

Baggage

All baggage, both checked-in and carry-on, must be labeled with the passenger's first and last name. Before leaving, make sure you receive your baggage claim ticket at check-in area.

Baggage allowance for Italian domestic flights

On all Air One's flights operated by **Airbus 320**, **Boeing 737** and **Regional-Jet** aircrafts baggage allowance for Adult passengers and Children (2-11 years) is 20 kg, for Infant (0-2 years) is 10 kg.

On all Air One's flights operated by **ATR-42** aircrafts baggage allowance for Adult passengers and Children (2-11 years) is 11 kg, for Infant (0-2 years) is 5 kg.

2 bags not exceeding maximum total dimensions of 160 cm (height + length + width) and total weight of 32 kg is the baggage allowance on flights departing from and to **Crotone**.

Baggage allowance for international flights

For **Business Class passengers** baggage exemption is 30 kg for Adult and 10 kg for Children and Infant.

For **Economy Class** baggage exemption is 20 kg for Adult and 10 kg for Children and Infant.

In case of baggage surplus will be applied a fee of 6 Euro for kg. On codesharing flights regulation of partner carriers will be applied.

Carry-on baggage

Only one carry-on bag is allowed, which must not exceed a maximum total dimensions of 115 cm (height, length, width) and a weight of 5 kg.

In addition, it is possible to transport the following articles free of charge: a purse or briefcase; an overcoat or blanket; an umbrella or walking stick; a camera or binoculars; reading material for the trip; a cradle and baby food; a folding wheel chair, crutches or other prosthesis needed by the passenger.

The following may not be included in checked baggage: fragile objects or perishable goods, money, jewels, silverware and precious metals in general, negotiable bonds, deeds, securities, share certificates or other valuable documents including commercial or office documents, collections, passports and other identity documents, keys.

Download PDF file with the [New EU security rules at airports](#)

Dangerous objects

For security reasons, the indicated dangerous items cannot be transported in baggage:



Compressed gases

(deeply refrigerated, flammable, non-flammable, and poisonous gases) like butane, oxygen, liquid nitrogen, aqualung cylinders, compressed gas cylinders



Corrosives

such as acids, alkalis, mercury and wet cell batteries



Explosives
munitions, fireworks and flares



Flammable liquids and solids
such as lighter fuel, matches, paints, thinners, fire-lighters



Oxidizing materials
such as bleaching powder; and other dangerous articles such as magnetized material, offensive or irritating materials



Poisons and infectious substances
such as insecticides, weed-killers and live virus material



Radioactive materials



Bags and suitcases that set off alarm devices

Medicines and toiletries can be carried in limited quantities if necessary for the passenger during the journey. Many of the above-listed objects can be carried as cargo provided they are packed in accordance with cargo regulations. The use of any kind of electronic devices and telephones is not permitted on board.

Air One fares

Air One offers a wide range of fares in order to satisfy any kind of needs, both from business and leisure travellers.

COWAP (C)

Business fare one-way only, no restrictions.

33% discount for children between 2 and 12.

90% discount for children under 2 not occupying a seat.

DOWAP (D)

Business fare one-way only, no restrictions.

Changes allowed in the same class or difference up to C class if not available.

33% discount for children between 2 and 12.

90% discount for children under 2 not occupying a seat.

ZOWAP (Z)

Business fare one-way only, no restrictions.

Changes allowed in the same class or difference up to C class if not available.
33% discount for children between 2 and 12.
90% discount for children under 2 not occupying a seat.

Y (Y), YCONY (Y)

One-way only, no restrictions, no booking required.

Allows "open" tickets.

33% discount for children between 2 and 12.

90% discount for children under 2 not occupying a seat.

BONE (B), BCONB (B)

One-way fare, booking required.

Ticket to be issued within 72 hours from booking.

Cancellations allowed.

Changes allowed in the same class; if not available, upgrade to the higher fare will apply.

Subject to seat availability for the relevant booking class.

33% discount for children between 2 and 12.

90% discount for children under 2 not occupying a seat.

MOW (M), MPIUM (M)

One-way fare, booking required.

Ticket to be issued within 24 hours from booking.

Waiting list not allowed.

Cancellations allowed with a €50 penalty.

Changes allowed with a €25 penalty. Should there be no seats available in the same class of service, a €25 penalty and upgrade to the first available higher fare will apply.

Subject to seat availability for the relevant booking class.

33% discount for children between 2 and 12.

90% discount for children under 2 not occupying a seat.

HONE (H), HCONH (H)

One-way fare, booking required.

Ticket to be issued within 24 hours from booking.

Waiting list not allowed.

