



Services +

Terms and conditions by service

a- Seat reservation

Passengers can access the cabin plan and view the available seating to facilitate their reservation. A seat reservation is not a flight reservation and is dependent on booking a ticket first. There are two categories of seat:

- Standard Seats: other than seat + and priority seat (seats offering standard comfort) (4€)
- Seats +: includes “Front-Row Seats” and “Exit or Emergency Exit Seats” (15€)
- Priority seats : Row N°2 / 3 /4 (10€)

“Front-Row Seats” means a seat with extra legroom located near the exits.

“Exit or Emergency Exit Seats” means a seat near the aircraft emergency exits providing extra legroom. It is subject to the reservation restrictive conditions.

If the passenger selects a seat near the emergency exits, he must be able to help in an emergency. He must therefore be able-bodied with ease of movement and able to understand the safety regulations.

For security reasons, passengers listed below may not occupy a seat near the emergency exits and will be allocated another seat with no possibility of a refund:

- passengers with temporary or permanent limited mobility (in particular, with hearing or sight disabilities and physically or mentally disabled passengers);
- children and babies whether or not they are accompanied by an adult;
- obese passengers who may block access to the emergency exits;
- pregnant women;
- passengers travelling with an animal in the cabin;

b- Excess Baggage

Passengers may purchase excess baggage if it exceeds the baggage allowance specified on their reservation. Passengers who book this service online will not have to pay for excess baggage at the airport, provided that the weight of their baggage does not exceed the initial baggage allowance plus the excess they booked.

Please note that the permitted weight limit for excess baggage is 32 kg per item.

c- Sports equipment

Passengers may book in an item of sports equipment. By booking this service, customers will not have to pay an excess at the airport. (Weight up to 15kg)

Over 15kg, the extra weight will be charged on the basis of 7€ per kg.

If the sports equipment is carried in a bag, passengers may not place clothes and/or other objects in it. If they do, all the baggage could be refused by the airport security services.

If the equipment is packed in the hold baggage, it will be considered as standard baggage and charged at the rate applicable to excess baggage.

d- Transporting animals

Customers may arrange to transport a pet animal according to the availabilities on the flight. Animals may be carried either in the cabin or in the hold.

Pet animals must have an animal passport. The passport must include a vaccination certificate and other details about the animal's health. For more information, customers are advised to consult a vet. If the pet animal does not have an animal passport, Nouvelair will have to refuse to allow the animal on board the flight. Nouvelair may not be held responsible for loss or expenses that such a situation could involve for the passenger.

The charges for that service apply to the weight of the animal with its cage.

Animal in cabin: Service reserved for animals weighing less than 7kg (cage included)

Animal in the hold: if the pet weighs over 7kg, it will travel safely with us in the hold. If pet weighs between 7kg and 25kg (cage included), the passenger will be charged the rate for animals travelling in the hold. Over 25kg, extra kilos will be charged on the basis of excess baggage rate

Type Aircraft	A320
Maximum number of PET in passenger cabin	Four (4) Animals
Maximum number of AVIH – in cargo compartment	Two (2) Animals

e- Assistance for an unaccompanied minor

Customers may reserve assistance for children aged 4 to 12 who are travelling unaccompanied by an adult. Unaccompanied children under the age of four will not be allowed on board.

Children aged 4 to 12 may travel on their own. Nouvelair special assistance staff should be notified of their presence and they will make sure that children are taken care of when they arrive at the airport.

The purser who greets the unaccompanied child on board will take care of them during the flight. On arrival at the destination, the purser will pass the unaccompanied child over to the local Nouvelair authorized official.

A parent, friend or guardian (aged 16 or over) must be waiting at the destination airport. If one of those persons is not there, the child will be put back on the return flight. The person meeting the child must report to the local Nouvelair authorized official at the arrival airport.

Only passengers aged 16 and over can accompany children under 12 years of age.

f- Assistance for passengers with reduced mobility

Before you fly

The carriage of passengers travelling in a wheelchair or needing to be accompanied is subject to restrictions and must be specified at the time the booking is made and no less than 48 hours before the original departure time. In order to prepare the wheelchair for the flight, passenger is asked to check in once check-in desks are open.

There are no wheelchairs on board our aircraft for passenger to move about during the flight.

In-flight service

Our cabin crew are not qualified to help passengers to eat, to attend to matters of personal hygiene, to lift or carry passengers or to administer medicine or injections.

If passenger need that kind of assistance, He will need to bring its own carer. There are no specific reductions for carers.

WCHR: Those who can go up and down the stairs, can move in the cabin, but need wheelchair when moving between aircraft and terminal building and when moving in the terminal building.

WCHS: Those who cannot go up and down the stairs, can move in the cabin, but need wheelchair when moving between aircraft and terminal building and when moving in the terminal building.

WCHC: Those who are completely motionless, and can only move by the help of wheelchair, and always need help from arriving in airport until being placed in disembarking aircraft.

Wheelchairs will be carried free of charge.

Acceptance restrictions :(A320)

WCHR/WCHS: No restrictions for their number per flight.

WCHC: The maximum number that can be accepted is 2 WCHC (without companion) / 9 WCHC (with companion)

g- Car hire

The car-hire service is subject to the sales conditions of our partner Rental Cars.

h. VIP Access

This service is available only at Enfidha and Monastir Airports.

When passenger reserve access to the Primeclass lounge, he will enjoy VIP treatment, including:

- Reception and escort to the boarding gate
- An air hostess will accompany you to the lounge
- The hostess will see to your speedy check-in
- In the lounge, the hostess will help you with administrative and passport procedures
- Display screens for tracking flight status
- Air conditioning
- Meal, breakfast or snack according to the time of day
- Play area for children
- Free internet access, magazines, television
- Hostess-assisted duty-free shopping

Cancellation or change of service by the customer

The purchase of a service is final and binding, and the price paid is non-refundable.

Customers cannot therefore change or cancel their requests. Similarly, if passenger decide to cancel or change the flight on which (a) seat(s) has/have been reserved, the price of the service will not be refunded.

The service is nominative and may not be transferred. Customers cannot therefore transfer it to a third party or exchange the seat selected as part of the service with another person's seat.

Allocation of seats

The allocation of booked seats is subject to operational requirements, such as security and safety procedures, or the placing of flight crew. To meet these requirements, Nouvelair may need to allocate a different seat from the one reserved. In that case, the price paid to book the seat not allocated will be refunded, without Nouvelair being held liable.

Seats available for reservation are determined according to the type of aircraft used for the passenger's flight. Nouvelair may, at any time and without warning, decide to use a different type of aircraft for the flight (which may or may not belong to its fleet) from the one initially scheduled.

In that case, the airline company will make sure a seat equivalent to the one initially reserved is allocated. If the seat allocated does not match the features of the seat initially reserved, the price of the seat will be refunded without Nouvelair being held liable.

Claims and refunds

All claims or refund requests must be sent within 30 days of the date of the relevant flight using the claim form on our website.

Refunds will be made either by re-crediting the card used for the initial payment on the pre-booking service, or by bank transfer into the client's account. The refund will be made within 15 days.

Please note that no refund will be made in the event of circumstances outside the control of the airline.