



## Fact Sheet

# Good to Know

This brochure contains all the key information about Edelweiss Air's flight operations.

As a member of the SWISS/Lufthansa Group, Edelweiss Air operates its long-haul leisure and ethnic flights with an A330-300 and an A330-200. For short- and medium-haul flights, Edelweiss Air uses three of its own A320 as well as various aircraft types of the SWISS fleet. Included here is a complete overview of each aircraft type and a summary of all you need to know about our flight operations and the infrastructure on board, detailed information on booking formalities and practical references for passengers and guests with special care requirements.

Thanks to the partnership with the Swiss/Lufthansa Group we have a great deal of flexibility to better meet the market needs. Should you still have questions, our team of competent staff are always on hand at: [facilities@edelweissair.ch](mailto:facilities@edelweissair.ch) or +41 (0)848 333 593.

This information and any amendments are available for travel agents on our website under the «Agent» link at: (<http://agentnet.edelweissair.info>)

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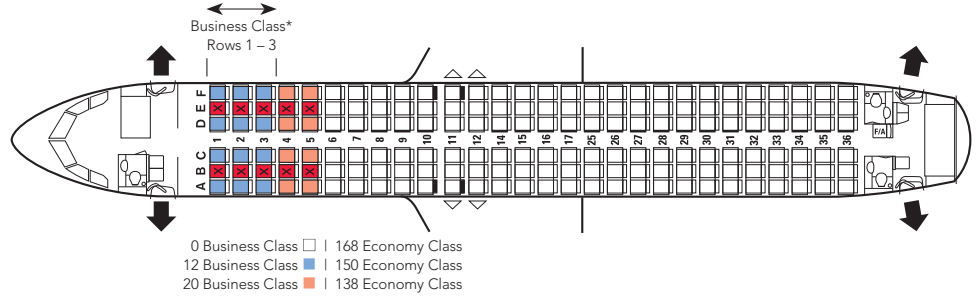
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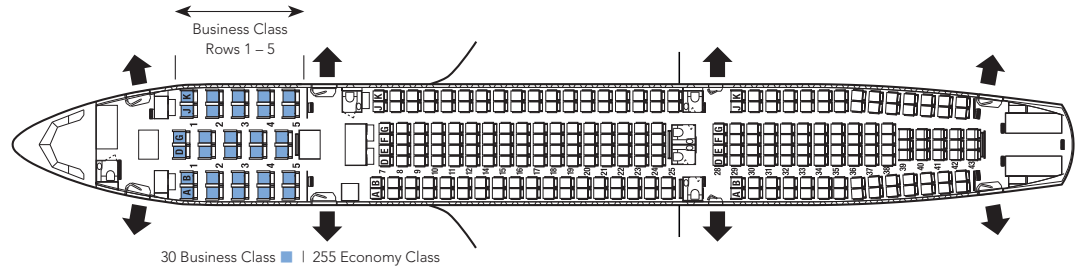
# Seating Edelweiss Air A320 & A330



