

Additional Baggage Terms and Conditions

This document outlines the terms and conditions for the purchase of additional (excess) baggage. This document should be read in conjunction with the overall baggage policy that outlines the normal checked baggage allowances (per destination) and the number of additional piece that may be purchased over the normal allowances. The following is applicable to all RwandAir operated 459 ticket stock flights:

- Additional baggage charges are based per journey and can be purchased whilst making your booking online, on booking management after booking your flight up to 4 hours before departure (provided the passenger has not checked in for the flight at the airport) or at one of our airport check-in points.
- Additional baggage allowance is non-transferable. Customers who have purchased additional baggage allowance with their flight, and have requested a name change in the booking, will need to apply for a refund.
- Infants are not eligible for excess baggage purchases but every person over two years can pay for additional bags.
- Each extra bag needs to meet the same size and weight limits as a standard checked bag.

Changes made by the passenger:

- Your additional baggage allowance will be valid for the new flight date at no additional cost, provided the route has not changed.
- Where the route has changed, the passenger must cancel the additional baggage purchased and purchase an additional baggage for the new flight (subject to these terms and conditions).
- Passengers who move to earlier flight at the airport check-in desk will have their additional baggage allowance automatically moved to their new flight.

Changes made by RwandAir:

- In the event of a schedule change, the additional baggage allowance will automatically be moved to the new flight provided it is operated by RwandAir.
- Where the new flight is not operated by RwandAir, or RwandAir is unable to offer a suitable alternative flight, the additional baggage allowance will be refunded.

Refunds:

Any additional baggage that the passenger purchase is non-refundable and non-transferable. If passenger changes your mind, or does not check-in the excess luggage, there will be no refund paid.

Passenger cannot request a refund for any of the following circumstances:

- on or after the day of departure of the first flight in the booking.
- if passenger fails to check in for the flight and have not cancelled or changed their ticket
- for any unused portion of additional baggage allowance purchased.
- RwandAir moves the passenger to a seat in a higher cabin, either for operational reasons or as a goodwill gesture and checked baggage allowances are higher in that cabin, any excess baggage purchased prior remains non-refundable.

Passenger are entitled to a refund under the following:

- Passenger cancels flight due to illness or hospitalisation, the additional baggage purchased will be refunded with the flight ticket.
- Passengers purchases an upgrade to a higher cabin and the checked baggage allowances are higher, passenger can apply for a refund for the access baggage purchased prior to the upgrade.
- If the passenger cancels their ticket and the ticket is refundable, the excess baggage will be refunded with the ticket. If the ticket is non-refundable, the excess baggage purchase will also remain non-refundable.

All refunds will, where possible, be returned to passengers in the original form of payment used to purchase.