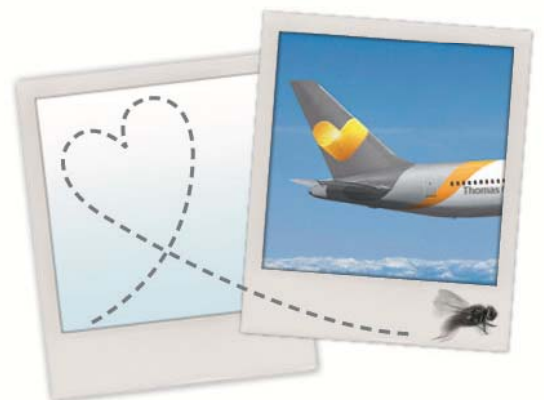


Condor Product Information

Summer 2015

Last updated: February 9, 2015



Part of the Thomas Cook Group 💛

Wir lieben Fliegen.



Condor
www.condor.com

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1. Introduction

Condor – Born to fly with the heart

Condor has been a leading leisure airline for many years. Since 1956, we have been flying passengers to the most beautiful holiday destinations all over the world. Our employees put their hearts into every flight – this is what we call the Condor spirit. This lets our customers' holiday start as soon as they board their flight and makes us Germany's most popular airline.

As the first leisure airline in Europe, we are proud to belong to a wider family of travel pioneers, the Thomas Cook Group. To express our mutual identity and establish closer ties with other like-minded companies, we are uniting under a common symbol: a Sunny Heart.

We live by the values expressed by the heart – trusted, personal and innovative.

The heart will follow our customers throughout their journey – from initial enquiry, aboard of our aircrafts, during their stay and all the way home. It will simplify their choices by offering flexibility, give assurance and provide a visual reminder that they are well looked after.

The Condor Fleet

Allow us to introduce our fleet. Since March 1, 2013, the German airline Condor has been merged with the airlines Thomas Cook Airlines UK and Thomas Cook Airlines Belgium to form the Thomas Cook Airline Segment. The fleet of the Thomas Cook Group comprises 89 modern and environmentally friendly aircraft, of which 41 aircraft are from the Condor fleet: ten Airbus A320s, five Airbus A321, thirteen Boeing 757-300s and thirteen Boeing 767-300s.



2. Our zone and rate concept

“Condor. My Way.” is our new flexibility concept. As your satisfaction is especially important to us, we’ve restructured our special services so you can book exactly the ones you want and tailor them to your needs. Our wide range of services is complemented by Deutsche Bahn’s Rail&Fly service, as well as connecting flights operated by our partner airlines, ensuring all stages of your journey are as pleasant as possible.

For an even more pleasant flying experience, Condor customers can take advantage of a wide range of additional services in the air and at the airport. The prices for these special services (Premium Menus, flying with sports equipment, etc.) depend on the time of booking and on the zone you are flying to. Up to 30 days before departure there is an early bird discount for all additional services.

Our flight zones at a glance:

Zone 1: Balearics, mainland Spain, mainland Portugal, Bulgaria, Croatia

Zone 2: Canary Islands, Madeira, Turkey, Greece, Cyprus, Egypt, Morocco, Tunisia, The Gambia

Zone 3: East Africa, United Arab Emirates, Asia, Central & South America, Caribbean

Zone 4: Southern Africa, Indian Ocean

Zone 5: USA, Canada, Puerto Rico

Rates

With our special rates for short- and mediumhaul (zone 1 and 2) you have the option to make your flight even more flexible. Decide on Price and value and choose between our affordable Economy Light Rate for those without luggage or our popular Classic Rates Economy with 20 kg baggage included and Premium Economy Class with an empty seat next to you, Premium Menu and increased baggage and carry-on luggage allowance (carry-on luggage: 8 kg, Baggage allowance: 25 kg). Short- and mediumhaul flight rates with Condor including snacks and beverages start from 39,99 Euro One-way all incl.

Additionally we offer you the helpful Plus Option. With this option passengers with the wish of a maximum flexibility get the chance, to change their itinerary up to three times until 24 hours before departure. In case of a cancellation at least 29 days before departure we will refund the full fare for a fee of 30 Euro (short- and mediumhaul) or 60 Euro (longhaul). The Plus Option is available for all routes, the price depends on your flight and rate.

3. Welcome on Board

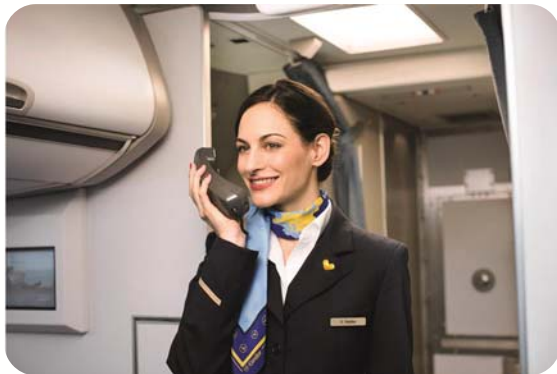
3.1 Service on Board – Economy Class

Our service in Zone 1 – 2:

The choice is yours! All passengers on flights until six hours receive a complementary snack. You can also pre-book a meal – choose from one of our great-value Sky Menus, our top-quality Premium Menus or a Special Menu (such as vegetarian, vegan, diabetic, gluten-free, lactose-free, Muslim or kosher). Cheers! As well as complementary coffee, tea and water, you can also choose from a selection of reasonably priced soft and alcoholic drinks on our short- and mediumhaul flights. Prices can be found in the drinks menu in the seat pocket in front of you.

We offer you:

- Entertainment program with selected films, TV series and flight information
- Audio program with a wide range of music
- A pair of headphones for €3.50
- Program on condor.com
- Earn miles with Miles & More



Our service in Zone 3-5:

Our fully redesigned cabins give passengers even more personal space, making flying with Condor even more pleasant. Modern, ergonomic, individually adjustable seats and dynamic mood lighting ensure a relaxing journey.

Bon appetit! All passengers on our longhaul flights are served a complementary meal. Of course, you can pre-book one of our reasonably priced, top-quality Premium Menus also as vegetarian, vegan, diabetic, gluten-free, lactose-free, Muslim or kosher instead. Quench your thirst! All soft drinks are complementary. The prices for alcoholic drinks can be found in the drinks menu in the seat pocket in front of you. All longhaul passengers receive a complementary welcome cocktail – the perfect way to start a holiday!