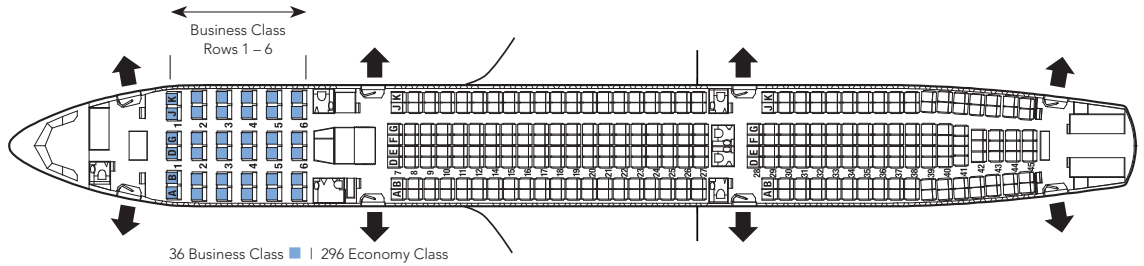
## Edelweiss Air A320



## Edelweiss Air A330-200



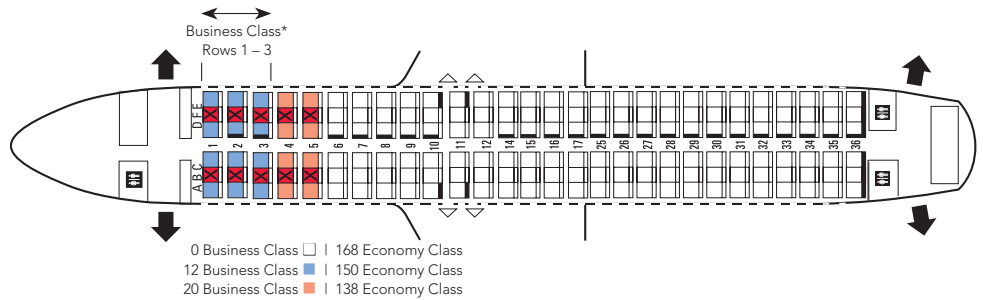
## Edelweiss Air A330-300



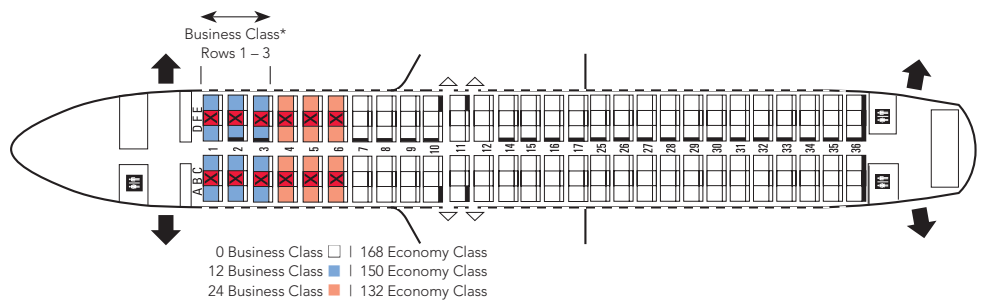
# Seating SWISS A320



## SWISS A320 32C



## SWISS A320 32S



\*The business class can be extended up to row 5 or 8 respectively (SWISS A320 32S: up to row 6 or 8 respectively).

# Airplane specific information

## A320 Edelweiss Air



### Seating Comfort

Leg room  
Adjustable backrest  
Configuration

### Business Class

81 cm  
up to 9 cm  
2-2

### Economy Class

76 cm  
up to 9 cm  
3-3

### Seats with Limited Comfort

Non-adjustable backrest

Seats 10A, 10F, 11A, 11F

### Service on Board

- Welcome drink
- 1 appetizer (depending on the destination)
- Main course (up to a choice of 3)
- Dessert
- Coffee
- all drinks (inclusive. Champagne)
- free use of the on board entertainment system
- 1 Film per Leg (only Canary Islands, Egypt, Larnaca)
- Music programme
- Newspapers, magazines
- sweet surprise
- Seat reservation free of charge

- (small appetizer)
- 1 Main course
- Dessert
- alcoholic drinks – chargeable
- Earphones – chargeable (CHF 5.-)
- 1 Film per Leg (only Canary Islands, Egypt, Larnaca)
- Music programme
- Newspapers

### Screens

- LCD screens in front of the rows 1 and 4

- LCD screens in front of rows 6, 9, 15, 25, 28, 31, 34

### Emergency Exits

The following seats are next to emergency exits: **11/12 ABC DEF**.

**Not** allowed on these seats are:

- Infants and children (2–12 years old)
- unaccompanied children to 12 years old
- Individuals who bring along animals in the cabin
- expectant mothers
- disabled and/or mentally handicapped individuals
- Individuals who, because of body mass, sickness, injury or for reasons of age have only restricted mobility

### Babybaskets (BSCT)

The BSCT are dimensioned so that infants up to approx. 8 months old (to 70cm/11kg) have room.

Seats suitable for the installation of babybaskets are:

#### Business Class

1 AB/EF (2)

#### Economy Class

none

For a BSCT order the following seats must be reserved:

#### Business Class

1 A/F

#### Economy Class

none

### Ordering

online under <http://agentnet.edelweissair.info>

### Infant Seating (INF)

Max.1 infant (small child up to 2 years old) per seating group (ABC and DEF).

Infants may **not** occupy seats next to the emergency exits (rows 11 and 12).

Refer to the section «emergency exits»

### Seats for individuals with Restricted Mobility (PRM)

2–10 D, 14–36 D

The armrest can be put in the upright position, so that individuals with limited mobility can more easily take their seat. PRMs may **not** occupy the seats next to the emergency exits (rows 11 and 12). Refer to the section «emergency exits»

### Stretcher (STCR)

Ordering

34/35/36 DEFare reserved for the installation of stretchers.