Cancellations allowed with a € 50 penalty.

Changes allowed with a €25 penalty. Should there be no seats available in the same class of service, a €25 penalty and upgrade to the first available higher fare will apply.

Subject to seat availability for the relevant booking class.

33% discount for children between 2 and 12.

90% discount for children under 2 not occupying a seat.

QOW (Q), QCONQ (Q)

One-way fare, booking required.

Ticket to be issued within 24 hours from booking.

Waiting list not allowed.

Cancellations allowed with a €50 penalty.

Changes allowed with a €25 penalty. Should there be no seats available in the same class of service, a €25 penalty and upgrade to the first available higher fare will apply.

Subject to seat availability for the relevant booking class.

33% discount for children between 2 and 12.
90% discount for children under 2 not occupying a seat.

VONE (V),VCONV (V)

One-way fare, booking required.

Ticket to be issued within 24 hours from booking.

Cancellations and waiting list, not allowed.

Changes allowed with a €50 penalty. Should there be no seats available in the same class of service, a €50 penalty and upgrade to the first available higher fare will apply.

Subject to seat availability for the relevant booking class.

No child discount. 90% discount for children under 2 not occupying a seat.

WOW (W), WCONW (W)

One-way fare, booking required.

Ticket to be issued within 24 hours from booking.

Cancellations and waiting list, not allowed.

Changes allowed with a €50 penalty. Should there be no seats available in the same class of service, a €50 penalty and upgrade to the first available higher fare will apply.

No child discount. 90% discount for children under 2 not occupying a seat.

GOW (G), GCONG (G)

One-way fare, booking required.

Ticket to be issued within 24 hours from booking.

Cancellations and waiting list, not allowed.

Changes allowed with a €50 penalty. Should there be no seats available in the same class of service, a €50 penalty and upgrade to the first available higher fare will apply.

Subject to seat availability for the relevant booking class.

No child discount. 90% discount for children under 2 not occupying a seat.

SPRINT (S),SCONS (S)

One-way fare, booking required.

Ticket to be issued upon booking.

Changes, cancellations and waiting list, not allowed.

Subject to seat availability for the relevant booking class.

No child discount. 90% discount for children under 2 not occupying a seat.

TLANCIO (T), TCONT (T)

One-way fare, booking required.

Ticket to be issued upon booking.

Changes, cancellations and waiting list, not allowed.

Subject to seat availability for the relevant booking class.

No child discount. 90% discount for children under 2 not occupying a seat.

TYOUNG (T)

One-way fare, booking required for young people between 12 and under 26.

Ticket to be issued upon booking.

Changes, cancellations and waiting list, not allowed.

Subject to seat availability for the relevant booking class.

UNICA (U), UNICA2 (U), UWEB (U), UCONU (U)

One-way fare, booking required.

Ticket to be issued upon booking.
Changes, cancellations and waiting list, not allowed.
Subject to seat availability for the relevant booking class.
No child discount. 90% discount for children under 2 not occupying a seat.

USABDOM (U), UENDU (U)

One-way fare, booking required.

Ticket to be issued upon booking.
Valid only for Saturday and Sunday flights.
Changes, cancellations and waiting list, not allowed.
Subject to seat availability for the relevant booking class.
No child discount. 90% discount for children under 2 not occupying a seat.

KSIC (K)

One-way Public Service Obligation fare, valid on routes to/from Trapani.

Available for all passengers.
Ticket to be issued within 72 hours from booking.
Changes and cancellations allowed; a 10% penalty is applied for changes/cancellations made day of departure or after date of departure.
33% discount for children between 2 and 12.
90% discount for children under 2 not occupying a seat.

KTRAP(K), KPRAP1(K)

One-way Public Service Obligation fare, valid on routes to/from Trapani.

Available for all passengers.
Ticket to be issued within 72 hours from booking.
Changes, cancellations and waiting list allowed.
made day of departure or after date of departure.
33% discount for children between 2 and 12.
90% discount for children under 2 not occupying a seat.

KROMCRV(K), KMILCRV(K)

One-way Public Service Obligation fare, valid on routes to/from Crotone.

Available for all passengers.
Ticket to be issued within 72 hours from booking.
Cancellations and waiting list allowed.
Changes allowed, a 10% penalty is applied for changes made day of departure or after date of departure.
33% discount for children between 2 and 12.
90% discount for children under 2 not occupying a seat.

KROMALLV(K)

One-way Public Service Obligation fare, valid on routes to/from Albenga.

Available for all passengers.
Ticket to be issued within 72 hours from booking.
Cancellations and waiting list allowed.
Changes allowed, a 10% penalty is applied for changes made day of departure or after date of departure.
33% discount for children between 2 and 12.
90% discount for children under 2 not occupying a seat.