On board we offer you:

- Personal on-demand entertainment program
- Own 9-inch screen on the seat in front of you
- Selected films, TV series and audio program
- Additional Premium entertainment program for just €8 extra

- A pair of headphones for €3.50
- Program on condor.com
- Earn miles with Miles & More

* Only on flights with Condor flight number "DE" and Condor aircraft

Smoking on Board

Smoke-free zone: All flights operated by Condor are non-smoking flights. Please understand that the use of e-cigarettes on board is also prohibited.

3.2 Premium Economy Class

A relaxing, pleasant way to reach your destination: Condor Premium Economy Class ensures your flight is more enjoyable and comfortable.

In Zone **1 - 2** we offer you:

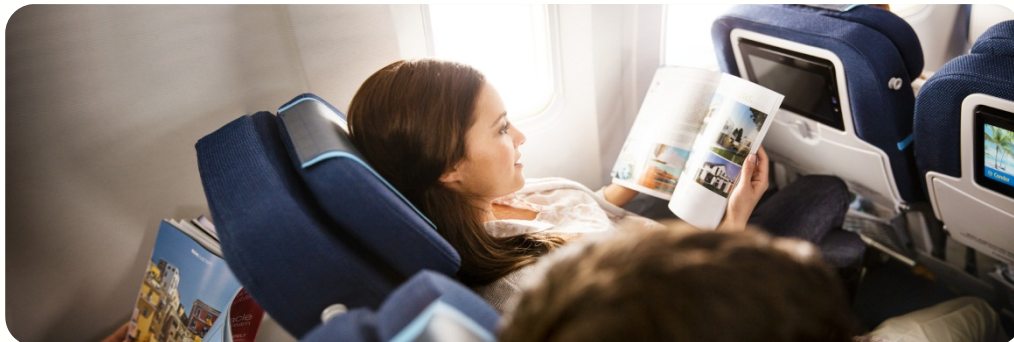
- Window and aisle seats only, the unoccupied middle seat providing greater freedom of movement
- Increased baggage allowance: 25 kg (on flights to and from the USA and Canada: 1 x 32 kg)
- Free seat reservation
- Carefully selected Premium menus
- Free softdrinks as well as alcoholic drinks with meals
- Separate check-in counter at all German airports
- Free late night and online check-in
- Free headphones
- Wide range of magazines
- Amenity kit with a selection of useful accessories for your stay on board
- 600 miles with Miles & More



In Zone 3 – 5 (**longhaul flights**), we offer you: *

- More seating comfort thanks to around 15 cm more leg room than in regular Economy Class
- Ergonomic seats with highly reclinable backrest, individually adjustable foot- and headrests
- Increased baggage allowance: 25 kg (on flights to and from the USA and Canada: 1 x 32 kg)
- In-seat video on demand with integrated 9-inch screen and laptop/USB port, including complementary premium entertainment
- Free seat reservation
- Carefully selected Premium Menus
- Free alcoholic drinks with meals
- Separate check-in counter at all German airports
- Free late night and online check-in
- Free headphones
- Wide range of magazines
- Amenity kit with a selection of useful accessories for your stay on board
- Blankets and extra-wide pillows
- 1 250 miles with Miles & More

* On flights with Condor flight number "DE" and Condor aircraft



Please note: More pictures are available upon request.

On flights operated by a Boeing 767-300 of Thomas Cook Airlines, we offer differing:

Premium Economy Class

On **longhaul flights**, we offer you:

- More seating comfort thanks to around 15 cm more leg room than in regular Economy Class
- Ergonomic seats with highly reclinable backrest and individually adjustable head- and footrests
- Increased baggage allowance: 25 kg (on flights to and from the USA and Canada: 1 x 32 kg)
- Free seat reservation
- Carefully selected Premium Menus
- Free alcoholic drinks with meals
- Separate check-in counter at all German airports
- Free late night and online check-in
- Free headphones
- Wide range of magazines
- Amenity kit with a selection of useful accessories for your stay on board
- Blankets and extra-wide pillows
- 1 250 miles with Miles & More

In-Flight Entertainment

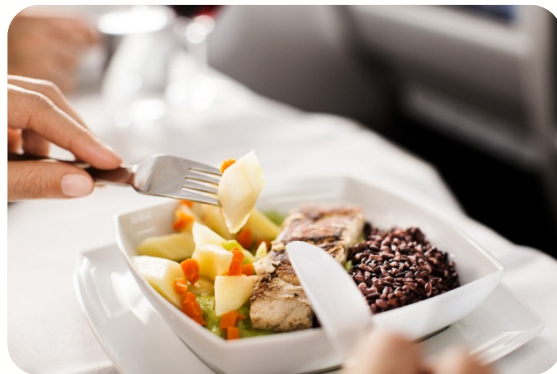
During your Condor flight, we offer you an extensive entertainment program. Follow the progress of your flight in our Airshow or enjoy a large selection of movies, TV series, and music. You can use the video and audio program with standard headphones, which are also available on board for 3.50 euro. An overview of our current program is available at www.condor.com

3.3 Condor Business Class*

First-class comfort: If you'd like to ensure your flight is nothing short of extraordinary, allow us to indulge you as you enjoy an exceptional flying experience. On longhaul flights aboard our Boeing 767, our Condor Business Class provides you with even greater comfort and unrivalled service:

- Comfortable, ergonomic seats which can be inclined or laid horizontal, with a bed length of at least 1.80m, boasting a range of individual adjustment options.
- Increased baggage allowance: 30 kg (on flights to and from the USA and Canada: 2 x 32 kg)
- Free transportation of one sports equipment item (up to 30kg)
- Free seat reservation
- In-seat video-on-demand with integrated 15-inch touchscreen and power connection, including complementary premium entertainment
- Welcome drink, five-course meal, dessert and digestif trolley, and an exclusive selection of drink
- Lounge access at all participating airports included
- Separate Check-in counter, free late night and online check-in
- Amenity kit and warm moist towelettes
- 2,500 award miles one-way for Miles & More members

* Only on flights with Condor flight number "DE" and Condor aircraft.



Please note: More pictures are available upon request.

