggage transfer to a recipient disposal in case of delay in delivery;

2 years from the date of arrival of the aircraft in case of baggage loss.

All necessary documents confirming a passenger right to claim compensation must be attached to the claim, including a ticket or, in the case of an electronic ticket, a passenger boarding pass coupon, a paid baggage receipt, a baggage tag tear-off coupon, an act of mishandling during baggage transportation, documents confirming the amount of damage caused, etc.

347. A person entitled to receive the cargo must submit a written claim to the Airline immediately upon detection of damage, but not later:

14 days from the date of the cargo receipt in case of damage;

21 days from the date of cargo transfer to a recipient disposal in case of delay in its delivery;

2 years from the date of arrival of the aircraft in case of cargo loss.

All necessary documents confirming an applicant right to claim compensation must be attached to the claim, including an original copy of the consignment note marked «For the sender» if the claim is filed by the shipper, or marked «For the recipient» if the claim is filed by a consignee, a commercial act, calculation of the amount of damage, etc.

348. In the absence of claims within the established time limits, no claims against the Airline will be accepted, except in cases of fraud on the part of the latter.

349. The Airline is obliged to consider the claim and notify the applicant of its approval or rejection within one month if the carriage, in connection with which the claim was made, was fully carried out by flights of one carrier.

If the carriage was carried out by flights of several carriers, the claim settlement period may be extended up to six months, taking into account the claims settlement rules set by the carriers. The Airline is obliged to notify the applicant about the extension of the claim review period.

350. Claims against the Airline arising from the international carriage of passengers, baggage and cargo are brought to court at the location of the Airline, unless otherwise provided by international treaties of the Republic of Belarus or regulatory legal acts of the Republic of Belarus, no later than two years from the date of arrival of the aircraft at the destination, or from the day when the aircraft must have arrived, or from the date of the transportation termination.

Chief of Ground Handling Service Galina Kovshova

Attachment 1 to the General Rules of Passengers, Baggage, Cargo Transportation of Belavia – Belarusian Airlines Flights

List

of hazardous substances, materials and products prohibited (permitted subject to the required conditions) for transportation on board aircraft

1. It is prohibited to transport on board the aircraft by crew members and passengers in their belongings the following hazardous substances, materials and products:

1.1. explosives, explosive devices and items filled with them:

all sorts of gunpowder, in any package and in any quantity;

trotyl, dynamite, tol, ammonal and other explosives, explosive simulants;

explosive devices and simulators of explosive devices;

detonator caps, electric detonators, electric igniters, detonating and igniter cord;

fuses, ammunition, warheads;

live ammunition (including small-caliber);

cartridges for gas weapons;

hunting cartridges;

caps (caps) for hunting;

pyrotechnic means: signal and lighting rockets, signal cartridges, landing checkers, smoke cartridges (checkers), demolition matches, sparklers, firecrackers, fireworks;

1.2. compressed and liquefied gases:

gases for domestic use (butane, propane, acetylene) and other gases;

gas cartridges;

1.3. flammable liquids:

flammable liquid fuels, for example: gasoline, diesel fuel, samples of flammable petroleum products;

lighter fluid, alcohol, ethanol;

aerosol paints, turpentine, varnishes and paints;

alcoholic beverages with a volume fraction of ethyl alcohol over 70 percent;

acetone;

methanol;

methyl acetate (methyl ether);

carbon disulfide;

ethers;

ethyl cellosolve;

1.4. flammable solids:

substances liable to spontaneous combustion;

substances that emit flammable gases when in contact with water;

potassium, sodium, calcium metal and their alloys, calcium phosphorous;

white, yellow and red phosphorus and all other substances classified as flammable solids;

1.5. oxidizing agents and organic peroxides:

colloidal nitrocellulose, in granules or flakes, dry or wet, containing less than 25 per cent water or solvent;

colloidal nitrocellulose, in pieces, wet, containing less than 25 percent alcohol;

nitrocellulose, dry or wet, containing less than 30 percent solvent or 20 percent water;

1.6. токсичные вещества;toxic substances;

1.7. radioactive materials;

1.8. caustic and corrosive substances:

strong inorganic acids: hydrochloric, sulfuric, nitric and others;

hydrofluoric (hydrofluoric) acid and other strong acids and corrosive substances;

1.9. poisonous and poisonous substances:

any poisonous potent and toxic substances in liquid or solid state, packed in any container;

brucine;

nicotine;

strychnine;

tetrahydrofurfuryl alcohol;

antifreeze;

brake fluid;

ethylene glycol;

mercury;

all salts of hydrocyanic acid and cyanide preparations;

cyclone, cyanide, arsenic anhydride;

