



## PREPAID EXCESS BAGGAGE TERMS & CONDITIONS

Solomon Airlines offer a generous baggage allowance across all booking classes. If your baggage exceeds the free allowance included on your ticket, additional baggage charges will apply.

FIELD	GUIDANCE
<b>Bag drop-off</b>	Please ensure that you have attached your name and (mobile) telephone number to each piece of baggage (on the inside and outside) before checking it in at the airport.
<b>Eligibility</b>	<p>Purchase of excess baggage is only available on flights ticketed and operated by Solomon Airlines with “IE” designator on selected routes. This service is not available on interline or codeshare flights.</p> <p>It does not apply to whole trip if your connecting flight is operated by another airline. Passengers who hold two separate tickets during the travel journey are not eligible for this service.</p> <p>The prepaid excess baggage is valid for single sector to the place of stopover or final destination</p> <p>It's your responsibility to ensure that your excess baggage is in compliance with the following:</p> <ul style="list-style-type: none"><li>• Solomon Airlines Conditions of Carriage <a href="https://www.flysolomons.com/bookings/conditions-of-carriage">https://www.flysolomons.com/bookings/conditions-of-carriage</a></li><li>• Dangerous Goods Regulations <a href="https://www.flysolomons.com/flight-information/security">https://www.flysolomons.com/flight-information/security</a></li></ul>
<b>Charges</b>	<p>Any baggage exceeding the checked baggage allowance shall be charged per kg, depending on the route – <a href="#">see our website for reference</a></p> <p>Children pay the same excess baggage rate as adults; no further discount is applicable.</p>



<b>Combined extra bags allowance</b>	Solomon Airlines passengers can pool their purchased excess baggage, as long as they are under the same booking, check-in together, and all board the same flight. Failure to do so may result in additional excess baggage charges.
<b>Voluntary Changes</b>	<p>You must change your ticket and excess baggage voucher at the same time, all sectors must have the correct details and be valid for travel.</p> <p><b>Bookings made online or through a Solomon Airlines office:</b> Please contact nearest Solomon Airlines office</p> <p><b>Bookings made through Travel agency:</b> Please contact your travel agent</p> <p><b>Points to note:</b></p> <ul style="list-style-type: none"><li>• Changes permitted on same booking reference only</li><li>• Same origin and destination</li><li>• Flights operated by Solomon Airlines</li><li>• No changes of passenger details/Non transferable</li><li>• Subject to aircraft's space availability</li><li>• All other fare and conditions of carriage are applicable.</li></ul>
<b>Involuntary changes</b>	If there is aircraft change, cancellation or flight disruption of a Solomon Airlines flight within 24 hours of departure, we will transfer your baggage voucher to your new scheduled flight. Please contact Solomon Airlines for further information.
<b>Cancellations</b>	<p>Excess baggage purchased is non-refundable. Additional weight unused from the purchased extra baggage is not refundable, transferable or exchangeable in any form.</p> <p><b>Fees for excess baggage will not be refunded if you:</b></p> <ul style="list-style-type: none"><li>• Cancel your flight;</li><li>• You are a no-show</li><li>• Change your mind and decide you no longer need Excess baggage</li></ul> <p><b>Exceptions</b> Excess baggage fees are refundable if:</p> <ul style="list-style-type: none"><li>• Refundable tickets: If you have refundable ticket and you wish to refund your ticket – we will refund both your ticket cost as per fare rules and the excess baggage cost. We will not refund the Excess baggage cost if you do not seek a refund of your ticket.</li></ul>



	<ul style="list-style-type: none"> <li>• If there is aircraft change, cancellation or flight disruption of a Solomon Airlines flight and we are unable to carry your pre-paid Excess baggage.</li> <li>• If we are unable to carry, you're purchased Excess baggage due to operational, safety or security reasons of a Solomon Airlines flight</li> </ul>
<p><b>How to purchase excess baggage</b></p>	<p><b>Solomon Airlines Reservations Office</b>  <a href="#">Contact your local Solomon Airlines Reservations office</a></p> <p><b>Flysolomons.com</b>  During the actual flight reservation process.</p> <p><b>Airport</b>  Please contact our team at the Airport Service Desk</p> <p><b>Travel agent</b>  Speak to your Travel agent who made your flight booking</p> <p>If your Additional baggage items weighs more than 32kg will not be accepted as checked-in baggage. It can be sent by air freight. Please contact us for a quote:</p> <ul style="list-style-type: none"> <li>• <b>Honiara:</b>  Phone (+677) 36592.  Email <a href="mailto:cargo@flysolomons.com.sb">cargo@flysolomons.com.sb</a></li> <li>• <b>Australia (Queensland):</b>  Pak Fresh Handling Phone (+617) 3119 2571  Email <a href="mailto:bneexports@pakfresh.com.au">bneexports@pakfresh.com.au</a></li> </ul>
<p><b>Timelines</b></p>	<p>Solomon Airlines Office -24 hours prior to departure</p> <p>Airport - 90 minutes prior to departure</p> <p>Flysolomons.com - 6 hours prior to departure</p> <p>Travel agent -6 hours prior to departure</p>
<p><b>General</b></p>	<p>Your e-ticket and electronic miscellaneous charge document must be presented at check-in as proof of pre-payment for additional baggage. The number of additional baggage items permitted may be limited for some aircraft types. All fare conditions are applicable.</p> <p>Solomon Airlines reserves the right to change the rates, terms and conditions of the extra baggage product at any time without notice.</p>