4. Travel Preparation

4.1 Baggage

Carry-On Baggage

Pack your bags! In Economy Class, adults and children between 2 and 12 years are allowed to bring one piece of carry-on baggage weighing max. **6 kg** free of charge, in Premium Economy Class one piece of carry-on baggage weighing max. **8 kg** and in Business Class a max. of **12 kg**, allocated on a mx. of 2 pieces of carry-on baggage.. The dimensions of your carry-on baggage may not exceed **55 x 40 x 20 cm**. You may also bring a small handbag, a laptop/tablet including case, and an umbrella on board.

Our ground and cabin crew are obliged, for safety reasons, to stow non-permissible items of baggage in the hold with the other baggage. Should your carry-on baggage exceed the maximum permissible weight limit, we are entitled to charge you an extra fee for excess baggage. Excess baggage rates apply. Please bear in mind that items not suitable for transport in the hold such as cameras and valuables must be stored in carry-on baggage.

Baggage allowance

The stated free baggage allowance applies to each person. Added together, the external dimensions of each baggage item must not exceed 158 cm (length + width + height). If the stated free baggage allowance is exceeded, excess baggage charges are imposed.

For safety and occupational health reasons (loading by baggage handlers), checked baggage items may never weigh more than 32 kg per baggage item. This rule applies regardless of the free baggage allowance.

Additional terms and conditions apply if your journey includes feeder or connecting flights operated by other airlines.

Zone 1 to 4 (Weight Concept)*

| | Economy Class | Premium Economy Class | Business Class |
|---|---------------|-----------------------|----------------|
| Adults (and children under 12 years of age) | 20 kg | 25 kg | 30 kg |
| Infants (under 2 years of age) | 20 kg | 20 kg | 20 kg |

Subject to change without prior notice.

*Free baggage allowance is included in the Classis Rates and the Plus Option. There is no baggage allowance for Economy Light.

Zone 5 (Piece Concept)

| | Economy Class | Premium Economy Class | Business Class |
|---|--|--|---|
| Adults (and children under 12 years of age) | 1 piece of baggage up to 23 kg free of charge | 1 piece of baggage up to 32 kg free of charge | 2 pieces of baggage up to 32 kg free of charge |
| Infants (under 2 years of age) | 1 piece of baggage up to 23 kg free of charge | 1 piece of baggage up to 23 kg free of charge | 1 piece of baggage up to 23 kg free of charge |

Subject to change without prior notice.

Special Rules

Free Baggage Allowance (for flights starting in Brazil)*

| | Economy/ Premium Economy Class | Business Class |
|---|--|---|
| Adults (and children under 12 years of age) | 1 piece of baggage up to 23 kg free of charge | 2 pieces of baggage up to 32 kg free of charge |
| Infants (under 2 years of age) | 1 piece of baggage up to 23 kg free of charge | 1 piece of baggage up to 23 kg free of charge |

Subject to change without prior notice.

Traveling with infants

If you are traveling with infants you can additionally check a buggy, baby cot and infant carrier free of charge.

Baggage Allowance Packages Zones 1 to 4

Travel with a savings package: Get your vacation off to a relaxing start with Condor – without leaving anything behind! Thanks to our baggage allowance packages with simple, convenient booking in advance, you can save up to 50% on excess baggage rates at the airport. Please bear in mind that you may not use the baggage allowance package for special items subject to registration or for excess baggage to and from the USA/Canada.

| Per leg | Early bird discount (30 days or more before departure) | | | Regular price (from 29 days before departure) | | |
|--------------|---|----------|--------------|--|----------|--------------|
| | Zone 1 | Zone 2 | Zone 3 and 4 | Zone 1 | Zone 2 | Zone 3 and 4 |
| 5 kg | 39,99 € | 49,99 € | 79,99 € | 44,99 € | 54,99 € | 84,99 € |
| 10 kg | 69,99 € | 99,99 € | 139,99 € | 74,99 € | 109,99 € | 144,99 € |
| 15 kg | 89,99 € | 129,99 € | 179,99 € | 94,99 € | 134,99 € | 184,99 € |
| 20 kg | 99,99 € | 149,99 € | 199,99 € | 109,99 € | 154,99 € | 209,99 € |

Subject to change without prior notice.

Baggage Allowance Packages Zone 5

On flights with Condor (Condor flight number "DE" and Condor aircraft) from/to zone 5, passengers will get an early bird discount for their second baggage item when booking 30 days or more before departure.

| Per leg | Early bird discount (30 days or more before departure) | | Regular price (from 29 days before departure) | |
|--|---|--|--|--|
| | Zone 5 | | Zone 5 | |
| 2nd baggage item (up to max. 23 kg) | 64,99 € | | 69,99 € | |
| 3rd baggage item (up to max. 23 kg) | - | | - | |

Excess Baggage Charges at the Airport

On Condor flights (Condor flight number "DE" and Condor aircraft), the following excess baggage charges apply to bags that exceed the permitted baggage allowance:

| | Zone 1 | Zone 2 | Zone 3 and 4 |
|--|--------------------|--------------------|--------------------|
| Surcharge for weight exceeding the free baggage allowance (> 23 kg) | 10,00 € per kg | 12,00 € per kg | 20,00 € per kg |
| Surcharge for dimensions exceeding the free baggage allowance (> 158 cm) | 100,00 € per piece | 100,00 € per piece | 200,00 € per piece |

Subject to change without prior notice.

| Zone 5 | |
|--|---------------|
| Price paid at airport | |
| 2nd baggage item (up to max. 23 kg) | 75,00 € |
| 3rd baggage item (up to max. 23 kg) | 150,00 € |
| Surcharge for dimensions exceeding the free baggage allowance (> 158 cm) | add. 200,00 € |
| Surcharge for weight exceeding the free baggage allowance (> 23 kg) | add. 100,00 € |
| Surcharge for dimensions and weight exceeding the free baggage allowance (>158 cm and > 23 kg) | add. 300,00 € |

Subject to change without prior notice.

