



CONTRACT OF CARRIAGE

ARTICLE 1

All air ticket is issued in the name of a certain person and may not be transferred. The carrier may verify the identity of the passenger at any time.

ARTICLE 2

Flight schedules and routes are subject to change without prior notice and without any responsibility for the carrier. It will not be responsible for any damage caused by reason of the delay, advance, suspension or cancellation of any flight due to force majeure, acts of God, adverse atmospheric conditions, mechanical difficulties or when so deemed appropriate for security reasons.

ARTICLE 3

The air ticket will not be refundable and in case the client asks change in the flight date, it will have a validity period according to the conditions of the purchased Fare, provided it's not a ticket with promotion, discount or international route, in which case it will have validity for 30 days from the original date of the flight.

FARE

VALIDITY

A, D, S, E, W	30 days
B	60 days
H	90 days
Y	330 days

Fares "A", "D", "S", "E" and "W" are promotional and have a valid period of 30 days from the original date of the flight and are not refundable.

Fare "H" and "B" is refundable by Credit Note (Valid for 180 days or 6 months).

ARTICLE 4

The carrier is not obligated to transport any passenger when so deems for security reasons of violation of laws, regulations or ordinances or when his conduct, physical or mental state so requires, or when causes discomfort to other passengers or staff or at the carrier's judgment is considered disturbing or hazardous in the operation of the flight.

ARTICLE 5

Provided the capacity of the plane allows it, the baggage will be transported in the same flight in which the passenger flies. When not possible, the carrier will forward it at its discretion, in flights with available space.

The air ticket gives right to the passenger to take free of charge up to 23 kilos(50lbs) of baggage in Domestic routes exception of tickets purchased in Class "E" Econo Basic in which luggage registration is optional with the payment of on additional charge.

Excess baggage, either in weight or volume will be charged according to the fare set by the carrier.

The transported baggage will be delivered to the person who produces the corresponding baggage stub.

To consider any claim, regarding baggage, it must be made immediately after the

corresponding flight and before abandoning the airport. The carrier will not be liable for the deterioration and destruction of fragile, perishable articles, etc.

ARTICLE 6

Liability limits are those set by the Civil Aviation Authority in the Decree law 19 of August 8, 1963.

ARTICLE 7

For security reasons transportation of the following articles is prohibited:

1. Compressed gases, (flammable, inflammable and poisonous). Gas containers, compressed air cylinders or diving air tank, etc.
2. Corrosive: Acids, alkaline, humid cell batteries, etc.
3. Flammable liquids or solids.
4. Fuels for starters, matches or articles of easy ignition, etc.
5. Radioactive Materials, etc.
6. Irritant or oxidant materials. Bleaching agents, peroxide, etc.
7. Toxic or poisonous materials: Arsenic, cyanide; insecticides or herbicides, etc.
8. Mercury, magnetic material, etc.
9. Paints of all types and similar liquids, etc. Any other article the company deems appropriate.

Medicinal and personal care products have exceptions in small amounts, necessary or adequate for the passenger during the trip, such as aerosols, perfumes and medicines, etc.

ARTICLE 8

Every passenger must reconfirm his reservation 72 hours prior to the departure of the flight. Every passenger shall appear personally to the designated airport 1 (one) hour before the time appearing in the air ticket, if a local flight, if it's an international flight it's 3 (three) hours. The failure to fulfill these provisions authorizes the carrier to cancel his reservation and dispose of his seat.

ARTICLE 9

Every request to change or cancel the reservation, shall be made with a minimum of 6 (six) working hours prior to the departure of the flight. Each change made on a reservation will cause an administrative fee and shall be paid before using the ticket.

ARTICLE 10

Failure to fulfill articles 8 and 9 of this transportation give right to charge a penalty or recharge of up to 50% of the value of the air ticket.

ARTICLE 11

The Company reserves the right to make its air connections in other ways to reach the final destination. In the same way will not be liable for loss of International connections and payments of penalties.

ARTICLE 12

If you are not a citizen or legal resident of the country of your destination, the authorities require that you have an airline ticket for either return to your country of origin or a third country as proof of capacity to depart the country where you are arriving.

ARTICLE 13

To travel personal identification card shall be produced if Panamanian; if foreigner shall produce the passport; or birth certificate if a minor. If the minor is not accompanied by both parents, the accompanying parent shall have a letter from the other parent with a copy of the signer's identification, authorizing the specific trip with the minor. In case the minor is not accompanied by one or both parents; the accompanying adult shall have a letter from both parents with a copy of the signer's identification, authorizing the specific trip with the minor. Only on international flights, it is required to be authenticated before a Notary Public.

Responsibility waiver

Air Panama reserves the right to require of each passenger to demonstrate to the satisfaction of the Company that he/she is owner of, or entitled to, the credit card with which it will realize the purchase of the airline ticket from the web page.

In the case of the use of a third party credit card, the purchaser is also required to demonstrate to the satisfaction of the company that the holder of the card has

authorized the use of same.

In the case that the passenger is unable to demonstrate to the satisfaction of the company that the ticket was purchased with a credit card belonging to them, the airline reserves the right to cancel the ticket and require that the passenger repurchase same with a proper credit card or in cash.

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The User agrees to comply with the purchase conditions stipulated by any provider he/she decides to use, including among others the payment of all amounts in due time and the compliance of all rules and restrictions of the provider regarding the availability and use of quotas, products and services.

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[Legal Requirements](#)

[Web Check-in Terms and Conditions](#)

[Contract of Carrier](#)

[Baggage Policy](#)

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