Registration for STCR is allowed only by institutions such as REGA or Meda GmbH.



## Seating Comfort

Leg room  
Adjustable backrest  
Adjustable footrest  
Configuration

## Business Class

122 cm  
up to 28 cm (also in row 5)  
yes  
2-2-2

## Economy Class

79 cm  
up to 15 cm (also in row 42 except 43 DFG. These have limited adjustments capabilities)  
no  
2-4-2

## Service on Board

- Welcome drink
- Aperitif with Amuse-Bouche
- Appetizer (choice of up to 2)
- Main courses (choice of up to 4)
- Cheese
- Choice of dessert
- Espresso/coffee
- all drinks (inclusive champagne)
- in seat video with film as well as audio channels
- Newspapers, magazines
- Travel set
- in seat power (power socket, low voltage with adapter)
- Seat reservation free of charge

- Aperitif with salted items
- small appetizer
- Main courses (choice of up to 2)
- Dessert
- alcoholic drinks – chargeable
- Earphones free of charge
- in seat video with film as well as audio channels
- Music programme
- Newspapers

## Screens

- in seat video (individual monitor stowed in the armrest)
- LCD screen in front of rows 1 overhead LCD screens in the middle above row 3

- in seat video (individual monitor stowed in the backrest of the front seat)
- LCD screen in front of rows 7 and 28/29

## Emergency exits

The following seats are next to emergency exits: **29 AB/JK**.

**Not** allowed on these seats are:

- Infants and children (2–12 years old)
- unaccompanied children to 12 years old
- Individuals who bring along animals in the cabin
- expectant mothers
- disabled and/or mentally handicapped individuals
- Individuals who, because of body mass, sickness, injury or for reasons of age have only restricted mobility

## Seats with special Legroom

**Business Class**  
all

**Economy Class**  
row 7 AB/DE/FG/JK, 28 DE/FG, 29 AB/JK

## Babybaskets (BSCT)

The BSCT are dimensioned so that infants up to approx. 8 months old (to 70 cm/11 kg) have room.

Seats suitable for the installation of babybaskets are:

**Business Class**  
1 AB/DG/JK (3)

**Economy Class**  
7 DE/FG/JK, 28 DE/FG (5)

For a BSCT order the following seats must be reserved:

**Business Class**  
1 A/D/K

**Economy Class**  
7 D/F/K, 28 D/F

## Ordering

online at <http://agentnet.edelweissair.info>

## Infant Seating (INF)

Max. 1 infant (small child up to 2 years old) per seating group AB/DEFG/JK.  
Max. 2 infants on seating groups 7 DE/FG and 28 DE/FG.  
Infants may **not** occupy seats next to the emergency exits (seats 29 AB/JK).  
Refer to the section «emergency exits».



**Seats for individuals with limited mobility (PRM)**

1–5 BDGJ, 8–12/14–23/29–35 DF

The armrest can be put in the upright position, so that individuals with limited mobility can more easily take their seat.

PRMs may **not** occupy seats next to the emergency exits (seats 29 AB/JK).

Refer to the section «emergency exits».

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**Medical Outlets**

7A, 8A, 40A.

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**Stretcher (STCR)**

40/41/42 AB are reserved for the installation of stretchers.

Ordering

Registration for STCR is allowed only by institutions such as REGA or Meda GmbH.



## Seating Comfort

Leg room  
Adjustable backrest  
Adjustable footrest  
Configuration

## Business Class

122 cm  
up to 28 cm (also in row 6)  
yes  
2-2-2

## Economy Class

79 cm  
up to 15 cm (also in row 45)  
no  
2-4-2

## Service on Board

- Welcome drink
- Aperitif with Amuse-Bouche
- Appetizer (choice of up to 2)
- Main courses (choice of up to 4)
- Cheese
- Choice of dessert
- Espresso/coffee
- all drinks (inclusive champagne)
- in seat video with film as well as audio channels
- Newspapers, magazines
- Travel set
- in seat power (power socket)
- Seat reservation free of charge

- Aperitif with salted items
- small appetizer
- Main courses (choice of up to 2)
- Dessert
- alcoholic drinks – chargeable
- Earphones free of charge
- in seat video with film as well as audio channels
- Music programme
- Newspapers

## Screens

- in seat video (individual monitor stowed in the armrest)
- LCD screen in front of rows 1

- in seat video (individual monitor stowed in the backrest of the front seat)
- LCD screen in front of rows 7 and 28/29

## Emergency exits

The following seats are next to emergency exits: **7 AB/JK, 29 AB/JK.**

**Not** allowed on these seats are:

- Infants and children (2-12 years old)
- unaccompanied children to 12 years old
- Individuals who bring along animals in the cabin
- expectant mothers
- disabled and/or mentally handicapped individuals
- Individuals who, because of body mass, sickness, injury or for reasons of age have only restricted mobility

## Seats with special Legroom

### Business Class

all

### Economy Class

row 7 and 28 DE/FG, 29 AB/JK

## Babybaskets (BSCT)

The BSCT are dimensioned so that infants up to approx. 8 months old (to 70 cm/11 kg) have room.