Sports Equipment

Sports equipment on board: Why not bring your sports equipment with you on vacation? Please register all sports equipment in advance, no later than eight hours prior to departure. Condor transports one of the sports equipment items listed below (up to 30 kg) per passenger at the stated price. All additional sports equipment items will be charged the regular excess baggage fee per kilo and must be transported separately. Sports equipment which has not been registered in advance will be subject to a 50,01 euro fee at the airport in addition to the transportation fees. Please make sure to comply with the transportation and packaging requirements as listed in our Conditions of Carriage/Standard Terms of Business. Additional terms and conditions apply if your journey includes feeder or connecting flights operated by other airlines.

| Sports Equipment | Zone 1 | | Zone 2 | | Zone 3 to 5 | |
|-----------------------------|--|---|--|---|--|---|
| | Early bird discount (30 days or more before departure) one-way | Regular price (from 29 days before departure) one-way | Early bird discount (30 days or more before departure) one-way | Regular price (from 29 days before departure) one-way | Early bird discount (30 days or more before departure) one-way | Regular price (from 29 days before departure) one-way |
| Subject to registration | 49,99 € | 59,99 € | 59,99 € | 69,99 € | 74,99 € | 84,99 € |
| Not subject to registration | Excess baggage rate | Excess baggage rate | Excess baggage rate | Excess baggage rate | Excess baggage rate | Excess baggage rate |

| Sports Equipment | Early bird discount (30 days or more before departure) | | | Regular price (from 29 days before departure) | | |
|-------------------------|---|---------|-------------|--|---------|-------------|
| | Zone 1 | Zone 2 | Zone 3 to 5 | Zone 1 | Zone 2 | Zone 3 to 5 |
| Subject to registration | 49,99 € | 59,99 € | 74,99 € | 59,99 € | 69,99 € | 84,99 € |

All prices per piece and flight (one-way). Subject to change without prior notice. Please consult your travel agency for the latest guidelines.

| Guidelines Sports Equipment Subject to Registration Zone 1 – 5 | |
|--|--|
| Bicycle (incl. packaging) | Bicycles are conveyed only in a packaged state. We recommend using bicycle cases or bags as packaging. 50% surcharge on tandems. |
| Board (surfboard, kite-board, snowboard), hang glider | Up to 30 kg, max. dimensions: 400 cm length x 70 cm width x 55 cm height.** Comprising 1 board + 1 mast + 1 sail or for kiteboards max. 2 boards, 3 kites, bar/harness and neoprene wetsuit all packed in 1 piece of baggage. |
| Skis, water skis | Up to 30 kg, max. dimensions: length 400 cm x width 70 cm x height 55 cm. |
| Canoe, kayak, inflatable rubber dinghy | Up to 30 kg, max. dimensions: 400 cm length x 70 cm width x 55 cm height.** |
| Paraglider | Up to 30 kg, max. dimensions: 130 cm length x 90 cm width x 70 cm height. |
| Diving gear (separately packed) | Up to 30 kg. Scuba tanks are only conveyed if empty with open valves. Taking diving lights on board in carry-on baggage must be reported to the check-in staff. Deactivated diving lights (the bulb and rechargeable battery must be removed). |
| Golf equipment | Up to 30 kg. With the exception of feeder flights to/from the USA, the equipment transport is free of charge for Lufthansa Status customers (FTL, SEN, HON), but must be registered. |
| Sporting firearms | Up to 30 kg, treated as excess baggage thereafter. Sporting firearms will only be transported in safety mode and unloaded in commercially available sporting firearms cases. Up to three firearms in one case. |
| Fishing equipment | Up to 30 kg. Either one bait box, one haversack, one fishing basket or one box per flight. Catch is not included in fishing equipment. |

Subject to change without prior notice. Please consult your travel agency for the latest guideline

** Over 400 cm length: short/mediumhaul flight 100 / 200 euro one-way/return, longhaul flight 150 / 300 euro one-way/return.

Guidelines Sports Equipment Not Subject to Registration Zone 1 – 5

Further Sport equipment like Tennis, squash, and badminton equipment, inline skates, archery bows, horseback riding equipment, mountaineering equipment

Condor carries per passenger the sports equipment listed at the excess baggage rate with the free baggage allowance set off against it. Kindly note that a weight of 30 kg per baggage item may not be exceeded.

4.2 Seat Reservation

Seat Reservation

Plenty of space: Make yourself comfortable with Condor from the very start and reserve your seat in advance. Your reservation applies from the last German airport to the first destination abroad or the other way around. You can reserve a seat up until two business days (48 hours) prior to departure.

Fees for advanced seat assignments

The following fees apply to Condor flights (Condor flight number „DE“ and Condor aircraft) when reserving a seat prior to departure. Fees apply per direction to/from:

| | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|---------------------------------|--------|---------|---------|---------|---------|
| Up to 48 hours before departure | 9,99 € | 11,99 € | 19,99 € | 24,99 € | 29,99 € |

Subject to change without prior notice.

We offer free seat reservation to the following:

- Our Guests in Business Class and Premium Economy Class
- Families with infants under the age of 2
- Unaccompanied minors 5 to 11 years old
- Passengers with severe disabilities plus one attendant (severely-disabled card must be provided)

XL Seats (seats at the emergency exit)

You deserve some eXtra legroom and eXtra comfort! Reserve one of our desired emergency exit seats in advance (up to 48 hours before departure).

Fees for XL-Seat reservations

The following fees apply to Condor flights (Condor flight number „DE“ and Condor aircraft) when reserving an XL-Seat prior to departure. Fees apply per direction to/from:

| | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 |
|---------------------------------|---------|---------|---------|---------|---------|
| Up to 48 hours before departure | 24,99 € | 26,99 € | 79,99 € | 84,99 € | 89,99 € |
| Paid at the airport | 25,00 € | 30,00 € | 80,00 € | 85,00 € | 90,00 € |

Subject to change without prior notice.

Safety regulations prohibit the following passengers from sitting next to the emergency exit:

- Infants and children under 12 years of age
- Passengers traveling with infants or children under 12 years of age
- Passengers traveling with pets in the cabin
- Expectant mothers
- Physically and/or mentally disabled passengers
- Passengers who are mobility-impaired due to age, illness, or body size

We advise those passengers to inform about all the many advantages of our Premium Economy Class like more seat pitch. Please ask your travel agency or our call center for an upgrade.

Please bear in mind that, should you book an XL seat, you must be willing to assist the cabin crew in a flight-related emergency. That means you have to be able to follow the crew's instructions in German and/or English. Our check-in agents and the cabin crew must verify the information you provide for safety reasons. Condor reserves the right to reseat you if necessary.

