GENERAL BOOKING AND TRAVEL CONDITIONS
(booking, changes, cancellation, trip arrangements)

Please note that our travel service rates are dynamic and depend on several factors, such as availability, travel period, demand and other operational parameters. As a result, the rate may vary (it may increase or decrease over time) until the booking/order is confirmed. To benefit from the best conditions, we recommend that you confirm the offer you received as soon as possible.

By accepting the offer, you acknowledge and accept:

The terms and conditions for the sale of airline tickets and holiday packages, detailed on this page: **https://www.fabricadevacante.ro/travel-services-terms-and-conditions/**

The passenger's obligations, detailed on this page: https://en.aerotravelcorporate.ro/passenger-obligations/

Please check your vouchers and airline tickets upon receipt and confirm by email, on the same day, that they have been issued correctly. Documents not confirmed on the day of receipt are deemed accepted, and any errors and related costs shall be borne by you.

AIRLINE TICKETS

Rates for airline tickets and ancillary services (seat selection, checked baggage, extra baggage, priority boarding, etc.) are valid at the time of the offer and depend on availability at the time of booking / ticket issuance. Please note that both airline ticket rates and ancillary service rates are dynamic and may change at any time.

For low-cost airline flights, bookings cannot be held! The ticket must be issued instantly (on the spot), and rates may change at any time.

The fee for date changes depends on when the change is made, the new travel dates and seat availability on the new travel dates, provided that the fare of the purchased ticket allows changes.

All bookings and tickets are issued in the passenger's name and are non-transferable. Ticket coupons must be used in sequential order.

Please note that flight delays may occur for various reasons beyond our agency's control. The travel agency cannot be held responsible for such delays, which may be caused by factors such as weather conditions, technical issues or other unforeseen circumstances.

We recommend that you check in online for all airlines; online check-in opens no earlier than 30 hours before departure. We also recommend that you arrive at the airport at least 2.5 - 3 hours before the scheduled departure time.

We recommend that you install the mobile apps of the airlines you are flying with and check in directly through the app. This way, you will receive real-time notifications about your trip, such as your boarding gate and any last-minute changes to the flight schedule.

Once at the airport, we recommend that you check the departures board, as it displays the estimated departure times.

If your final destination is in a different city from the one where you land, Aerotravel can provide, on request, a train transfer service directly from the airport. This ensures a fast and comfortable connection from the airport to your destination, as well as a pleasant, stress-free journey, since all bookings are made in advance by Aerotravel consultants.

HOTEL

The rates offered are non-refundable and cannot be changed once the booking is confirmed, unless otherwise specified.

Failure to arrive at the hotel (*no show*) is charged at 100% of the total booking value.

Please note that in most destinations, accommodation units charge a city tax/local tax, which must be paid by guests directly at the hotel reception. This tax varies from country to country (and even from city to city within the same country) and is regulated by local legislation. Please read the conditions stated in the offer carefully and make sure you are aware of the amount of any additional taxes. Aerotravel cannot cover the cost of this city tax, which is paid directly at the hotel.

CAR RENTAL

The driver must be at least 25 years old (if the driver is under 25, please note that, depending on the country of rental, additional fees apply and are payable directly at the rental desk).

The driver must hold a valid credit card (NOT a debit card), embossed and with sufficient funds for vehicle pick-up; the available balance on the card must be at least 3 to 5 times the rental amount. Visa Electron/Maestro cards are not accepted. For some destinations and car groups, 2 embossed credit cards are required as a guarantee, both in the name of the main driver.

The driver must hold a valid passport and a driving licence held for at least 1 year (citizens of non-EU countries need an international driving permit). In some countries, car rental is permitted only with a passport and a driving licence (e.g.: Spain, non-EU countries).

If there is a second driver, they must be declared and an additional fee may be charged.

If the driver is younger than 21-27 years old (depending on the country of rental), a young driver fee applies.

The rate confirmed at booking (shown on the confirmation and on the voucher) is an estimate and may change if additional services are accepted (extra insurance, equipment such as GPS, etc.) or if the booked rental details are changed (period, times and/ or pick-up/ drop-off location, car group).

A rental day is 24 hours from the time the vehicle is picked up. A grace period of 29 minutes is granted when returning the car; beyond this interval, an additional day is charged.

The vehicle mentioned is only an example model and is not guaranteed. The operator accepts bookings only by car group and not for specific models, which will be provided subject to availability.

At the time of booking, the vehicle's fuel type (petrol/ diesel/electric) and transmission (manual/ automatic) cannot be guaranteed.

The car is picked up with a full tank and must be returned with a full tank. If the tank is not full, an additional charge of ≈ 2.5 - 3.0 EUR/litre will apply.