Seats suitable for the installation of babybaskets are:

### Business Class

1 AB/DG/JK (3)

### Economy Class

7 DE/FG, 28 DE/FG (4)

For a BSCT order the following seats must be reserved:

### Business Class

1 A/D/K

### Economy Class

7 D/F, 28 D/F

## Ordering

online <http://agentnet.edelweissair.info>

## Infant Seating (INF)

Max. 1 infant (small child up to 2 years old) per seating group AB/DEFG/JK.

Max. 2 infants on seating groups 7 DE/FG and 28 DE/FG.

Infants may **not** occupy seats next to the emergency exits (seats 29 AB/JK).

Refer to the section «emergency exits».



## Seats for individuals with limited mobility (PRM)

All seats on the aisle side, except the emergency exits:

### **Business Class**

1–6 BDGJ

### **Economy Class**

8–35 BDGJ, 36–39 DG

The armrest can be put in the upright position, so that individuals with limited mobility can more easily take their seat.

PRMs may **not** occupy seats next to the emergency exits (seats 7 AB/JK and 29 AB/JK)

Refer to the section «emergency exits».

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## Medical Outlets

1A, 9A, 43A.

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## Stretcher (STCR)

43/44/45 AB are reserved for the installation of stretchers.

## Ordering

Registration for STCR is allowed only by institutions such as REGA or Meda GmbH.

## Seating Comfort

Leg room  
Adjustable backrest  
Configuration

## Business Class

84 cm  
up to 10 cm  
2–2

## Economy Class

76 cm  
up to 10 cm  
3–3

## Seats with Limited Comfort

Non-adjustable backrest

A32C: rows 10A, 10F, 11A, 11F  
A32S: rows 11A, 11F, 12A, 12F, 36 ABC/DEF

## Service on Board

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Welcome drink</li> <li>• 1 appetizer</li> <li>• Main course (choice of 3)</li> <li>• Dessert</li> <li>• Coffee</li> <li>• all drinks (inclusive. champagne)</li> <li>• free use of the on board entertainment system</li> <li>• 1 film per leg (only on legs with the appropriate flight duration)</li> <li>• Music programme</li> <li>• Swiss newspapers, magazines</li> <li>• sweet surprise</li> <li>• Seat reservation free of charge</li> </ul> | <ul style="list-style-type: none"> <li>• (small appetizer)</li> <li>• 1 main course</li> <li>• Dessert</li> <li>• alcoholic drinks – chargeable</li> <li>• Earphones – chargeable (CHF 5.–)</li> <li>• 1 film per leg (only on legs with the appropriate flight duration)</li> <li>• Music programme</li> <li>• Newspapers (inbound only)</li> </ul> |
|---|--|

## Screens

A32C: LCD screens in front of rows 1, 4, 6, 9, 11, 15, 25, 28, 31, 34  
A32S: LCD screens in front of rows 1, 4, 7, 9, 14, 15, 25, 28, 31, 34

## Emergency exits

The following seats are next to emergency exits: **11/12 ABC/DEF**.

**Not** allowed on these seats are:

- Infants and children (2–12 years old)
- unaccompanied children to 12 years old
- Individuals who bring along animals in the cabin
- expectant mothers
- disabled and/or mentally handicapped individuals
- Individuals who, because of body mass, sickness, injury or for reasons of age have only restricted mobility

## Babybaskets (BSCT)

The BSCT are dimensioned so that infants up to approx. 8 months old (to 70 cm/11 kg) have room.

Seats suitable for the installation of babybaskets are:

### Business Class

1 AB/EF (2)

### Economy Class

none

For a BSCT order the following seats must be reserved:

### Business Class

1 A/F

### Economy Class

none

## Ordering

online under <http://agentnet.edelweissair.info>

## Infant Seating (INF)

The following restrictions apply:

LX A32C: seat groups ABC and DEF: max. 1 infant

LX A32S: seat groups ABC: **not** infants, seat groups DEF: max. 1 infant

Exception row 34/35/36: infants only permitted on seat row ABC.