4.3 Premium Menus

Haute cuisine above the clouds: In addition to our regular in-flight service, we also offer you a selection of first-class meals on our international flights – our Premium Menus. We'll serve you an exquisite meal with select ingredients depending on the time of day and flight duration. Naturally, you can also book our Premium Menus as vegetarian, vegan, diabetic, gluten-free, Muslim, kosher, lactose-free and kids' menus. In Premium Economy Class, we serve our Premium Menus free of charge.

You can reserve your Premium Menu up to 24 hours before the scheduled departure for all flights with a Condor flight number (DE). The type of meal depends on when your flight leaves (breakfast until 10:00 a.m., main meal after 10:00 a.m.).

| | Early bird discount (30 days or more before departure) | | | Regular price (from 29 days before departure) | | |
|----------------------------------|---|---------|-------------|--|---------|-------------|
| | Zone 1 | Zone 2 | Zone 3 to 5 | Zone 1 | Zone 2 | Zone 3 to 5 |
| Premium Menu (all variations) | 7,99 € | 11,99 € | 14,99 € | 9,99 € | 13,99 € | 17,99 € |



Sky Meals

Great food without the expense! All passengers on flights up to 6 hours receive a complementary snack. You can also pre-book one of our excellent-value Sky Meals. Choose between three enticing meal options (such as schnitzel with roast potatoes). You can reserve a Sky Meal meal up to 24 hours before departure for all flights with the Condor flight number prefix „DE“.



| | Early bird discount price (30 days or more before departure) Zone 1 & 2 | Regular price (from 29 days before departure) Zone 1 & 2 |
|----------|---|--|
| Sky Meal | 7,99 € | 9,99 € |

4.4 Premium Entertainment

On longhaul flights with our Boeing 767 fleet, a personal monitor is available to you in all classes, which you can use to put together your individual entertainment program.* Our current Premium Entertainment program includes 30 movies, more than 50 TV-series and an interesting and varied range of music, comprising 24 radio channels and hundreds of audio CDs of all genres.

Comprehensive Premium Entertainment is available at no extra charge to Condor Business Class and Premium Economy Class passengers. Economy Class passengers have access to one movie, one TV episode, and the music library. To enjoy the full Premium Entertainment program, you can purchase an access code on board for only 8.00 euro. Attractive, special discount prices from 4.99 euro are available online or from our customer hotline when you book your flight or up to 8 hours prior to departure.

4.5 Rail & Fly

The epitome of convenience: For all flights starting in Germany, we offer you the Deutsche Bahn's Rail & Fly ticket in second class for just 29 euro per person and route and, in first class, for just 59 euro per person and route. The Rail & Fly ticket can only be booked in conjunction with a Condor flight and applies to all Deutsche Bahn AG routes and regular DB trains, incl. ICE, IC, and EC. The flight must be booked as part of Condor's flight-only program (Condor Individuell). Rail & Fly cannot be combined with a vacation package.

4.6 Barrier-Free Travel

Seat Reservation in Advance

We don't let disabilities keep you down: We have seats with lifting armrests, even on the aisle, to make boarding, deboarding, and getting up during the flight easier for our passengers with severe mobility impairments who hold a severely-disabled card. These seats can be reserved free of charge for you and your attendant up to 48 hours prior to departure.

Transporting Medical Aids and Service Animals

For us, a matter of course: We can transport your prosthetic limbs, wheelchairs, and other aids free of charge in our hold. Sight and hearing-impaired passengers are allowed to bring their service dogs into the cabin. A muzzle must be carried for the service animal for safety reasons. Please remember to register your medical device and/or service dog with Special Reservations at least two business days (48 hours) prior to departure, so that we can offer you the best services possible.

Provision of an On-Board Wheelchair

We can provide you with an on-board wheelchair free of charge on all of our flights. These can be reserved up to two business days (48 hours) prior to departure.

4.7 Transporting Pets

Dogs and cats can fly too! With Condor, you can bring your favorite four-legged friend with you on your travels. Please bear in mind that it is your responsibility to obtain all the necessary information on import restrictions, transit documents, veterinary health certificates, vaccinations, customs restrictions in the destination country, etc. Please contact the embassy of the country you are visiting or your vet to obtain important information. Animals may travel only if accompanied by a passenger, and they must be registered.

| | Early bird discount price (30 days or more before departure) | | | Regular price (from 29 days before departure) | | |
|--|---|----------|-------------|--|----------|-------------|
| | Zone 1 | Zone 2 | Zone 3 to 5 | Zone 1 | Zone 2 | Zone 3 to 5 |
| Dogs/Cats in the cabin 55 x 40 x 20 cm max. 6 kg | 49,99 € | 64,99 € | 94,99 € | 59,99 € | 74,99 € | 99,99 € |
| Dogs/Cats in the hold between 6 kg and 30 kg | 74,99 € | 99,99 € | 149,99 € | 79,99 € | 109,99 € | 154,99 € |
| Dogs/Cats in the hold over 30 kg | 149,99 € | 199,99 € | 249,99 € | 154,99 € | 209,99 € | 254,99 € |

Please remember to register your pet for transport in the cabin at least eight hours prior to departure and for transport in the hold at least 48 hours prior to departure. Bookings for animals in the cargo hold weighing more than 30 kg can only be made over the phone. Animals which have not been registered in advance will be subject to a 50,01 euro fee at the airport in addition to the transport fees. We cannot guarantee transport of unregistered animals.

Important:

An animal passport is compulsory. If you want to travel abroad with your cat or dog, you will require the blue EU document, which is valid in all 28 member states of the EU and confirms that the animal has been vaccinated against rabies. Special terms and conditions apply at some destinations. To avoid any unpleasant surprises, we suggest that you look up the requirements for the country you intend to visit.

You will find detailed information about transporting animals in the cabin and/or in the hold at www.condor.com. Please consult the terms and conditions in advance.

Further animals upon request via our service center

Tel: +49 (0)1806 707 606

0,20€/call from German landline phones

Mobile call max. 0,60€

4.8 Special Conditions for USA Flights

Electronic System for Travel Authorization (ESTA)

How it works in the USA: All nationals from countries in the visa waiver program must obtain an online travel permit in line with ESTA in plenty of time before commencing their travels

You must apply for the ESTA travel permit no less than 72 hours before departure at <https://esta.cbp.dhs.gov>. The US authorities cannot guarantee that they will be able to process applications submitted later than this in time.

Since 2010, the US Department of Homeland Security (DHS) has charged travelers from the visa waiver countries a fee of USD 14 per person for filling out the ESTA application. All payments for ESTA application processing must be made by credit card (MasterCard, VISA, American Express, or Discover Card).