YSAR (Y), YSARWEB (Y)

One-way fare, no booking required, valid on routes to/from Sardinia.

Ticket to be issued within 72 hours from booking.

No penalty for changes or cancellations.

Waiting list allowed.

Child discount not applicable. Children under 2 (infant) are free of charge.

For security reasons only one infant per adult will be accepted and boarded.

KSEM (K), KSWEBEMI (K)

One-way Public Service Obligation fare, valid on routes to/from Sardinia

Fare available for : residents in Sardinia, emigrants, disabled, students from 18 to 26 years of age, senior (passengers older than 70), youth from 12 to 25 years of age, children from 2 to 11 years of age.

Passengers will be required to show an official document certifying to belong to these categories.

Ticket to be issued within 72 hours from booking.

No penalty for changes or cancellations.

Waiting list allowed.

Child discount not applicable. Children under 2 (infant) are free of charge. For security reasons only one infant per adult will be accepted and boarded.

VSARDE (V), VSARWEB(V), WSARDE(W), WSARWEB(W), SARDINIA(S), SARWEB(S)

One-way fare, valid on routes to/from Sardinia

Ticket to be issued upon booking.

Changes, cancellations and waiting list, not allowed.

Subject to seat availability for the relevant booking class.

Child discount not applicable. Children under 2 (infant) are free of charge. For security reasons only one infant per adult will be accepted and boarded.

SARD (S), SARDWEB (S)

One-way fare, booking required.

Ticket to be issued upon booking.

Changes, cancellations and waiting list, not allowed.

Subject to seat availability for the relevant booking class.

Child discount not applicable. Children under 2 (infant) are free of charge. For security reasons only one infant per adult will be accepted and boarded.

AIRPORT TAXES

Airport taxes (inclusive of VAT) are indicated here below.

National		International	
Cities	Taxes	Cities	Taxes
Albenga	€ 7,94	Hamburg	€ 11,53
Alghero	€ 10,76	Athens	€ 27,97
Bari	€ 10,22	Barcelona	€ 5,78
Bologna	€ 13,33	Berlin	€ 20,04
Brindisi	€ 10,77	Copenhagen	DKK 21,60
Cagliari	€ 10,03	Corfù	€ 12,00
Catania	€ 10,93	Dubrovnik	€ 11,54
Crotone	€ 10,48	Dusseldorf	€ 5,69
Genoa	€ 12,01	Frankfurt	€ 8,37
Lamezia Terme	€ 11,30	Heraklion	€ 12,00
Lampedusa	€ 12,98	Ibiza	€ 5,61
Milan Linate	€ 12,88	London	€ 41,01
Naples	€ 11,45	Malaga	€ 5,78
Palermo	€ 10,73	Milan Malpensa	€ 13,26
Pantelleria	€ 14,08	Munich	€ 6,99
Pescara	€ 10,27	Palma de Maiorca	€ 5,61
Pisa	€ 12,61	Paris	€ 21,23
Reggio Calabria	€ 10,29	Rome Fiumicino	€ 11,42
Rome Fiumicino	€ 12,56	Spalato	€ 11,54
Turin	€ 12,50	Tolone	€ 20,87
Trapani	€ 7,77	Vienna	€ 23,29
Trieste	€ 11,10	Zurich	€ 22,45
Venice	€ 13,63		

Special requests

Air One provides assistance for all passengers with particular requirements, in order to make their flight pleasant. These services should be requested at the time of booking.

Disabled Passengers

Air One supplies wheelchair services with specialised staff trained in the care of passengers with disabilities.

Disabled passengers are boarded before other passengers. If they are travelling with their own wheelchair this is checked-in free of charge and returned to the passenger upon arrival. There are three different types of wheelchair service available, depending on the type of assistance required:

Wheelchair Ramp (WCHR)

Available for passengers who need assistance for long distances inside the airport area, but are able to go up and down aircraft steps and reach their seats unaided.

Wheelchair Steps(WCHS)

Available for passengers who are not able to go up and down aircraft steps unaided but can move inside the plane, even if with difficulty, to reach their seats.

A maximum of 4 WCHS can be confirmed per flight, unless WCHC services have been requested

Wheelchair Cabin (WCHC)

Available for passengers who are virtually immobile and who need a wheelchair both during the phases of boarding and disembarking, and also to reach their seats on the plane.

A maximum of 2 WCHC can be confirmed per flight.

