

1. Scope of the Terms and Conditions

All services provided by MySky 24 (hereinafter "MS") are rendered exclusively on the basis of the following General Terms and Conditions. Deviations from these terms are only valid if agreed in writing and confirmed in writing by MS.

2. Offer and Conclusion of Contract

The offers in the online booking system constitute a binding offer by the customer. By registering via the online booking form, the customer makes a binding offer to conclude a transport contract in accordance with the valid transport conditions of MySky 24 L.L.C. The contract is concluded upon acceptance by MS. MS confirms acceptance by sending a booking confirmation via email or by charging the specified credit card.

3. Payment Terms

The prices displayed and confirmed at the time of booking apply. Payment is made exclusively by credit card accepted by MS. Upon receipt of the booking confirmation, the full ticket price becomes due and will be charged to the specified credit card. If payment is declined by the bank or credit card provider, MySky 24 L.L.C. is entitled to immediately terminate the contract and cancel the booking. In this case, a processing fee of €30.00 per passenger will be charged.

4. Confidentiality

MySky 24 L.L.C. guarantees complete confidentiality of all data transmitted by the customer.

5. Travel Documents

The passenger receives the booking confirmation by email, which serves as the travel document. Transportation without a valid travel document is not possible.

Flight tickets will not be accepted if the name and/or details do not match the passenger's personal information. Passengers with manipulated or incorrect tickets or booking numbers will be excluded from transportation.

The full ticket price will be charged.

A processing fee of €30.00 per ticket will be charged for reissuing lost tickets or in cases not caused by MySky 24 L.L.C.

The passenger is solely responsible for complying with entry, passport, and visa requirements. MySky 24 L.L.C. is entitled to charge the passenger for any resulting costs.

6. Rebookings / Cancellations

Rebookings and name changes are possible depending on availability and subject to a fee. Changes to the travel date may only be made up to 72 hours before departure.

Cancellations are only possible in writing via email (customersupport@misky24.com) or by fax during business hours until 18:00.

Cancellations received on Sundays and public holidays will be processed on the next working day. The time of receipt by MS is decisive.

Cancellation Fees

Up to 48 hours before departure: €50.00 per passenger

48 to 24 hours before departure: €100.00 per passenger

Less than 24 hours before departure: 100% of the ticket price

On the day of departure and in case of no-show, the full ticket price will be charged.

Rebookings

A fee of €50.00 will be charged for rebookings, plus any fare differences.

Name changes after departure are not permitted.

7. Check-in Time

Passengers are requested to arrive at the check-in counter at least 120 minutes before departure. Check-in closes 40 minutes before departure.

MySky 24 L.L.C. assumes no liability for late arrival. The passenger is responsible for connecting flights and additional services.

8. Return Flight Confirmation

The customer is required to confirm the return flight by phone with MySky 24 L.L.C. 24 to 48 hours before departure.

If the return flight is not confirmed, there is no entitlement to transportation.

9. Flight Tickets

The booking confirmation must be presented at check-in.

Only the person named on the ticket is entitled to transportation.

The ticket is:

non-transferable

must match the passenger's personal details

10. Baggage and Documentation

The free baggage allowance is 20 kg per paying passenger (no baggage allowance for infants).

Unused baggage allowance cannot be transferred to other passengers, except for jointly booked flights.

Excess baggage will be transported for a fee but cannot be guaranteed.

The passenger is solely responsible for all travel and entry documents.

11. Discounts for Children

Children up to 2 years old (without a seat) and children up to 11 years old receive discounted prices.

The age at the time of departure is decisive. MySky 24 L.L.C. reserves the right to verify age.

12. Assignment

The assignment of claims against MySky 24 L.L.C. is excluded.

13. Complaints

Complaints must be submitted in writing immediately after the flight to the following address:

MySky 24 L.L.C.

Customer Service

Str. Ali Pashe Tepelena 11

10000 Prishtina

14. Place of Jurisdiction

Place of jurisdiction is Prishtina.

15. Severability Clause

If individual provisions are wholly or partially invalid, the validity of the remaining provisions remains unaffected. The invalid provision shall be replaced by a legally permissible provision that comes closest to the intended economic purpose.

16. Version

These terms are valid as of 01.02.2020.

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