Please note that we are only permitted to accept passengers with the status "ESTA OK" in the system. We regret that passengers with a status other than "ESTA OK" are not able to check in or travel.

Because it is an issue of entry, the responsibility of correct and punctual ESTA registration lies with you as the passenger.

Warning for travelers with a connecting flight: passengers will also require ESTA registration if they stop over at an airport in the USA en route to their destination or on their way back.

If customers forgot their ESTA application, they can do that at Frankfurt airport for a fee of 35 €. A punctual confirmation cannot be guaranteed.

Please note: Even flights to San Juan on Puerto Rico need an ESTA application.

Collection of Secure Flight data

All airlines are required to submit Secure Flight passenger data to the U.S. Transportation Security Administration (TSA) 75 hours before departure for a security check, and to review the results of this security check before departure. This applies to all Condor flights to and from the U.S., those with stopovers in the U.S., and some that pass through U.S. airspace (to/from Cancun, Cuba and Toronto).

If you are traveling to the U.S., or if your flight has a stopover in the U.S. or passes through U.S. airspace, you must submit your full first name and surname, date of birth and gender – as recorded in the machine-readable part of your passport – to the Secure Flight program. If you have a redress number*, this must also be specified. All of the required details, for all parts of your flight, must be submitted 75 hours before the planned departure time so we can pass them on to the TSA. Submissions made after this point via the online form cannot be considered. We kindly request that you enter the required details (country information/U.S. data form) as soon as possible, preferably during or immediately after the booking.

Please note that if you have not been security-cleared by the TSA, we cannot issue you with a boarding pass and you cannot board your flight to the U.S./through U.S. airspace.

* You will be given a redress number if you fail the TSA security check but successfully contest this result (for instance, if you failed due to being mistaken for someone with the same name).

Passport and Visa Requirements

You require a machine-readable passport when entering the USA. This rule also applies to babies and children. Travel documents must be valid for the duration of the trip (i.e. up to and including the day of departure from the U.S. at the very least). For more details, visit

<http://german.germany.usembassy.gov/visa> or the travel section your Federal Foreign Office website.

Additional Entry Requirements for USA Flights

Non-US citizens traveling to the USA will be asked to provide the following information about their vacation destination in the USA during check-in: hotel name (not required if staying at a private residence; in the case of cruises, the name of the cruise ship company); street address (not required when staying on a ship); city; state; zip code.

If this information has not been provided, you may not be allowed to travel.

To prevent increased waiting times for you and all other guests, we request that you have this information ready at check-in and make more of an effort to be at the airport three hours prior to departure. You will find the relevant form at your travel agency or online at www.condor.com

Special Baggage Screening

As of 2003, US law allows all checked baggage to be opened and searched without the presence of the owner before leaving the country. The only notification you receive is a note in your suitcase once you reach Germany.

Please be aware that the TSA (Transportation Security Administration) will force open any bags it cannot open normally. The TSA accepts no liability for any property damage or loss as a result of this process. We thus advise you not to lock your bags or place valuables in your checked baggage because insurance companies will not pay for any damage, either.

Information about Carry-On Baggage

Cigarette lighters and matches are permitted in carry-on baggage on flights to the U.S. and Canada, as well as on flights with stopovers in the U.S.. Certain pointed or sharp objects may not be permitted in carry-on baggage. On flights to the U.S., only liquids, aerosols and gels (LAGs) in containers of up to 100 ml in volume are permitted; passengers are allowed up to 10 of these each. As these special regulations are subject to change at short notice, please check the latest information with your travel agent, at www.condor.com or at www.tsa.gov (under "Prohibited Items") shortly before your flight.

4.9 Entry Regulations for Cuba

Well equipped for Cuba: With effect from May 1, 2010, all those traveling to Cuba are obliged to provide proof of health insurance cover valid for Cuba for the intended duration of stay. The ancillary policies issued by your insurance company should be in Spanish if possible. However, those provided in German or English will also be accepted by authorities. Travelers who fail to provide proof of sufficient insurance cover upon arrival in Cuba may conclude a policy with a Cuban insurance company at the airport.

4.10 API Data Form (Advance Passenger Information)

For flights to/from: Thailand, Canada, Mexico, Brazil, Cuba, Jamaica, Puerto Rico or the USA, airlines are legally obliged to provide additional passenger information, the so-called API data ("Advance Passenger Information").

The amount of additional detail required for Advance Passenger Information (API) is geared to the particular destination country and the nationality of the traveler. The following details are usually required:

- Title/gender

- Full name (as it appears on your proof of identity)
- Date of birth
- Passport data
- Country of main residence
- Traveler's nationality
- Address details for the first night of your vacation (flights to the USA/Puerto Rico only)

The collection of your API data is valid for your booked Condor flight, including all legs operated by our code sharing partners. To enter your data into the API data form, you must first log in, stating only the flight data for the main Condor leg as you do so. It is irrelevant whether you booked your Condor flight via condor.com, through a stationary travel agency, an Internet travel agency or as part of an all-inclusive arrangement with a tour operator.

All guests On Condor flights from and to Thailand are asked to fill in a data form up to 75 hours before departure as this is compulsory for transportation.

5. Check-in



5.1 Check-in Times

Before your vacation can begin – and you can stop watching the clock for a while – you have to meet two important deadlines at the airport: the check-in times (when check-in closes) and your boarding time. Please don't be late: in the worst case, you might even lose your right of carriage. Make sure to plan enough time for check-in and passenger and baggage screening so you can start your vacation relaxed and on time. To provide an on time departure please be at the gate at the given time which you can find on your boarding pass. We strongly recommend that you schedule in an extra half hour for picking up travel documents, at the start of the holiday season, or if you have special check-in needs (groups, bulky items, etc.).

5.2 Check-in Machines

Even more service: At the Düsseldorf, Frankfurt, Las Vegas, Munich, Stuttgart and soon Cancun airports, you have the option of checking in using the practical check-in machines. This service is available to you in German and English for all flights up to one hour prior to the departure of the flight concerned. You can then quickly and conveniently check in your bags at our baggage drop-off counters.

5.3 AIRail Check-in in Frankfurt

When you fly out of Frankfurt and take the train to the airport, our AIRail check-in option is also available: even before you leave the train station, you can check in for your flight and drop off your baggage.