Furthermore infants may **not** occupy seats next to the emergency exits (rows 11 and 12).

Refer to the section «emergency exits».

## Seats for individuals with limited mobility (PRM)

2–10 D, 14–36 D.

The armrest can be put in the upright position, so that individuals with limited mobility can more easily take their seat. PRMs may **not** occupy seats next to the emergency exits (rows 11 and 12). Refer to the section «emergency exits».

## Stretcher (STCR)

Ordering

34/35/36 DEF are reserved for the installation of stretchers.

Registration for STCR is allowed only by institutions such as REGA or Meda GmbH.

# General information

## Check-in

### Main Check-in

#### Zurich Airport

As early as 23 hours up to 90 min. before departure, check-in 3 with an LX ticket check-in 1 is also possible.

#### Geneva Airport

As early as 23 hours up to 90 min. prior to departure check-in at the Swissport counter. am Swissport Schalter.

### Web Check-in

Luggage must be checked at the latest 60 min. prior to departure. Luggage can be checked at check-in 3.

Additional checking-in options can be taken from the boarding card. Passengers may ask directly questions to the following number:  
Phone +41 (0) 848 555 100.

Luggage must be checked at the latest 60 min. prior to departure. At the Dépôt de baggages.

Web check-in is available from 23 hours to 1 hour prior to departure.

### Check-in the Previous Evening

8 pm to 10 pm  
(Check-in 3, counter 311–329)

Rotating signage:  
previous evening check-in/check-in next day

6 pm to 8 pm (Swissport counter)

### Fly & Rail

Possible at more than 50 train stations in Switzerland.  
Locations are at: [www.sbb.ch](http://www.sbb.ch) enter a search for «Fly & Rail».  
Check-in is possible at the earliest 23 hours before departure.

### Charge

CHF 20.–/luggage/leg  
Notice: Bulky goods are not accepted for e.g. sport article

# Baggage Policy

Baggage all rates charged per leg	Short-and medium haul		Long haul		Online via edelweissair.ch
	Business Class	Economy Class	Business Class	Economy Class	
<b>Free baggage</b> up to max. 158 cm dimensions (= length + width + height)	2 x 32 kg	1 x 23 kg Exceptional case: Beirut 1 x 32 kg	2 x 32 kg	1 x 23 kg Exceptional case: Mombasa and Kili- manjaro 2 x 23 kg	
Free baggage Infant	1 x 23 kg	1 x 23 kg	1 x 23 kg	1 x 23 kg	
<b>Hand baggage</b> up to max. 55 x 40 x 20 cm	8 kg	8 kg	8 kg	8 kg	
Hand baggage Infant	Necessary materials children need on board	Necessary materials children need on board	Necessary materials children need on board	Necessary materials children need on board	
<b>Max. weight per baggage allowed</b>	32 kg	32 kg	32 kg	32 kg	
<b>Excess baggage</b> too big (over 158 cm in Business Class max. 32 kg resp. in Economy Class max. 23 kg)	CHF 70/EUR 50	CHF 70/EUR 50	CHF 150/EUR 100 USD 150/CAD 150	CHF 150/EUR 100 USD 150/CAD 150	Short-and medi- um haul CHF 50 Long haul CHF 120
too heavy (only in Economy Class, 24–32 kg, max. 158 cm)		CHF 70/EUR 50		CHF 150/EUR 100 USD 150/CAD 150	Short- and medi- um haul CHF 50 Long haul CHF 120
too big and too heavy (only in Economy Class, 24–32 kg and over 158 cm)		CHF 150/EUR 100		CHF 300/EUR 200 USD 300/CAD 300	Short- and medi- um haul CHF 120 Long haul CHF 240
<b>Additional baggage item</b> normal sizes (max. 23 kg and max. 158 cm)	CHF 90/EUR 70	CHF 90/EUR 70	CHF 225/EUR 150 USD 200/CAD 200	CHF 225/EUR 150 USD 200/CAD 200	Short- and medi- um haul CHF 60 Long haul CHF 150
extra large (over 158 cm or 24–32kg)	CHF 150/EUR 100	CHF 150/EUR 100	CHF 450/EUR 300 USD 400/CAD 400	CHF 450/EUR 300 USD 400/CAD 400	Short- and medi- um haul CHF 100 Long haul CHF 300
heavy and extra large (over 158 cm and 24–32 kg)	CHF 300/EUR 200	CHF 300/EUR 200	CHF 550/EUR 400 USD 550/CAD 550	CHF 550/EUR 400 USD 550/CAD 550	Short- and medi- um haul CHF 200 Long haul CHF 400
2nd baggage item From and to USA/Canada, Mexico, Europe, Egypt und South Africa (max. 23 kg and max. 158 cm)		CHF 70/EUR 50		CHF 70/EUR 50 USD 70/CAD 70	Short- and medi- um haul CHF 50 Long haul CHF 50

