



Conditions of Use for e-vouchers

To buy services from the carrier:

- Smartwings will issue an electronic flight ticket (including taxes) of your choice, or you can use your voucher to purchase special services for your new or existing booking.
- To make your booking or buy special services, please make the purchase via our website or via our contact center.
- The voucher can be used for any available flights.
- If the value of the ordered services is higher than the value of your voucher, the difference must be paid during the booking.
- If the value of the ordered services is lower than the value of your voucher, the difference can be used for next purchase according to the validity.
- The issued ticket is subject to tariff conditions.
- The voucher is valid for 1 year from the date of issuance.
- The name of the person for whom the flight ticket or the special service is booked does not need to be the same as the name on the voucher.
- Multiple vouchers can be used to pay for the order.
- The value of the voucher in case of voluntary cancellation of the reservation is non-refundable. Changes to the reservation can be made according to the tariff conditions.
- In case of involuntary cancellation of the reservation, the value of the voucher is returned to the voucher.
- The voucher can be used to pay a change fee.
- The voucher cannot be exchanged for cash.

If your Smartwings flight is a part of package holidays:

- The voucher can be used to purchase special services for your flight only.
- To book special services, please send your request by e-mail to claim@smartwings.com; please include your flight number and flight date, name of the person for whom the special service is booked and the requested special service.
- If the value of the ordered services is higher than the value of your voucher, the difference must be paid. We will send you an invoice for the difference.
- If the value of the ordered services is lower than the value of your voucher, the difference remains for another use.
- The voucher is valid for 1 year from the date of issue.
- The name of the person for whom the special service is booked does not need to be the same as the name on the voucher.
- The request must be sent at least 3 business days prior to the departure.