Stretcher Assistance (STCR) and Oxygen Therapy (OXYG)

Available for passengers in need of oxygen and/or travelling on a stretcher. For stretcher cases an accompanying passenger is mandatory, and the service is only provided for flights to and from Sardinia. Oxygen therapy is available throughout the network. These services must be booked at least 4 working days in advance by calling the Special Services Office at +39 06 87442255 (Monday to Friday 9.00 to 18.00 p.m.; Saturday 9.00 to 13.00)

Medical Certificates for Air Travel

In order to comply with air travel regulations passengers with particular medical conditions are kindly requested to provide the necessary documents. (Air Travel Medical Certificate).

The form should be completed by the passenger's doctor, signed by both the doctor and the passenger, and shown at the airport of departure.

With regards to services of oxygen therapy and/or stretcher requests, a copy of the form must be presented at the airport of departure and must be sent via fax to the Special Services Office (+39 06 65681435).

Expectant mothers in the last month of pregnancy, who have passed the estimated date of birth, who have had complications during the pregnancy or who are expecting a multiple birth are required to present a copy of the Air Travel Medical Certificate at the airport of departure.



Download the [Air Travel Medical Certificate form](#)

Blind passengers

A maximum of one guide dog per flight is allowed in the cabin. The dog must be booked, but no charge is applied. The passenger should verify space availability for the dog at the time of booking. A maximum of 2 blind passengers without escort may travel on each flight.

Unaccompanied minors

Air One offers an escort service for very young passengers (from 5 to 11). The children are met at the check-in by Air One personnel who wait with them for boarding to begin, and they are then accompanied on board the plane and left in the care of the cabin attendant. Upon arrival Air One ground staff meet the plane and take charge of the children until parents or relatives arrive. Please remember that, when booking this service, it is necessary to provide the name and telephone number (preferably a mobile) of the people who will accompany the children to the airport of departure and who will collect them (following a document check) at their destination.

Children between the ages of 3 and 4 can only travel unaccompanied if the service of an extra hostess is provided. This must be requested at least 3 working days in advance by calling the

Special Services Office at +39 06 87442255 (Monday to Friday 9.00 to 18.00; Saturday 9.00 to 13.00).

Transport of Pets

Domestic animals can be accepted as long as they have the documentation required by the law in force. For an ATR 42 aircraft only 1 animal is permitted in the passenger cabin, and it must travel in a standard cage (the same measurements as for a B737 aircraft); animals in the hold are not permitted.

Air One boards a maximum of two animals in the cabin and a further four in a pressurised hold. For cabin transport the total weight of animal plus cage may not exceed 10 kg, and the maximum dimensions of the cage must be 46x25x31cm. Passengers who board animals in the hold will need to provide cages suitable for the size of the animal. These can be found in shops specialised in articles for pets. The hold is pressurised and has an average temperature of 20°C. There is a charge of €20 for cages with dimensions up to 48x33x30 cm and of €30 for cages which exceed these measurements.

Transport of sports equipment

Air One accepts transport of sports equipment (bikes, equipment for skiing, scuba diving, fencing, etc...) for a charge of €20 per article or bag of equipment. In the case of surf boards the charge per bag is €60. Sports equipment is not considered as part of the standard baggage allowance and is subject to the type of aircraft in service for the flight. Within the standard baggage allowance, golf bags are transported free of charge.

It is particularly important to note that surf boards must be declared at the time of booking and, in the case of a continuing flight with another airline, approval of boarding must also be obtained from the second airline to avoid the article being accepted only on the Air One flight. The passenger needs to contact the check-in desk at least one hour prior to flight departure, and box the surf board or pack it carefully for protection during boarding and offloading operations. Surf boards cannot be accepted on flights operated by small aircrafts (ATR/CR9). For other types of aircraft, due to the varying dimensions of these articles, reservation/boarding is subject to the approval of the carrier. In the case of a change of aircraft for operational reasons, the carrier reserves the right not to board special equipment.

Transport of musical instruments

Musical instruments which do not exceed a length of 100 cm must travel on Air One flights as check-in baggage. Instruments which exceed this length are not accepted. Musical instruments are not considered as part of the standard baggage allowance and are subject to the type of aircraft in service. There is a charge of €20 per bag.

A cellos, harp or double bass can be boarded in the passenger cabin by purchasing an extra seat. In this case the instrument must travel in a rigid case which does not exceed the following dimensions: 52 cm wide x 40 cm deep x 135 cm high. A foot attached to the instrument as a permanent fixture is considered to be part of these dimensions.

The passenger needs to contact the check-in desk at least 60 minutes before the flight closes. On board the aircraft, the instrument is placed in a seat immediately in front of a partition or, if this is not possible, near a window.