# Baggage Policy

	Short- and Medium haul		Long haul		Online via <a href="http://edelweissair.ch">edelweissair.ch</a>
	Business Class	Economy Class	Business Class	Economy Class	
<b>Sporting equipment</b>					
Sports baggage small Golf* or other sports baggage (up to 140 cm and/or up to 15 kg)	Gratis	CHF 60/EUR 35 (Free of charge within the free Baggage quantity)	Gratis	Gratis	Short- and medium haul CHF 40
Sports baggage medium Bicycle or other sports baggage of 141–200 cm and/or 16–30 kg	CHF 110/EUR 70	CHF 110/EUR 70	CHF 220/EUR 150 USD 200/CAD 200	CHF 220/EUR 150 USD 200/CAD 200	Short- and medium haul CHF 80 Long haul CHF 160
Sports baggage large Windsurf, canoe, Kayak or other Sports baggage (more than 200 cm and/or 21–32 kg)	CHF 220/EUR 150	CHF 220/EUR 150	CHF 440/EUR 300 USD 400/CAD 400	CHF 440/EUR 300 USD 400/CAD 400	Short-and medium haul CHF 150 Long haul CHF 300

All other no defined sports baggage (e.g. dive, kite etc.) will be weighted and measured at the check-in and classified as small, medium or large sports baggage.

Ski equipment up to 23 kg – Small Children under 2 years of age are exempt from this rule  
(1 Ski / Snow equipment is considered to consist of 1 pair of ski, 1 pair of poles and 1 pair of boots OR 1 Snowboard and 1 pair of boots).

\*Notice: Golf baggage is limited up to 15 kg – Golf equipment over 15 kg are considered to as medium sports baggage. Exceptional case: SWISS Golf Travellers are allowed also as economy passenger to carry 1 golf baggage up to 23 kg.

# Baggage Policy

## Registration

Excess baggage of more than 100kg: by mail to: [facilities@edelweissair.ch](mailto:facilities@edelweissair.ch)

Sports equipment in the category «Medium» and «Large»:  
via Tour Operator oder online unter <http://agentnet.edelweissair.info>

## Methods of Payment

### Zurich Airport

Payment at the Swissport cashier desk,  
terminal 1 and terminal 2

### Geneva Airport

Payment at the Swiss sales desk

Payment in Switzerland with foreign currency: Tariff is calculated to daily rates.

Payment in abroad: Tariff in accordance to publications in the Fact Sheet/Website, if necessary converted in the respective national currency calculated to the current rate.

## Electronic Equipment

Laptops and larger electronic equipment must be specially x-rayed.

Detailed information at: [www.edelweissair.ch](http://www.edelweissair.ch) or Tel. +41 (0)43 816 50 60.

## Dangerous Goods

Having dangerous goods in luggage is forbidden for security reasons. The following articles or materials may not be transported: fireworks and distress signals, soda siphon chargers, camping gas, bottles of petrol and petrol pump, petrol, alcohol above 70 %, paint and paint thinners, car and wet batteries, household chemicals and poisons.

Other articles (e.g. diving bottles, diving lamps, wet batteries for wheelchairs, oxygen bottles & pressure tanks, weapons as well as medical apparatus) can only be transported under certain conditions and/or with the permission of Edelweiss Air.

Detailed information at [www.nofly.ch](http://www.nofly.ch) or contact: [els@edelweissair.ch](mailto:els@edelweissair.ch).

## Hand Luggage – General notice

Additionally to hand luggage, the following articles – if required – are allowed on board (except for small children): 1 laptop, 1 coat or blanket, 1 umbrella or walking stick, 1 ladies handbag, 1 small camera or binoculars and reading material for the journey.

## Security Checks for Hand Luggage

It is not allowed to take any pointed articles longer than 5 cm in your hand luggage. The safety checks are operated by the local authorities; there is no internationally recognized list of items not allowed. Items can be confiscated by the local authorities.

