

# Terms & Conditions

## Introduction

AIR ALGERIE is an Algerian airline subject to Algerian law.

AIR ALGERIE is a public economic joint stock company EPE/SPA with share capital of 60.000.000.000, 00 DZD, registered in the trade Register under 16/00 0011900B00 with 00001600.1190.089 as Tax identification number and having its head office at 1, Place Maurice Audin ALGIERS – Algeria.

AIR ALGERIE provides its customers with the following website: [www.airalgerie.dz](http://www.airalgerie.dz) here in after referred to as the site.

We invite you to read carefully the terms and conditions of use of the site and the offered services. The use of this site means the unconditionally acceptance of the conditions stated here in.

## The site [www.airalgerie.dz](http://www.airalgerie.dz)

AIR ALGERIE has implemented the website in order to facilitate booking operations, ticket and ancillary services purchase to its customers on its flights.

### Data ownership and multimedia items

The site and its content are the exclusive ownership of AIR ALGERIE and are intended to be used by its customers for their own use. Any data obtained from this site cannot be reproduced, sold, transferred, modified, re-distributed, re-transferred, published or commercially used without a prior written consent of AIR ALGERIE.

### Links

AIR ALGERIE retains the right to publish links to third party sites in order to help users preparing their trips and organizing their stays. AIR ALGERIE shall not be liable for any prejudice related to the use of these websites. AIR ALGERIE shall neither guarantee the access to these sites, nor the truthfulness of the published information.

### Transaction security and confidentiality of the data

Our transactions are secured by the use of most recent technologies, as SSL data exchange protocol (Secure Sockets Layer). The entered information (bank data, address, etc...) are encoded using algorithms, before being sent via internet. During transmission through the web, the information remains scrambled and is only legible by our server, with a specific key. Therefore, the user can book and buy its ticket with total security and confidentiality.

Also, page's address starting with "https" means a secured connection through SSL.

### Guarantee and confidentiality of the collected data

AIR ALGERIE committed to respect the confidentiality of the data transmitted and to not disclose, sell or rent the data to any third party, unless requested from AIR ALGERIE by law or in court or if such information are required by relevant authorities .

Therefore, by using this site, you agree that AIR ALGERIE could use your personal data for marketing purpose only.

## **User's obligations**

The transmission of threatening, defamatory, political, or racist data, or illegal data, is expressly forbidden.

Also, the website user must:

- Not use the website for speculative, false or fraudulent bookings.
- Provide accurate information and will be responsible for any incorrect, incomplete or obsolete information.

## **Booking on the website**

### **Display of Timetables and fares**

AIR ALGERIE's website allows the display of Air Algérie flight schedule, as well as the fares. Published schedules may, in some case be subject to change due to operational constraints.

### **Booking**

The owner of a booking record must be an adult.

A confirmation will be sent to the email address given during booking process, which will contain references and details of the booking based on information provided by the customer in addition of an estimated fare quotation and booking validity.

### **Limitations**

A customer can book up to nine (09) passengers by record (Adults, children, infants). Each infant must be accompanied by an adult.

### **Seat selection**

On some flights, the customer can choose his seat. AIR ALGERIE reserves the right to change the assigned seat for operational, flight safety or security reasons.

### **Special meals**

On some flights, the customer can request special meals (diabetic meal, vegetarian meal, ...) directly from the site.

## Fare families

When booking and departing from certain countries, our fares are presented according to the booking class (economic, business, first) in the form of fare families with specific conditions:

Fares	Modifiable	Refundable
Promo	Yes With fees	Non refundable
FLEX	Yes With fees	Refundable With fees
BUDGET (Economique)	Yes With fees	Refundable Without fees
BUDGET (Affaires & Première)	Yes Without fees	Non refundable
SMART	Yes Without fees	Refundable with fees
Plus	Yes Without fees	Refundable without fees

## Payment

The payment transaction is based on secured payment technologies, which ensure to the customer the security and confidentiality of the transactions.

After validating travel information, the customer is redirected to our payment gateway which will verify and validate customer's credit card and proceed the payment with automatic transfer of the purchase amount.

The customer can complete the payment of his airline ticket and ancillary services by three different payment options available on the website:

### **1 - Payment with international cards (VISA, MasterCard ...):**

With this payment method, several currencies could be accepted namely as USD, Euro, GBP, Swiss Franc...

All payments to AIR ALGERIE are converted into Euro. In case of a conversion, additional fees may be charged by your bank. AIR ALGERIE will only receive the amount displayed when purchasing on the web site.