5.4 Online Check-in

Online Check-in

Fully relaxed at the airport: Take the stress out of checking in with Online Check-in from your home or office (Online Check-in is available to you on selected routes for Condor flights with Condor aircraft and Condor flight number "DE"). You can easily print your boarding pass in DIN A4 format from your own computer. You are also able to simply load your mobile boarding pass onto your Internet-enabled mobile device (smartphone, tablet), and show it when you check in.

Advantages at a glance

- Passengers with hand baggage can go directly to the gate
- A "baggage drop-off" for travelers with baggage on the day of departure
- Check in quickly and easily at home or in the office, and print your boarding pass straight away
- No stress at the airport
- Available between 24 and 2 hours prior to departure
- Also available for groups of up to 9 passengers
- Available for all booking classes

Your options during Online Check-in

Basic Check-in: We have already found you a seat and you can get your boarding pass quickly and easily with just a few clicks.

Comfort Check-in: With our Comfort Check-in, you can choose your own favorite seat, as well as being able to enjoy our Priority Package with the following advantages:

- Priority Security Check: speed through the security check using the Fast Lane at all participating airports
- Priority Boarding: board quickly at the gate
- Priority Baggage: a time-saving service for your baggage. Your cases will be unloaded first at the arrival airport, and will be among the first on the carousel in the baggage claim area.

Comfort Check-in is already available to use for just 14.99 euro in zones 1 – 2 (shorthaul and mediumhaul routes), or 19.99 euro in zones 3 – 5 (longhaul routes).

Our Business Class and Premium Economy Class passengers will not be charged for using our Comfort Check-in, of course.

If you are traveling with baggage that needs to be checked, please consider the check-in closing times at the respective airports. In order to start your vacation without any delays, please be at the gate 45 minutes prior to the scheduled departure time. Please plan enough time for passport and security controls.

Unfortunately, the Online Check-in is not available in combination with certain services

- Passengers traveling with animals
- Unaccompanied minors
- Passengers with reduced mobility
- Group reservations of more than 9 passengers
- Passengers flying with special baggage, which requires a fee to be paid at the airport

5.5 Late Night Check-in

The stress-free way to get to your gate: With Condor, you can check in your baggage and pick up your boarding pass the night before the flight for a fee of 5 euro per passenger. On the day of your flight, you can then go straight through the security checkpoints to your gate. Late night check-in is free of charge for children under 12 years of age and our Business Class and Premium Economy Class passengers. Unfortunately, we are unable to offer this service for groups of 10 or more people. Animals may not be checked in until the day of departure.

| Airports | Check-in opening hours | For departures on the following day until ... | Terminal | Counters |
|--------------------|------------------------|--|------------------|---|
| Berlin-Schoenefeld | 6:00–8:00 p.m. | All departures on the following day | D | Check-in desk 40 |
| Dusseldorf | 6:00–8:00 p.m. | All departures on the following day | B | Terminal B, by check-in desks 198 - 203 |
| Frankfurt/Main | 6:00–10:00 p.m. | Until 2:30 p.m. | 1, hall C | Economy Class Check-in desks 779 – 785 Premium Economy Check-in desks 773 – 774 Business Class Check-in desks 752 – 752 |
| Hamburg | 6:00–8:00 p.m. | All departures on the following day | 2 | Row 10 |
| Hanover | 6:00–8:00 p.m. | All departures on the following day | C | Marked counters |
| Cologne/Bonn | 6:00–8:00 p.m. | All short and medium haul flight departures on the following day | 2 | Marked counters |
| | | All long haul flight departures on the following day | 1 | C01 – C04 |
| Leipzig/Halle | 6:00–8:00 p.m. | All departures on the following day | Central terminal | Marked counters |
| Munich | 6:00–9:00 p.m. | All departures on the following day | 1 | Departure hall B-Nord, counters 102–108, by passport control |

| | | | | |
|-----------|----------------|-------------------------------------|------------------|-----------------|
| Paderborn | 6:00–8:00 p.m. | All departures on the following day | Central terminal | Marked counters |
| Stuttgart | 6:00–8:00 p.m. | All departures on the following day | 3 | Marked counters |

(Subject to change.)

*Additionally

- In Bielefeld, 6-8pm, for all departures the following day, in Bielefeld at the Sieker bus terminus and at the Stadtwerke sales pavilion
- In Kassel, 6-8pm, for all departures the following day, at the main railway station (Hauptbahnhof/Kulturbahnhof)

6. Traveling with Children

6.1 Family Services

Seat Reservation Free of Charge

Families with infants under the age of 2 can reserve seats on Condor flights in advance and free of charge up to two business days (48 hours) prior to departure. For reasons of safety, only one infant under the age of 2 may sit in one row.

Bassinet Reservation

In our Premium Economy Class and Business Class, we'd be happy to offer you a bassinet on request (subject to availability). The reservation must be made no later than two business days (48 hours) before departure.

Baby Supplies on Board

Parents can receive baby supplies such as bottles, baby food, and diapers on Condor longhaul flights on request (subject to availability). Lavatories are equipped with changing tables on all flights.

Baggage Allowances for Infants and Children

Infants under 2 years of age are also entitled to a free baggage allowance of 20 kg or 1 x 23 kg on flights to Zone 5 and on flights starting in Brazil. Baby carriages/strollers, cribs, and child car seats are transported in the cargo hold at no extra charge. There is no additional hand luggage allowance for infants.

Traveling While Pregnant

Up to the 35th week of pregnancy, expectant mothers can fly without restrictions and thus without a special medical clearance. However, we recommend that you always consult with your attending physician before you start any trip. During the last four weeks of pregnancy (usually starting with the 36th week), we unfortunately cannot allow you to fly with us.

Child's Birthday during Travel

If your child turns two before the return flight or on the day of the return flight, a reservation must be made for a two-year-old child (reservation with seat for the outbound and return flight).

6.2 Child Safety on Board

Children on board? Absolutely! However, you should be aware of the following safety rule: since April 16, 2008, infants under the age of two traveling on airplanes must be secured either by a loop belt on the lap of an adult or by a child safety seat provided by the passenger and secured in a separate seat.

