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## 1. Baggage Procedure

### 1.1. Baggage Information

Baggage Information			
For	Hand/ Cabin Baggage	Checked In Baggage	Excess Baggage
<b>Dimension</b>	H: 55cm W: 35cm D: 25cm	H: 56cm W: 45cm D: 25cm	-
<b>Adult</b>	One Bag upto 03 Kgs – Free	One Bag upto 08 kgs – Free	INR 300 per Kg + GST
<b>Child</b>	One Bag upto 03 Kgs – Free	One Bag upto 08 kgs – Free	INR 300 per Kg + GST
<b>Infant</b>	One Bag upto 03 Kgs – Free	Nil	Nil
<b>Note*</b>	For contactless travel we recommend to place it under the seat in front.	All Check- in baggage must be properly packed in suitable containers in order to ensure safe carriage.	The carriage of excess baggage is subject to space availability.

### 1.2. Unacceptable Items as Baggage

IndiaOne Air reserves the right to refuse carriage of such baggage or such items found in the baggage as stated below as per the DGCA norms:

- i. Items which are not properly packed as per baggage packing norms;
- ii. Items which are likely to endanger the aircraft or persons or property on board the aircraft such as those specified in the International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air, the International Air Transport Association (IATA) Dangerous Goods Regulations, Dangerous Goods as per local laws and applicable regulations and as per our own Terms and Conditions;
- iii. Items, the carriage of which is prohibited by applicable laws, regulations or orders; Compressed gases: deeply refrigerated, flammable, non-flammable and poisonous such as butane, oxygen, liquid nitrogen, aqualung cylinders and compressed gas cylinders;
- iv. Corrosives items such as acids, alkalis, mercury and wet cell batteries and apparatus containing mercury;
- v. Explosives, munitions, fireworks and flares, ammunition including blank cartridges, handguns, fireworks, pistol caps, swords, knives and similar items;
- vi. Small lithium battery-powered vehicles such as air wheels, solo wheels, hover boards, mini-Segway and balance wheels;
- vii. Flammable liquids and solids such as lighter refills, lighter fuel, matches, paints, thinners, fire-lighters, lighters that need inverting before ignition, matches, radioactive material, briefcases with installed alarm devices;
- viii. Oxidizing materials such as bleaching powder and peroxides; Poisons and infectious substances such as insecticides, weed-killers and live virus materials;
- ix. Fish (including sea food), animals, birds, insects in any form, whether live and/or dead and/or frozen and/or dried;
- x. Anything that possesses and/or is capable of possessing and/or emitting a conspicuous and/or offensive odour;
- xi. Other dangerous articles such as magnetized materials, offensive or irritating materials; Human or animal remains, live or dead animals;

- xii. Items, which, in our reasonable opinion, are unsuitable for carriage by reason of their weight, shape, size or character;
- xiii. Any other item that the airline feels may cause inconvenience or is a safety hazard to its Passengers.
- xiv. Power Banks are allowed only in hand baggage.

### **1.3. Checked-in Baggage**

- A firearm and /or ammunition are not permitted to be carried on person or in Cabin Baggage or in Checked-in Baggage. Any Passenger found carrying firearm and/or ammunition in contravention to the above, may be off-loaded.

### **1.4. Valuable and Fragile Items**

- Passengers are strongly advised not to check in such items as Baggage which by their very nature is valuable and/or fragile. If such items are checked in as Baggage, Passengers agree that they send for carriage of such items, at their own risk. Such items include, without limitation, money, jewellery, silverware, electronic devices, medicines, perishable goods, computers, cameras, video equipment, negotiable papers, securities and/or other valuables, electronic items, passports and other identification documents. IndiaOne Air shall not accept any responsibility for such items carried by the Passengers in their Baggage.
- In case if the Passenger's Checked-In Baggage is spoilt due to spillage or leakage from glass bottles/jars unsuitably packed, IndiaOne Air liability for damage is not extended to the same.
- Items like money, jewellery, photographic / video & or other optical equipment, computers and other electronic equipment, computer software, silverware, glassware, securities, bonds, business and personal documents, samples, paintings, artefacts, other work of art, antiques, research, unique or irreplaceable items, scholarship items / documents, irreplaceable books or publications or similar valuable items are not covered under any loss or damage policy of the airline. These items should not be transported in or as a luggage on the flight.

### **1.5. Cabin Baggage or Hand Baggage**

- Hand Baggage is accepted in the cabin subject to the availability of space under the Passenger's seat. In the event where a hand bag is over-sized or over-weight, IndiaOne Air may require transfer of Hand Baggage to the Baggage compartment (called as baggage retrievals) of the aircraft prior to take-off. In such cases, a Passenger's Hand Baggage will be specially tagged and returned upon arrival, and the same can be collected from the conveyor belts where Checked-in Baggage is normally received. In the event the Hand Baggage is transferred to the Baggage compartment due to increased weight over and above what is permissible for Hand Baggage, Passenger shall be liable to make payment of the excess baggage at then applicable rate per kilogram for the excess baggage.

### **1.6. Baggage Size**

- Baggage Size (Hand Bag): 55 cm X 35 cm X 25 cm – 7kg
- As per Airlines policy and Civil Aviation norms and guidelines, travelling Passengers may carry one Hand Baggage of maximum 7 Kg's (including Laptop). In case hand baggage is found to be overweight at the boarding gate a flat rate of INR 500/- per kg per sector (inclusive of GST) would be charged towards excess hand baggage.
- Items determined by us to be of excessive weight or size, or of an offensive nature, will not be permitted on board. Subject to the prevalent applicable local laws and regulations, Passengers

may take liquids on board in their Hand Baggage, subject to screening and security checks, and provided they meet the following restrictions:

- i. The liquid is in a container with a maximum volume of 100ml.
- ii. All liquid containers meeting the maximum volume of 100ml each can be fitted comfortably into a transparent, re-sealable 1 litre plastic bag.