The amount debited from the customer's account will be the equivalent of the amount in Euro at the time of transfer.

After customer validation, the transaction result will be displayed and a confirmation Email will be sent along with the Ticket.

Booking with online payment is possible until twenty-four (24) hours before the departure time of the booked flight.

The payment transaction must be carried out directly after booking, otherwise, the booking is automatically canceled.

### **2- Payment with EDHABIA card (Algerie poste)**

With this payment method, only Algerian Dinars (DZD) currency is accepted. This payment method is available for purchases of airline tickets and ancillary services on Air Algerie flights with departure from Algeria.

After customer validation, the transaction result will be displayed and a confirmation Email will be sent along with the Ticket.

Booking with online payment is possible until five (5) hours before the departure time of the booked flight. The payment transaction must be carried out directly after booking, otherwise, the booking is automatically canceled after 2 hours

### 3- Payment with Interbank Card CIB

With this payment method, only Algerian Dinars (DZD) currency is accepted. This payment can be done only by the Interbank Card CIB eligible for online shopping

This payment method is available for purchases of airline tickets and ancillary services on Air Algerie flights with departure from Algeria.

After customer validation, the transaction result will be displayed and a confirmation Email will be sent along with the Ticket.

Booking with online payment is possible until forty-eight (48) hours before the departure time of the booked flight. The payment transaction must be carried out directly after booking, otherwise, the booking is automatically canceled.

### 4- Payment at AIR ALGERIE offices (From Algeria only)

This option is available for customers wishing to make a direct payment at Air Algerie offices (in Algeria) after making a booking on the website.

Booking online with payment at AIR ALGERIE office is possible up to five (5) days before the departure of the booked flight. The customer is invited to proceed with the purchase of his ticket at AIR ALGERIE offices, in a maximum of forty-eight (48) hours after the booking online, beyond that deadline, the booking is automatically canceled.

For reasons related to the validity of promotional offers, some displayed fares are guaranteed only the day of booking and may therefore no longer be available the day of the purchase at our offices.

### User Assistance

For particular assistance related to the purchase on the website, the customers are invited to send an email along with the required information for handling his request, to the following address:

- For payment with **international Bank Card**: [helpdesk@airalgerie.dz](mailto:helpdesk@airalgerie.dz)
- For payments with **CIB card**: [helpdesk-cib@airalgerie.dz](mailto:helpdesk-cib@airalgerie.dz)
- For payments with **EDAHABIA card**: [helpdesk-ccp@airalgerie.dz](mailto:helpdesk-ccp@airalgerie.dz)

## Claim

For any request or complaint related to a purchase on our site, please use our contact forms [Contact forms](#)

For any other type of complaint, please visit the page <https://airalgerie.dz/contacts/reclamation/>

### Recourse to a Mediator [France Only]

If the response to your complaint made on our website, by e-mail or by post to us does not suit you, you can contact for free the mediation service of the AME (Association of European Ombudsmen) either:

- Electronically by connecting to the AME website: [www.mediationconso-ame.com](http://www.mediationconso-ame.com)
- By post by registered letter with acknowledgment of receipt to: Association of European Mediators AME - 11 place Dauphine 75001 Paris - and under the reference " Médiation Consommation SPA AIR ALGERIE "

## Right of withdrawal and refund

Due to the nature of the carrying service, the customer does not have the right to withdrawal when purchasing airline tickets.

The right and the amount of the refund is based on fare conditions. The refund is made on the account used for purchase and is subject to card validity.

For purchases made with CIB card and if the booking record includes several passengers, the refund request will be applicable for all the tickets on the booking.

## TICKETS

At the end of the transaction, the ticket may be displayed and printed by the customer. The ticket and the fare conditions are also sent by email.

The customer may at any time, have a copy of the ticket from the website (manage my booking section).

## Taxes, Fees and charges

The price of the ticket includes all the fees, taxes and charges. It is noted that some countries requires the payment of airport taxes locally.

## Travelling Documents

The passenger is solely responsible for obtaining the various documents required by the authorities of the country of departure, destination or transit. The fee for obtaining these documents is passenger's responsibility and is not included in the ticket price.

## **Modification of terms**

AIR ALGERIE reserves the right to change these terms and conditions at any time without a prior notice. Changed terms will become effective once posted on the Web Site, and will not have any retrospective effect on existing contractual provisions.

## **Applicable law**

Algerian law governs these Terms and Conditions. In case of dispute, the Algerian courts will have jurisdiction.