

## Frequently Asked Questions

If you can't find a clear answer to your question please get in touch with:

Booked via... :	Please contact:
Neckermann	Neckermann agency or +32 70 233 906
Thomas Cook	Your travel agency or +32 70 750 243
Pegase	Your travel agency or +32 70 750 242
Thomas Cook Airlines or a flight ticket via thomascook.be / neckermann.be / others	+32 2 400 34 22

### 1. When can I reserve my seat type?

- Flight ticket booked via website
  - Seat reservation is possible immediately after the reservation of your flight ticket. After payment you will enter a booking confirmation page where you will see the possibility to click through to the seat reservation of your out- and/or inbound flight.
  - From 3 days before your departure it is no longer possible to reserve a seat.
  - The reservation of a seat type is only possible if you have selected the type of catering you prefer on board (no meal, meal or premium).
  - Do you prefer to wait to do a seat reservation? No problem; via the website you can, one day after booking, enter the seat reservation and make your choice (until 3 days before departure).
- Flight ticket or holiday (hotel + flight) booked via travel agency
  - Seat reservation is possible from 14 days up to and including 4 days before your departure date.
  - For your return flight seat reservation is available from 28 days up to and including 4 days before the return date.
  - From 3 days before your departure it is no longer possible to reserve a seat.
  - Seat reservation is available a day after booking.
  - The reservation of a seat type is only possible once the booking has been fully confirmed.
- Holiday (hotel + flight) booked via website
  - Seat reservation is possible from 14 days up to and including 4 days before your departure date.
  - For your return flight seat reservation is available from 28 days up to and including 4 days before the return date.
  - From 3 days before your departure it is no longer possible to reserve a seat.
  - Seat reservation is available a day after booking.
  - The reservation of a seat type is only possible once the booking has been fully confirmed.

### 2. Is it possible to reserve a seat on all flights?

You can reserve a seat on all flights operated by Thomas Cook Airlines (flight number begins with **HQ**). And in high season on some partner airlines; for example Tailwind Airlines (TWI).

3. What do the differently coloured seats stand for?

Thomas Cook Airlines Belgium use three different colour codes:

- Green seats (RS) are standard type seats
- Yellow seats (FR) are seats in the first row
- Red seats (ES) offer more legroom (min. 12 cm!) than other rows and are located next to the emergency exit

The light grey and dark grey seats are no longer available.

4. What does the letter I on certain seats stand for?

According to safety norms only one baby (infant – under the age of 2 years old) can sit in each row. This also means that a family with two babies is unable to sit together, the family members are obliged to sit one behind the other (or in staggered seating). The seats marked with an I are mostly located by the window, but this can differ depending on the type of aircraft.

5. Can my children sit with us by the exit/emergency exit?

Whether or not the child is allowed to sit by the emergency exit is dependent on the airline company and the age of the child

- Thomas Cook Airlines (FQ) – Children under the age of 12 years are not allowed to sit by the emergency exit.
- Tailwind Airlines (TWI) - Children under the age of 18 years are not allowed to sit by the exit/emergency exit.

To be on the safe side, it is best not to select seats by the exits/emergency exits for your children. Children can be seated either in front of or behind the exit/emergency exit.

6. Can anyone sit by the exit/emergency exit?

The following passengers may not sit by the exit/emergency exit:

- Unaccompanied minors
- Children (see Point 5)
- Disabled persons, people with restricted mobility
- Mentally handicapped people
- Visually impaired people
- People with hearing difficulties
- Pregnant passengers
- Passengers travelling with a baby (infant)
- Passengers with wheelchair assistance (WHCR, WCHS, etc.)
- Passengers travelling with a pet in the plane (PETC, etc.)

7. How much does a seat reservation cost?

Depending on the type of seat and the period of travel we apply the following prices on Thomas Cook Airlines (HQ), Tailwind Airlines (TWI):

- €10: Standard type seat
- €20: Seat on the 1<sup>st</sup> row
- €25: Seat with extra legroom (exit)

8. Should I print out proof of my seat reservation and take it with me to the check-in counter at the airport?

You do not need proof of your seat reservation to obtain the type of seat you have requested, but the printed confirmation can always be of help in the event of irregularities.

9. What should I do if I encounter any problems with my reserved seats at check-in or on the plane?

Operational reasons (change of aircraft, more premium passengers, etc.) may mean that your chosen seat number differs from the number on the confirmation but as long as the seat type you reserved remains the same you are not entitled to a reimbursement.

Seat TYPE = A window seat or an aisle seat or a mid-row seat to the right (or left), a seat in the 1<sup>st</sup> row, a seat by the emergency exit.

Suppose that:

- The assigned seat is not the seat type you reserved and you have not been moved for security reasons.
- Or you have made a seat reservation for several people to be seated next to one another but this turns out not to be possible (seats separated by the aisle are displayed as consecutive seats).

Then the cabin staff will provide you with a proof for reimbursement for the respective route. It is also possible to submit your complaint (along with boarding card and confirmation of seat reservation) to:

Neckermann	quality@neckermann.be
Thomas Cook	quality@thomascook.be
Pegase	quality@pegase.be
Thomas Cook Airlines or a flight ticket via thomascook.be / neckermann.be / others	customerservice@thomascookairlines.com

10. Can I sit with my travel party? Even if they have a different booking number?

Yes, as long as the people in the travel party also make a seat reservation via this website and you sort out the seating arrangements amongst yourselves.

11. Can I reserve my seat if my booking is not fully confirmed?

It is only possible to reserve your seat type once the booking has been fully confirmed.

12. Can I still make alterations to my reserved seats?

Once you have booked and confirmed a seat it is no longer possible to make any alterations to it.