When secured using a loop belt, your little one – accompanied by at least one adult – travels at a reduced rate. If you would like to secure your infant in a child safety seat during the flight, you must reserve a seat for the safety seat in advance at a child's rate and register the safety seat. Unfortunately, Condor is unable to provide child safety seats for this purpose; you must provide your own. A safety seat must fulfill the following criteria to be suitable for use on our airplanes:

It must fulfill at least one of the following standards: TÜV Doc.: TÜV/958-01/2001, child safety seats that have been licensed and appropriately coded by the relevant authorities of a given EU member state, the FAA (aviation authority in the USA) or Transport Canada (on the basis of a national technical standard) for exclusive use in aircraft, the UN standard ECE R 44, -03 or a later version, the Canadian standard CMVSS 213/213.1, the US American standard FMVSS no. 213.

The dimensions of the seat may not exceed the following: width 43 cm (17 inches) x depth of support base 45 cm (17.7 inches) x height 68 cm (26.7 inches).

Child safety seats that fulfill these requirements include Maxi Cosi Citi, Maxi Cosi Mico, and Storchenmühle Maximum SP.

Please register your child safety seat online at least two business days (48 hours) prior to departure at kindersitze@condor.com. For registration, we require the following details: your outbound and return flight data (flight number, date, route) and passenger data (transaction number, first and last name of accompanying passengers, telephone number, e-mail address and/or fax number, standard and code number of the child safety seat, seat dimensions, age and weight of the infant).

6.3 Unaccompanied Minors

Children aged between 5 and 11 (inclusive) can also travel unaccompanied on Condor flights on payment of a service charge in addition to the ticket price. This charge includes a seat reservation. If desired, you can also book a kids' menu free of charge. For the benefit of your child, you are obligated to accompany him or her to the gate. At the airport check-in counter, you will be issued a "Gate Pass," which will allow you to pass through security control, as far as the gate. From that point on, our friendly and experienced flight attendants will be pleased to look after your child, to ensure that they feel at home both on board and on the ground, and enjoy a safe and pleasant journey to their destination. Please understand that children under 5 years of age must always be accompanied on the flight by their parents, their siblings aged 16 years and older, or by other persons aged 18 years and older. If specifically requested by parents, we will treat young adults up to 16 years of age traveling alone as unaccompanied minors.

Please have the following information ready during check-in at the departure airport: complete name, address, and telephone number of the person checking in the child and the person picking up the child. Should they not be the child's parents, we need the parents' authorization for checking in and picking up the child.

Charges for unaccompanied minors

| | Early bird discount price (30 days or more before departure) | | | Regular price (from 29 days before departure) | | |
|----------------------|---|---------|-------------|--|---------|-------------|
| | Zone 1 | Zone 2 | Zone 3 to 5 | Zone 1 | Zone 2 | Zone 3 to 5 |
| unaccompanied minors | 44,99 € | 59,99 € | 79,99 € | 54,99 € | 69,99 € | 89,99 € |

7. Additional Information

7.1 Telephone Numbers

Condor Special Reservations

Monday to Friday from 9:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to 1:00 p.m.
Tel.: +49-1806-707-606 (€0.20/call from German landlines, cell phone max. €0.60/call)

Condor Seat Reservation

Up to 48 hours prior to departure online at www.condor.com or through our Service Center.
Tel.: +49-1806-767-767 (€0.20/call from German landlines, cell phone max. €0.60/call)

Miles & More Service Team

Tel.: +49-69-209-777-777

7.2 Feeder Flights

If your reservation also includes feeder and connecting flights with other airlines, the free baggage allowances of the airline with the longest flight segment apply, with the exception of USA flights. On USA flights, special interline baggage regulations apply. You can find more information at condor.com

7.3 Restricted and prohibited Items on board

Electronic Devices on board

The following electronic devices may be used during the flight:
mobile phones (in airplane mode), laptops (with CD-ROM/DVD drive), tablets, Walkman, MP3 players, CD players, minidisc players, electronic games, camcorders.

The following electronic devices may **not** be used on board:
radios, radio-controlled items, wireless mice, minidisk recorders in recording mode, printers, CD-ROM burners, e-cigarettes.

Mobile phones may be used in airplane mode during the flight.

We consider the safety and comfort of all our customers on board as our priority – Condor does not allow the use of any kind of devices to block the reclining of aircraft seats. Out of consideration for all those travelling on our aircraft, we kindly ask that our customers do not try to use such gadgets during their flight.

7.4 Miles & More Frequent Flyer Program

Lots of benefits for collectors: Condor and Miles & More make it even more attractive to earn miles on Condor flights. There are some features for you to look forward to. There is a different mileage level for a flight in Economy Class, in Premium Economy Class and in Business Class. We are also giving collectors the opportunity to have miles credited to their account for departures from outside Germany. Simply present your Miles & More card when you check in, and your miles will be awarded then and there.

Miles per leg:

| Per leg | Zone 1 and 2 | Zone 3 to 5 |
|-----------------|----------------|----------------|
| Business Class | / | 2.500 Miles |
| Premium Economy | 600 Miles | 1.250 Miles |
| Economy Class | from 125 Miles | from 250 Miles |

If your miles were not automatically registered, simply present your original boarding pass and a copy of your booking confirmation directly to Miles & More and the miles will then be credited to your account.

Redeeming miles

The more you collect, the more you'll benefit! Simply use your miles to book your next flight with Condor or easily redeem them for an upgrade to Condor Business Class or for lots of attractive Miles & More awards.

Now you have the chance to buy a last-minute mileage upgrade to Condor Business Class at the airport.

Provided there are still Business Class seats available on the particular flight, you have the opportunity to make use of this ad-hoc upgrade. The number of miles required does not depend on the service class previously booked, and will be automatically deducted from your Miles & More account afterwards.

For your security, you will always need your **Miles & More PIN** when booking upgrade awards at the check-in counter. This is the only way you will be able to book your upgrade to a higher travel class on the spot.

To protect you against unauthorized access to your mileage account, the check-in staff will ask you for two randomly selected digits from your PIN. The PIN in question is the one you were given to use with your Miles & More account, not your credit card PIN.

More information about the new upgrade offer is given below.

http://www.miles-and-more.com/mediapool/pdf/01/media_551040501.pdf

7.5 Photographs & Information

For printable Condor additional information, or queries, please contact Condor Product Management.

Condor Flugdienst GmbH

Product Management

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Subject to change. Condor regularly reviews their product and service offerings, and reserves the right to revise those as needed (eg, changes in demand or market conditions).