### **1.7. Carriage of Alcoholic Beverages**

- Passengers may carry up to 5 Litres of alcoholic beverages as part of their checked-in baggage, provided the following conditions are met:
  - The alcoholic beverage is in retail packaging and is packed appropriately (to prevent damage / leakage).
  - Alcohol content in the beverage is **not more than 70%**.
- If the alcoholic beverage contains **24% or less alcohol** by volume the above **limitation of 5 Litres does not apply**.
- The alcoholic beverages are also permitted in carry-on baggage when purchased from the Airport Security Hold Area and should be placed in a transparent re-sealable plastic bag of a maximum capacity not exceeding 1 Litre. The indicative size of the 1 Litre bag is: **20.5 cm x 20.5 cm or 25 cm x 15 cm or equivalent**. The containers must fit comfortably within the bag, which should be fully closed.
- The passengers must comply with other applicable state / national regulations, if any.

### **1.8. Refusal of Carriage**

- IndiaOne Air may refuse to carry as Baggage any item reasonably considered by the airline to be unsuitable for carriage because of its size, shape, weight, content, being radioactive, or character, or for safety or operational reasons, or in the interests of the comfort of other Passengers. Information about unacceptable items is available upon request. The airline may refuse such baggage which it feels reasonable that has not been suitable, properly and securely packed.

### **1.9. Baggage screening and search authority**

- Keeping in view safety and security, either IndiaOne Air or the competent regulatory authority may require the Passengers to undergo a search, x-ray or other type of scan on his/her person or Baggage. IndiaOne Air reserves the right to search the Baggage in the absence of the Passenger, if he/she is not available, for the purpose of determining whether they are in possession of, or whether their Baggage contains any unacceptable or prohibited items.
- If a Passenger refuses to comply with such searches or scans, we reserve the right to refuse carriage to such Passenger and his/her Baggage without refund of fare and without any other liability to such Passenger. Any other procedures as may be required under law may follow in relation to such cases.
- In the event such search / scan, if it results in any injury to the Passenger or damage to his/her Baggage, the airline shall not be liable for such injury or damage, unless the same is due to the airlines wilful fault or gross neglect.

### **1.10. Delivery of Baggage at Conveyor Belt**

- IndiaOne Air will make every effort to ensure that the Checked-in Baggage of Passengers arrives in a safe condition.

- The Passengers are advised to collect their Baggage as soon as it is available for collection at the place of destination from the relevant conveyor belt. If the Passenger fails to collect it within a reasonable time, IndiaOne Air will store the same in its storage and custody and will charge a storage fee. If the Passenger's Checked-in Baggage has not been claimed within three (3) months of the time it is made available, the airline may dispose it off without any liability or notice to the Passenger.
- If the Passengers are travelling in a group PNR and the Baggage is not delivered at arrival, all the Passengers under that Booking need to be present at the arrival hall at the time of registering a complaint for the lost Baggage. The Baggage will be considered as delivered in good condition if the above condition is not met.
- IndiaOne Air shall deliver Checked-in Baggage to the bearer of the Baggage Check, upon payment of all unpaid sums due to it, under these Conditions of Carriage.
- IndiaOne Air is under no obligation to ascertain that the bearer of the Baggage Check is entitled to delivery of the Baggage, and IndiaOne Air is not liable for any loss, damage, or expense arising out of, or in connection with its failure to ascertain so.
- Delivery of the Baggage will be made at the destination airport shown in the Baggage Check and not to the address of the Passenger.
- If the person claiming the Baggage is unable to produce the Baggage Check and identify the Baggage by means of a Baggage tag, IndiaOne Air will deliver the Baggage to such person only on the condition that he/she establishes to IndiaOne Air's reasonable satisfaction, his right thereto, and if required by IndiaOne Air, such person shall indemnify IndiaOne Air for any loss, damage or expense which may be incurred by IndiaOne Air, as a result of such delivery.
- Acceptance of Baggage by the Passengers without complaint at the time of delivery is prima facie evidence that the Baggage has been delivered in good condition and in accordance with the contract of carriage. Every Passenger shall be required to raise a Property Irregularity Report (Form available with IndiaOne Air representative at conveyor belt) in case there is a loss of baggage while he/she is at the respective destination airport at the time of arrival and not after departing from the destination airport.
- In order to ensure that the Passengers pick-up their own Baggage only and that there are no confusions, IndiaOne Air reserves all rights to do Baggage Tag match upon arrivals either for all Passengers or on random basis without any prejudice or discrimination. In the event where there is a possibility or slightest assumption of Passenger picking up somebody else's baggage, IndiaOne Air reserves all rights to divulge personal information of such Passenger to the original owner of the Baggage, and will not be liable for any losses incurred thereof.
- IndiaOne Air assumes no liability for wear and tear to luggage which includes:
  - i. Broken wheels or feet
  - ii. Minor cuts
  - iii. Loss of external locks, security straps
  - iv. Damage to any protruding part of the baggage
  - v. Damage resulting from over packing and damage to retractable luggage handles
  - vi. Scratches, torn zippers, straps, handles, scuffs, dents soiling or manufacturing defects
  - vii. Unsuitably packed, perishable, damaged or fragile Baggage, or for damage caused by water to non-waterproof Baggage.
  - viii. Any other wear and tear

#### **1.11. Items removed by Airport Security**

- IndiaOne Air will not be responsible for, or have any liability in respect of, articles removed from the Passenger's Baggage by any airport security.

**1.12. Carriage of Human Remains**

- IndiaOne Air in its flights does not allow any carriage of Human Remains.