## Liquids in Hand Luggage

The hand luggage regulations state that small bottles of liquid, gel packages, tubes of toothpaste, etc. must not be larger than one deciliter (100 ml). You may take with you as many 100 ml packages as can fit in a 1 liter transparent, closable plastic bag. This hand luggage regulation is valid for all Edelweiss Air destinations and is applicable in particular for the transit sector (triple leg flights).

## Exceptions

Medication, which is absolutely necessary for the flight and in the original packaging Baby milk and muesli (the content must be sampled in front of security personell).

## Insurance

Airlines are neither responsible for damaged baggage nor for damaged or lost content. Appropriate packaging (also for sports equipment) is the responsibility of the passenger. Liability is excluded for damages resulting from insufficient or inadequate packaging. Luggage insurance is recommended.

# Health

## Expectant Mothers

Expectant mothers from the 36th week a doctor's certificate is required.

## Wheelchairs

WCHR can climb stairs and make their way around the airplane

WCHS cannot climb stairs, but can make their way around the airplane

WCHC\* cannot climb stairs nor make their way around the airplane

\*May only be booked with an accompanying passenger. Exceptions can be enquired about under Tel. +41 (0)848 333 593.

The transportation of battery-operated wheelchairs (dry or wet batteries) is stringently regulated and restricted, further information at [www.edelweissair.ch](http://www.edelweissair.ch)

In some cases (especially WCHS and WCHC) an SAF/MEDIF form is required.

Please take note of detailed information on <http://www.edelweissair.ch/services/health>.

## Registration

online at <http://agentnet.edelweissair.info>

Additional information for registration, in case one's own wheelchair is to be transported:

Battery – (dry or wet batteries), manual or electric-driven, collapsible in the mass and the weight of the wheelchair.

To be able to register for a WCHS and WCHC a seat reservation is required.

## Seats for People with Limited Mobility

Edelweiss Air

WK A320: 2–10 D, 14–36 D

WK A330-200: 1–5 BDGJ, 8–12/14–23/29–35 DF

WK A330-300: 1–6 BDGJ, 8–35 BDGJ, 36–39 DG

Swiss

LX 32C: 2–10 D, 14–36 D

LX 32S: 2–10 D, 14–36 D

LX A330: 24/25/29/30

## Oxygen Bottles

Oxygen bottles are provided by SRTechnics.

## Charge

CHF 300.– per bottle and flight.

## Ordering

online at <http://agentnet.edelweissair.info>

In addition to the registration an SAF/MEDIF form must be completed.

Please take note of detailed information on <http://www.edelweissair.ch/services/health>.

# Children

## Unaccompanied Minors (UMNR)

Should a child be travelling alone («unaccompanied minor»), a special UM service is available, whereby the child is accompanied and cared for in the airport and on board.

The following regulations apply:

- Children from the 5th until the completed 11th year: UM service is mandatory
- Children from 12 to 17 years old: UM service is not obligatory, but is available.
- Children under five years of age may only travel if accompanied by an adult, i.e. a person aged 18 or over age 16 if they are a brother or sister of the child concerned. Children under two years of age may only travel if they are each accompanied by at least one adult.

## Charge

The UMNR is to be registered before departure at check-in 1 at the careport counter.

The address of the persons who will deliver and collect the child must be provided.

Short and medium-haul flights CHF 60.–/EUR 45.–, long-haul flights CHF 120.–/EUR 90.–/USD 120.–/CAD 120.–/per child/leg

The charges will only be levied once in the case of children travelling together.

## Registration

online at <http://agentnet.edelweissair.info>

Additional information required for the registration: Name and date of birth of the child.

## Seat Reservation

### Business Class

free of charge

### Economy Class

for an additional fee

Booking

Tour Operator-Booking:  
Only at Tour Operator

via Tour Operator, our Website or  
under <http://edelweiss.air41.de>

GDS-Booking: via Mail to  
[commercial@edelweissair.ch](mailto:commercial@edelweissair.ch)

## Special Menus

- Hindu (HNML)\*
- Kosher (KSML)
- Moslem (MOML)
- Diabetic (DBML)
- Gluten free (GFML)
- Ulcera meal (BLML)\*
- Low calorie (LCML)
- Low fat (LFML)

- Low salt (LSML)
- Non-lactose (NLML)
- Vegetarian (AVML, asian)\*
- Vegetarian (VGML, no dairy products/eggs)
- Vegetarian Lacto-Ovo (VLML, dairy products/eggs)
- Baby meal (BBML)\*
- Child's meal (CHML) from 2–12 years old

