

Terms and Conditions - Seat Selection / Reservation

Vayama is an online travel agent which, via its Website, makes bookings in the Traveller's name for Airline Tickets. It is also possible to make a seat reservation when booking a flight on **Vayama**. When making a seat reservation – these terms and conditions and the terms and conditions of the airline with regard to seat selection /reservation are applicable to this booking.

For your own safety as well as that of all our passengers aboard the aircraft, not everyone can reserve a seat. **Please be referred to the website of the airline and carefully read their Seat Selection policy.** An airline has the sole discretion, at check-in or boarding, to determine whether a passenger meets the requirements to sit in a specific seat. If the Traveller does not meet the Airlines requirements, they will be assigned a different seat.

Seat selection is subject to the availability of requested seats by the airline. A Traveller can reserve a seat when making a booking on **Vayama**. Seat reservations are possible until 48 hours before departure of your flight. As always, the earlier you book, the more seats will still be available from which to choose. If you do not reserve a seat, you and your travelling companions will be assigned to the remaining seats during check-in. Unfortunately, this means that the airline cannot guarantee that you will be sitting together.

You can only reserve a seat in if you have not yet checked-in online with the Airline. After checking-in online, you can no longer add anything to or change your booking. Have you already reserved seats? You can no longer make any changes after you have checked in online.

An airline always reserves the right to reassign seats at any time for operational, safety or security reasons.

Passengers who change flight data, route or name cannot transfer the assigned seats to the new data / flight / name. Passengers who have specific needs should call us or the Airline directly regarding the allocation of an appropriate seat.

Seat selection is non-refundable unless:

- The Airline changes your seat for operational, safety or security reasons (even after boarding the aircraft), and the airline is unable to seat you in a suitable alternative;
- There is a flight disruption causing you to be moved to another flight and the airline is unable to seat you in a suitable alternative on your new flight;
- Your flight is cancelled by the airline;
- The airline moves you to a seat in a higher cabin class for operational, safety or security reasons.

Seat selection refund conditions are independent of ticket refund conditions.

If your seat is changed by the airline for operational, safety or security reasons or you are affected by a flight disruption or cancellation, you may apply for a refund after departure by contacting our customer service center (details can be found on our website). Refunds can only be requested after departure of the affected flight. Refund requests must be received by Travix Nederland B.V. (the company behind **Vayama**) no later than 3 months after the affected flight.