1.10. firearms and devices capable of projectile ejection, causing damage (harm):

any items capable or appearing capable of projectile ejection or damage (harm), including:

all firearms (pistols, revolvers, rifles, shotguns);

a copy or imitation of a firearm;

components of firearms (excluding optical detection devices/sights);

gas weapon;

air pistols, rifles and ball guns;

signal pistols, starting pistols, toy pistols of all types;

devices for throwing balls;

industrial devices for driving nails and fastening bolts;

crossbows, catapults, harpoons and spear weapons;

devices for killing animals;

stunning or striking devices, for example for driving cattle;

lighters made in the form of firearms;

electroshock devices;

1.11. stabbing, cutting, throwing weapons, sharp objects that can be used to cause damage and (or) inflict bodily harm, including:

daggers, stilettos, landing bayonet-knives;

axes and hatchets, arrows and darts, harpoons and spears, ice axes, machetes;

sabers, swords and sword hilts;

accessories for hand-to-hand combat with pointed ends or sharp edges;

throwing stars;

knives made of metal or any other sufficiently durable material, with a blade length of more than 6 cm;

knives for cutting cardboard;

scissors with a blade length of more than 6 cm, measured from the center of the hinge;

scalpels, open razors and blades (excluding safety or disposable razors with cartridge blades);

skis and ski poles;

industrial tools that can be used as piercing or cutting weapons, such as drills and drills for drills, cutters, utility knives, saws, screwdrivers, crowbars, hammers, pliers, wrenches, torches;

1.12. impact-crushing weapons, blunt objects that can be used as weapons:

any blunt instrument capable of causing damage:

baseball and softball bats, bats or clubs, cricket bats;

golf clubs, hockey sticks, lacrosse;

oars for boats and canoes;

skateboards, snowboards;

billiard cues, bowling balls;

fishing rods;

maces, clubs, rice chains;

other dangerous items and substances that can be used as a weapon to attack passengers and crew of the aircraft or endanger the flight safety of the aircraft.

2. It is prohibited to transport on board the aircraft by crew members and passengers in checked baggage and in baggage compartments the following hazardous substances, materials and products:

explosives, including detonators, fuses, grenades, mines, explosive devices and imitators of the listed objects and substances;

gases (propane, butane);

flammable liquids, including gasoline, methanol, and other flammable liquids, including varnishes and paints;

flammable solids and reactive substances, including magnesium, fireworks, flares;

lighters and matches;

oxidant and organic peroxides, including bleaching agents;

lithium ion batteries transported as consignments;

poisonous or infectious substances, including rat poison, infected blood;

radioactive material, including medicinal or commercial isotopes;

corrosive substances including mercury, vehicle batteries;

fuel system components of vehicles that contained fuel;

electronic cigarettes (including electronic cigars, pipes, other vaporizers for personal use) containing batteries that must be protected to prevent accidental activation.

3. The following hazardous substances, materials and products are allowed to be transported on board the aircraft by crew members and passengers in compliance with the required conditions:

3.1. in checked baggage in the cargo and baggage compartments of an aircraft with isolated passenger access to baggage during the flight:

crossbows, spearguns, checkers, sabers, cleavers, scimitars, broadswords, swords, swords, bayonets, daggers, knives (hunting, knives with ejected blades, with locking locks), imitators of any type of weapon;

household knives (scissors) and other piercing/cutting and sharp objects;

alcoholic beverages containing more than 24% but not more than 70% alcohol by volume in containers with a capacity of not more than 5 liters in containers intended for retail trade, not more than 5 liters per passenger;

liquids and alcoholic beverages with an alcohol content of not more than 24 percent by volume;

aerosols intended for use for sports or domestic purposes, the outlet valves of which are protected by caps from spontaneous release of contents in containers with a capacity of not more than 0.5 kg or 500 ml, but not more than 2 kg or 2 liters per passenger;

medical thermometer containing mercury, in a standard case - one per passenger;

3.2. in things carried by passengers:

medical thermometer, not containing mercury;

thermometer or barometer, mercury, carried by a representative of a weather bureau or equivalent official body;

cigarette lighter, not containing non-absorbed liquid fuels other than liquefied gas, intended for private use;

matches – one box per passenger;

dry ice for cooling perishable products no more than 2.5 kg per passenger (in order to ensure flight safety and comfort of other passengers, the amount of dry ice carried in the passenger cabin of an aircraft on one airline flight may be limited);

3% hydrogen peroxide, not more than 100 ml per passenger;

liquids, gels and aerosols classified as non-hazardous:

in containers with a capacity of not more than 100 ml (or an equivalent capacity in other volume units), packed in a securely closed transparent plastic bag with a volume of not more than 1 liter, one bag per passenger;

electronic cigarettes (including electronic cigars, pipes, other vaporizers for personal use) containing batteries that must be protected to prevent accidental activation.