13. I have altered something in my file. Does this make a difference to my seat reservation?

Depending on the type of alteration, this may have an influence on your seat reservation and you may not be entitled to reimbursement.

A few examples:

- You decide to alter your date of departure or return. Then you will need to rebook your seats for the new date. You can do this yourself via the website; no intervention from the Contact Centre is required.
- A booking has been made for an additional person. Then you need to reserve a seat for this additional person. This cannot be done via the website; you will need to contact the Contact Centre .

14. I have cancelled my file. What happens to my reserved seats?

You are not entitled to the reimbursement of your seat reservation.

15. I have only made a seat reservation for myself, not for my wife and children. Will they automatically be given seats next to mine?

Making a seat reservation for just one person is not sufficient. Fellow travellers are not automatically placed next to the person who made the seat reservation. If you want to be sure that the whole family sits together, then you should make a seat reservation for your wife and children as well.

16. I have decided not to have a meal on board. Does this mean I can only sit at the back of the plane or by the emergency exits?

Every customer can choose whether or not to have a meal on board Thomas Cook Airlines or Tailwind Airlines.

Premium Option → Only sit in the front section of the plane.

Meal option → Only sit in the middle and by the exits/emergency exits.

No meal option → Only sit at the back or by the exits/emergency exits.

The seat reservation system only displays the rows which are accessible to you.

17. I am a premium passenger (premium service booked). Can I book a seat by the emergency exits?

As a premium passenger you are not entitled to buy a seat by the emergency exit. Premium passengers can only choose from the seats which are located at the front of the plane.

18. Someone in my travel party is pregnant. Do we have to take anything particular into account when making a seat reservation?

A pregnant woman may not travel in a seat with extra legroom because these are located by the emergency exit.

19. My husband/wife has requested wheelchair assistance. May he/she also request a specific seat location in the plane?

Your husband/wife may not select a seat with extra legroom, because these seats are located by the emergency exit. In addition, your husband/wife must pick a window seat (for safety reasons). A window seat is obligatory for all passengers with a wheelchair assistant code (even if only for transport to the gate). If you do not respect this requirement, you will be moved and will not be entitled to reimbursement.

20. I am taking my pet with me on the plane. What must I be aware of when making my seat reservation?

The same goes for pets which travel in the cabin. You may not sit by the emergency exit. A passenger travelling with a cat or dog must occupy a window seat. If two of you are travelling together and each of you has a cat or dog, then one passenger must sit by the window and the other alongside him/her. If you do not respect this requirement then you will be moved and will not be entitled to reimbursement.

21. I have an all-in-one flight (eg. BRU-LXR-HRG-BRU). Is it still possible to make a seat reservation?

For flights which call at two destinations, then for the flight from your destination back to Belgium you may only occupy your reserved seat type from the second destination.

*For example: You book Antalya - Brussels, but the flight has a stopover in Izmir. You can occupy your reserved seat from Izmir.*

For flights with different departure points, for example from Liège and Ostend, you can occupy your reserved seats from the second departure point.

22. Do you require any help? Any unanswered questions?

Do not hesitate to get in touch with your travel agent or the Contact Centre on the number:

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#### INTERNET CHECK-IN

1. What is internet or online check-in?

Online or internet check-in means that you register online in the airport's check-in system. In concrete terms this means that you only need to hand in your luggage at a separate counter, then you can go straight to the gate. Online check-in is only possible before your departure from Brussels and once you have made a seat reservation.

2. Is online check-in possible on all the flights?

Online check-in is currently only possible for flights operated by Thomas Cook Airlines (HQ) and departing from Brussels.

3. Can I still check-in online and print out my boarding card the day before departure?

Online check-in is possible till 4 days before departure. So it is not possible to check-in online one day before departure.

4. I do not have a seat reservation, but I want to check in online, is that possible?

Checking in online is only possible once you have made your seat reservation.

5. I have already checked in online, but I have modified my seat reservation. Is my printed boarding card still valid?

If there is a modification in your seat reservation or in your file (name change, flight time alteration, addition of a passenger, etc.) then your internet check-in is no longer valid. You will receive an email informing you that your internet check-in is no longer valid. If your modification is made 4 or more days before departure then it is still possible to check in online via this application.

#### NO MEAL – Premium MEAL – PREMIUM

1. I have booked a flight ticket via the website, do I have a meal on board?

If you book your ticket online; then you don't have a meal on board. Every customer of Thomas Cook Airlines has the free choice of taking a meal or not on board.

2. We travel with three persons, but only two would take a meal and the other one no meal, is this ok?

No, everyone within the same reservation needs to take the same catering during the flight. For example; if you travel with three persons, all three need to take meal or need to take no meal. This way everyone within the same reservation is also seated in the same catering zone (see point 16).

3. What are the catering possibilities?

As a customer you have three possibilities:

1. No meal on board

You prefer not to have a meal during the flight. On board there are some small snacks/candy for sales.

2. Meal on board

For a price of € 14.99 - € 16.99 per person/way (depending of the destination) you receive a delicious 3 course meal during the flight. The meal depends on the length of the flight and includes one soft drink and one coffee or tea.

3. Premium on board

For a price of € 44.99 - € 49.99 per person/way (depending of the destination) you receive:

- 25 kg hold luggage instead of 20 kg.
- 8 kg hand luggage instead of 6 kg
- Reserved seats for the front rows

- Fast separate check-in at Zaventem airport
- Fast lane at Zaventem airport
- Be first to board and first to pick up your luggage at the destination
- A delicious meal (incl. 1 wine or beer)
- Soft drinks during the flight
- Travel kit with handy products for during the flight

Also the kids can enjoy this service and 10€ cheaper!

4. I have decided not to have a meal on board. Does this mean I can only sit at the back of the plane or by the emergency exits?

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