Ordering

at least 5 working days before flight departure through the tour operator,  
or online at <http://agentnet.edelweissair.info>

\* only on long-haul flights

## Special Treatment

On flights operated by WK:

7.50 dl Champagner Jacquart	CHF 42.–
2.00 dl Champagner Jacquart	CHF 13.–
3.75 dl Champagner Jacquart Rosé	CHF 25.–
Edelweiss Air confection	CHF 20.–
Edelweiss Air pralines (contains alcohol)	CHF 20.–

On flights operated by LX:

7.50 dl Champagner Jaquart	CHF 42.–
2.00 dl Champagner Heidsieck	CHF 13.–
chocolate cake	CHF 30.–
fruit cake	CHF 30.–

Handling Fee

CHF 11.– prices subject to change without notice.

Ordering

at <http://agentnet.edelweissair.info> (at least 48 hours before flight departure)

## Travel Documents / Visa Hotline

Every traveller is responsible for conforming to the passport, visa, customs and health requirements himself.

A visa hotline under the number 0900 099 099 (CHF 3.–/min.) is available for information concerning entry requirements. (Valid for all calls from Switzerland)

## SMS Tool

Up-to-date information via sms in the event of delayed flights. Registration at [www.edelweissair.ch](http://www.edelweissair.ch)

## Lost Articles

### Zurich Airport

Property lost & found (arrivals terminal 1)  
Phone +41 (0) 900 57 10 15 (from Switzerland)  
Phone +41 43 812 22 22 (from abroad)  
Reporting a loss via internet: under [www.swissport.com/network/zrh/easyfind](http://www.swissport.com/network/zrh/easyfind)

### Geneva Airport

Swissport objets perdus  
Phone +41 (0) 900 77 57 75 (from Switzerland)  
Phone +41 22 799 33 35 (from abroad)

# Animals

## Transport of Pets

### In the Cabin (PETC)

The following pets are allowed in the cabin: Dogs and cats with a maximum weight, incl. box, of 8 kgs. Animals must be transported in a water-tight soft box bag, whereby the box, with the animal in it must remain stored under the seat during the entire journey.  
The maximum number is restricted to 3 (A320) and 4 (A330) animals, respectively.

### In the Hold (AVIH)

Additional room is available for cats and dogs in the animal compartment in the hold. Animals must be transported in a hard-shelled box. Boxes can be obtained at the Swissport supervisor counter (terminal 2, row 3), or in any qualified pet shop.

Box S	4 kg	57 x 37 x 36 cm	CHF 86.–
Box M	6 kg	71 x 50 x 51 cm	CHF 136.–
Box ML	8 kg	82 x 57 x 60 cm	CHF 224.–
Box L	11 kg	93 x 65 x 68 cm	CHF 256.–
Box EL	14 kg	105 x 75 x 79 cm	CHF 328.–

Swissport, Phone +41 (0)43 812 51 15.

The maximum number is restricted to 2 (A320) 3, (A330) animals respectively.

### Payment

	PETC	AVIH (Box S or max 60 x 45 x 40 cm)	AVIH (Box M-EL or over 60 x 45 x 50 cm)
Payment at Check-in			
Short- and medium haul	CHF 70.–/EUR 50.–	CHF 150.–/EUR 100.–	CHF 300.–/EUR 200.–
Long haul	CHF 90.–/EUR 70.–/ USD 100.–/CAD 100.–	CHF 250.–/EUR 160.–/ USD 250.–/CAD 250.–	CHF 500.–/EUR 380.–/ USD 500.–/CAD 500.–
Payment via EDW Website*			
Short- and medium haul	CHF 50.–	CHF 100.–	CHF 200.–
Long haul	CHF 70.–	CHF 170.–	CHF 400.–

\* under [www.edelweissair.ch/shop](http://www.edelweissair.ch/shop), whereby the following restrictions are valid:

- Payments are only made with credit card
- Cancellation is not possible, only rebooking

### Necessary Documents/Requirements

- Vaccination papers (Anti-rabies inoculation at least 21 days and not more than 1 year)
- Breeder's document
- Veterinary attestation as to the health of the animal
- for exotic animals: Owner's permission
- Microchip implant

The owner is responsible for completeness of the necessary certificates.

For the import of animals special regulations may apply.

### Registration

online at <http://agentnet.edelweissair.info>

Additional information required for registration:

Type of pet, number, dimensions of the box, weight incl. container