Rates that include insurance with an excess mean that, in the event of an accident, damage or theft, the customer pays the costs up to the amount of the excess, and the insurance company covers the rest. In other words, the excess is the maximum amount of the loss for which the customer is responsible, which is why we recommend zero-excess insurance.

The vehicle is insured against theft and accident with standard insurance with an excess. Additional insurance can be purchased on site, at extra cost. Its cost will be added to the final cost of the rental agreement.

Car rental companies reserve the right to refuse any customer who, in their opinion, presents a risk.
When renting a car, the driver must carefully inspect the car both at pick-up and at return, take photos from all sides, especially if there is any damage (scratches, dents), photograph the dashboard showing the mileage, and refuel before returning the car as close as possible to the airport/location where it was picked up, so that the fuel tank is full on return. We recommend that you do not accept the car if it is damaged; refuse it and ask for another car.
If, for various reasons, the rental office does not have the booked car available and offers you a higher-category car, please be aware that this offer generates additional costs. We recommend that you refuse to sign the rental agreement at a higher cost and ask the desk agent to give you the higher-category car at the same rate at which the booking was made by the travel agency.
In case of failure to show up at the car rental office, the booking is non-refundable.

Please consider the following important aspects when renting a car with the **full credit voucher** service:

If you choose the full credit voucher option, please bear in mind that it includes only standard accident and theft insurance, and when you pick up the car, the rental desk agent may try to persuade you to purchase additional insurance. We recommend that you assess these offers in terms of their real benefit, as they all increase the final rate you pay. Even if you are not asked to pay on the spot, car rental providers send these invoices to Aerotravel and you must pay them upon your return home.

When renting a car, whether or not you choose the full credit voucher option, the driver must carefully inspect the car both at pick-up and at return, take photos from all sides, especially if there is any damage (scratches, dents), photograph the dashboard showing the mileage, and refuel before returning the car as close as possible to the airport/location where it was picked up, so that the fuel tank is full on return. We recommend that you do not accept the car if it is damaged; refuse it and ask for another car.

If the car is not returned with a full tank, you will be charged for the missing litres of fuel. One litre of fuel at the car rental company costs approximately 2.5 – 3.0 Euro, plus an additional service fee for the rental company employee of approximately 20.00 – 25.00 Euro.

If, for various reasons, the rental office does not have the booked car available and offers you a higher-category car, please be aware that this offer generates additional costs. We recommend that you refuse to sign the rental agreement at a higher cost and ask the desk agent to give you the higher-category car at the same rate at which the booking was made by the travel agency.

Rates that include insurance with an excess mean that, in the event of an accident, damage or theft, the customer pays the costs up to the amount of the excess, and the insurance company covers the rest.

For rentals with a full credit voucher, all the situations described above may generate additional costs. The car rental company will invoice the travel agency for these services, and the agency will in turn invoice the customer (i.e. you) to recover these additional costs.

HOLIDAY PACKAGES, CRUISES, TOURS

Rates are valid at the time of the offer and depend on the availability of the holiday packages at the time of the confirmed booking.

Please note that in most destinations, accommodation units charge a city tax/local tax, which must be paid by guests directly at the hotel reception. This tax varies from country to country (and even from city to city within the same country) and is regulated by local legislation. Please read the conditions stated in the offer carefully and make sure you are aware of the amount of any additional taxes. Aerotravel cannot cover the cost of this city tax.

TRAVEL INSURANCE

Please see the detailed terms of the Generali TURIST PLUS PREMIUM insurance here:
https://www.fabricadevacante.ro/travel-insurance-turist-plus-premium/

EXPERIENCES - EVENT TICKETS, CITY TOURS, ETC.

Whatever your destination, we can offer you city tours, event tickets and a variety of experiences:
https://www.musement.com/us/?aid=fabricadevacante

CONFIRMED BOOKING

To confirm a booking, please send us the following details:

- Full and correct first and last names, exactly as they appear on the identity card or passport
- Home address, email address and phone number
- Payment method: cash, bank transfer or online card payment (PAYU platform) via a secure payment link

Because the protection of your personal data is important to us, please send this type of information or copies of official documents only by email and not through social media messaging apps. This request is made in accordance with the GDPR regulations applicable in Romania.

COMPENSATION FOR DELAYED FLIGHTS

Was your flight delayed or cancelled, did you miss your connection, or were you denied boarding without justification? If the event was the airline's fault, you may be entitled, under certain conditions, to financial compensation and free assistance.

Aerotravel offers you a simpler and faster way to claim compensation, by entrusting your claim to our partner **ClaimBee**, which specialises in such cases. Find out the conditions for compensation and submit a claim **HERE**!

EMERGENCY PHONE

If any problems arise, we recommend that you call the emergency numbers:

+40 799 303 022
+40 799 303 021