

## General Terms and Conditions

All passengers travelling on flights operated by Norwegian accept the airline's general conditions of carriage for the duration of their journey. Read more here about [flight regulations](#) and fares

Norwegian is subject to Norwegian and international legislation when transporting our customers. These terms are laid down in the Warsaw Conventions of 1929 and 1955, and in the Norwegian Aviation Act [Lov om luftfart] of 11 June 1993 with subsequent amendments.

*Passengers who book well in advance should re-check their onward/return flight timings between 24 and 72 hours prior to departure.*

Are you traveling on a Sterling operated flight you must refer to Sterlings terms and condition, found here: [http://www.sterlingticket.com/en/samlede\\_regler.htm](http://www.sterlingticket.com/en/samlede_regler.htm)

Norwegian is subject to legislation and regulations in Norway pursuant to civil aviation. [Read more](#)

No agent, employee or representative for Norwegian is authorized to waive claims which are valid in respect of the adopted legislation and articles of association under which the Company operates.

Reservations are not confirmed until a booking reference number appears on your screen.

[Download our complete Conditions of Carriage as a PDF file](#)

### Condit ions

### Ge neral conditions

- All fares are one way and include all taxes and charges. All ticket prices are converted to the nearest krone.
- All discount tickets must be paid in full at the time of booking and cannot be refunded or cancelled.
- Boarding closes 20 minutes before flight departures within Scandinavia, and 30 minutes before flight departures outside Scandinavia.
- Check-in opens two hours before departure and passengers must check in 30 minutes before the scheduled departure time at the latest for flights within Scandinavia, and 45 minutes before flight departures outside Scandinavia.
- Tickets for unaccompanied minors must be booked through our Customer Centre by calling 815 21 815 press 2 or 00 47 21 49 00 15 press 2 outside Norway. Reservations can not be made by e-mail. Changing your ticket. You can change the name of the ticket bearer and flight transfer for a fee.
- Changes to tickets can only be made through our Customer Centre on 815 21 815 press 2 or 00 47 21 49 00 15 press 2 outside Norway during opening hours, or on our internet pages. Changes can not be made by e-mail.
- A flight transfer means that you can change your ticket and book a different departure on an alternative flight (i.e. a different departure or route).
- Changing the name of the ticket bearer costs NOK 150 per international flight and NOK 162,- per domestic flight (incl. VAT).
- Changing a flight costs NOK 150 per international flight and NOK 162,- per domestic flight

(incl. VAT) plus any applicable charge in fare. If the price of the new flight is lower, no refund will be made.

- It is not possible to change booked international flights to domestic flights or vice-versa, nor change a prior booking made at adult rates to a booking at discount children's rates or vice-versa. All changes to tickets must be made at least 30 minutes before the scheduled departure time. Your credit card number must always be supplied when making any changes. You cannot change a ticket from a children's fare to an adult fare as the basic price is different and we have no way of charging a realistic price difference in this instance.

#### **Conditions per price category**

Full flexible fare (applies only to domestic flights)

- One-way fare, including all taxes
- Can be purchased right up until departure
- Can be re-booked and/or cancelled
- Your trip is charged once completed

#### **Discount tickets**

- Can be booked right up until departure
- No refund for cancellations
- Payment when booking (credit card charged immediately after ordering)

#### **Children**

- Discounts for children under 16.
- Tickets for unaccompanied minors must be ordered from our Customer Centre by calling 815 21 815 press 2 or 00 47 21 49 00 15 press 2 outside Norway.

#### **Child discounts**

<b>Infants under 2:</b>	Domestic flights – infants under 2 free of charge if sharing a seat with an adult. Only one infant free per paying adult. International flights - infants under 2 pay 10% of the adult fare + applicable taxes and surcharges.
<b>Children under 12:</b>	Two thirds of adult fare if accompanied by an adult (this does not apply to campaigns).
<b>Children under 16:</b>	Two thirds of the adult fare if accompanied by an adult. Non-applicable to bookings for unaccompanied minors.