4. Liquids in containers with a capacity of more than 100 ml will not be accepted for carriage even if the container is only partially filled.

5. Transportation of medicines and baby food necessary for the duration of the flight is allowed.

6. Liquids purchased at duty-free shops at the airport or on board the aircraft must be packed in a securely sealed (sealed) plastic bag that provides identification of access to the contents of the bag during the flight, which has reliable confirmation that this purchase was made in airport duty-free shops or on board the aircraft on the day(s) of travel.

Attachment 2 to the General Rules of Passengers, Baggage, Cargo Transportation of Belavia – Belarusian Airlines Flights

Types of sports equipment

|  |  |
| --- | --- |
| Type | Description |
| Bicycle weighing up to 23 kg  (BICYCLE UP ТО 23KG) | Bicycle without a motor |
| Golf equipment weighing up to 23 kg (GOLF EQUIPMENT UP ТО 50LB 23KG) | 1 golf case, clubs, balls, golf shoes |
| Ski equipment weighing up to 23 kg (SKI EQUIPMENT UP ТО 50LB 23KG) | 1 pair of skis, 1 pair of ski poles, 1 pair of ski boots |
| Water skis weighing up to 23 kg  (WATER SKI EQUIPMENT UP TO 23KG) | 1 pair of water or slalom water skis |
| Archery equipment weighing up to 23 kg (ARCHERY EQPMT UP ТО 23KG) | 1 set of arrows and bow in protective container |
| Snowboard equipment weighing up to 23 kg (SNOWBOARD EQPMT UP ТО 23KG) | 1 snowboard, 1 pair of boots |
| Hockey equipment weighing up to 23 kg (HOCKEY EQUIP UPTO50LB 23KG) | 1 hockey bag, sticks, 1 pair of skates, 1 set of body protectors, 1 helmet |
| Equipment for tennis, squash and badminton weighing up to 23 kg (TENNIS/SQUASH/ BADMINTON EQPMT UP ТО 50LB 23KG) | 2 rackets and a set of balls in a pack for tennis, squash and badminton |
| Fencing equipment weighing up to 23 kg (FENCING EQUIPMENT UP ТО 23 KG) | 1 bag with helmet, uniform and fencing weapon |
| Roller skates weighing up to 23 kg  (INLINE SKATES UP ТО 23 KG) | 1 pair of roller skates, 1 set of protective equipment (knee pads, elbow pads), 1 helmet |
| Skateboard weighing up to 23 kg (SKATEBOARD UP ТО 23 KG) | 1 board, 1 set of protective equipment (knee pads, elbow pads), 1 helmet |

Attachment 3 to the General Rules of Passengers, Baggage, Cargo Transportation of Belavia – Belarusian Airlines Flights

Usage requirements of electronic devices on board an aircraft

1. Transmitting electronic devices prohibited for use on board the aircraft at all stages of flight:

AM / FM transceivers (TVs, radios);

devices with remote control;

devices that emit electromagnetic waves;

transceiver devices, for example, a walkie-talkie;

wireless devices such as a keyboard.

2. Electronic devices allowed for use without restrictions:

digital watch;

portable voice recorders;

hearing aids;

pacemakers;

implanted medical devices;

portable electronic medical devices authorized by the Airline.

3. Electronic devices allowed to be used without restrictions until the doors are closed or during a long stop (at the discretion of the aircraft commander):

mobile phones and smartphones (with the permission of local authorities);

wireless accessories for computers and mobile phones;

one-way pagers (receiving only);

all other electronic devices.

4. Transmitting electronic devices with restrictions for use:

mobile phones and smartphones;

tablets;

bluetooth devices;

e-books;

electronic games;

digital media players (having a transfer function).

During the following flight phases: taxiing, takeoff, level flight, descent and landing, the above transmitting electronic devices are only allowed to be used in «Flight Mode», which must be activated from the moment the aircraft doors are closed until the aircraft leaves the runway after landing.

Laptops, laptops, navigation devices (GPS) and DVD players must be turned off and stored in their storage areas during taxi, takeoff, descent and landing.

Also during these stages of the flight it is forbidden to use power outlets (if any) and to recharge electronic devices and use any type of headphones.

5. Electronic devices permitted for use in level flight:

electronic devices without data transfer function (for example, DVD players);

transmitting electronic devices in «flight mode» (e.g. smartphones, tablets, laptops, navigation devices (GPS), etc.).

6. Electronic devices permitted for use after the aircraft has left the runway after landing:

mobile phones and smartphones;

tablets;

two way pager.