

Terms and Conditions

General Regulation

Can anybody book on the Internet?

You need to be at least 18 years of age, before you are allowed to book on the internet.

The following airline travel can not be booked:

- Children (2-12 years), travelling without adult supervision
- Group travel (10 passengers or more)
- Travel package or special arrangements
- Passengers accompanied by animals, bicycles or any other equipment not considered standard luggage

Instead you need to contact our [phone booking agents](#)

After finalizing your booking you will have the option of retrieving your ticket as an electronic .pdf file. There is no other ticket than this pdf file. You will not receive a ticket in the mail or have to pick-up the ticket at the airport. When you have finalized your booking, you will receive an e-mail from us. The headline will be "Booking confirmation". In this mail there is a confirmation of your booking. Your electronic ticket and receipt is attached to this e-mail, so that you can re-print it, if you require it at a later time.

When travelling you do not need your ticket. You just need to provide a picture-ID at check-in, either a Passport or Drivers License. Remember that a Passport is required on all international flights.

Any questions regarding online bookings can only be answered by e-mail:

onlinebooking@dat.dk

Payment accepted?

When booking tickets on www.dat.dk, you can pay with Dankort, VISA, Eurocard, Mastercard, Maestro, Diners, American Express and JCB.

Ticket regulation

Most tickets booked in the online booking system CANNOT be changed or refunded. This also includes name changes.

The following ticket classes are exempt from the above rule:

- DAT VIP Plus
- DAT Firmakunde
- Agent Special
- DAT VIP
- Agent Special 3
- DAT Flyv/Sejl

- Bornholmerkort
- Fleksible 495
- Fleksible 595
- Fleksible 695

These ticket types can be changed/refunded according to the following regulation:

DAT VIP Plus, DAT Firmakunde Agent Special and Fleksible 495/595/695

Name change, rebooking and cancellation can be done until noon, the day after the booked departure.

DAT VIP and Agent Special 3

Name change, rebooking and cancellation can be done until one hour before departure. Changes are free. Refunds are charged with a fee of 125,-DKK

DAT Flyv/Sejl and Bornholmerkort

Name change, rebooking and cancellation can be done till one hour before departure.

For further information see our [list prices](#)

Luggage

Maximum allowed weight for the Beech1900 and Saab 340A aircraft is 20 kg pr. person. Because of the size of the aircraft, carry-on luggage is not permitted.

Maximum allowed weight for the ATR42 and the ATR72 aircraft is 20 kg. for checked-in luggage, and 5 kg. for carry-on luggage pr. person.

Infants are not permitted to carry luggage.

Delayed, damaged or lost luggage should always be reported to the DAT handling agent at the arrival airport. A Baggage Tracing Report will then be filled out. The report needs to be filled out before the passenger leaves the airport.

Liability for damaged or lost checked luggage is limited to 17 SDR (approx. EUR 21,-) per kilo. For unchecked luggage, the liability of the airline is limited to 332 SDR (approx. EUR 415,-) per passenger.

If the luggage is lost or delayed on the outbound segment, DAT covers needed expenses for the following amounts:

Flexible tickets: US\$100.00/Non-flexible tickets: US\$50.00

Delay or Changes

Delays or cancellation due to weather related instances are not eligible for compensation. If a flight is cancelled DAT only offer to change the ticket to the next available flight.

All other cancellations or delays are compensated after the following guidelines:

- Delay less than 2 hours: No compensation
- Delay more than 2 hours: You will be provided with vouchers for sandwiches and drinks at the airport. We do not refund any unused vouchers.

DAT assumes no responsibility for making connection. Therefore DAT does not accept any claim for additional cost for your further travel.

DAT assumes no responsibility for loss of vacation or work time.

Changing of departure time

Times shown in the timetable or elsewhere are not guaranteed. DAT may without notice add stops, due to necessity, i.e. because of weather conditions. DAT assumes no responsibility for making connection.