



General Information for Airship Flight

Terms of Air Transportation and Flight Fares

The terms of your flight contract are based on the DZR general terms of business and accounting. These may be obtained from all DZR offices and can be viewed at www.zppelinflug.de. Contract terms will be sent upon request.

Flight Restrictions

Passengers must be able to independently go up and down stairs to board and disembark from the airship. If this is not the case, we must exclude that passenger from the flight for security reasons.

Tips for Proper Attire

Your airship flight may prerequisite boarding or disembarking on unpaved surfaces (fields, gravel surfaces). Please do not wear high heeled shoes.

Confirmation

We ask you to call our Call Center one day prior to your scheduled flight if weather conditions are pending. In case of flight cancellation or postponement due to inclement weather or other operational reasons, neither scheduled flight times nor dates are guaranteed and form no part of your flight contract.

Reservations

Please make reservations for your flight as early as possible at one of our DZR offices or the DZR hotline. Inform us immediately should your travel plans change, so that your reservation may be offered to another waiting passenger and to avoid unnecessary cancellation charges.

Seat Reservation

Seat reservations are not guaranteed and can be changed at short notice due to cabin layout.

Deutsche Zeppelin-Reederei Boarding Times

Set boarding times are a strict prerequisite for punctual flights. Please be present early in order to have your flight ticket and boarding card ready before it is time for boarding preparation. Usually, boarding preparation begins 60 minutes before scheduled take-off.

Tickets

After making your reservations, you will receive confirmation and/or a bill for your flight. After payment has been made, please present your confirmation on the date of your flight at Check-In. Your ticket will be issued at that time. Please note that you must present a current passport or proper identification at the time of ticket issue.

Baggage

Carry-on baggage on Zeppelin flights is limited to items for personal use during the flight (i.e., one camera per passenger). Generally, additional baggage is not permitted.

Smoke-Free Flights

All Deutsche Zeppelin-Reederei services are non-smoking flights.

Electronic Devices

The use of following electronic devices aboard the airship may be hazardous and is thus strictly prohibited at all times: mobile telephone, radiotelephone communication equipment, CD player, PC with printer, CD-ROM or cordless mouse, TV set, and radio-operated toys. Mobile phones including stand-by function must remain "off". All other equipment such as gameboys, cassette recorders, laptops, calculators or video cameras can be used during flight when the seat belt sign is "off", as long as they do not cause interference. Please observe the directions of the cabin attendant.

Further information can be obtained at the office of the Deutsche Zeppelin-Reederei.

Rebooking

There is a fee of € 15.00 charged for each rebooking. Rebooking is possible up to 19 days before scheduled flight date.

Fees

Fees of € 15.00 are included in every ticket price. They can not be reimbursed.

Cancellations

Cancellation fee is dependent on date of cancellation. Reimbursement is made in accordance with payment method.

Up to 31 days prior to scheduled flight: 75% reimbursement of flight fare

30 to 15 days prior to scheduled flight: 50% reimbursement of flight fare

15 to 8 days prior to scheduled flight: 25% reimbursement of flight fare

less than 7 days before scheduled flight: no reimbursement possible.

Reimbursement is rounded to the nearest EURO value.

Vouchers can not be reimbursed but can be transferred on other persons. Voucher transfer must be notified to Deutsche Zeppelin Reederei GmbH by stating explicitly the booking code and the name of the new beneficiary.

For complete information, please contact the Deutsche Zeppelin-Reederei Call Center at 0700-ZEPP 2001 (0700 - 9377 2001). Changes in online reservations can be made at the Call Center as well as at Deutsche Zeppelin-Reederei ticket counters.

Cancellations must include your reservation number. In your own interest and to avoid misunderstandings, we strongly recommend making cancellations in writing. Assumed date of cancellation is receipt of cancellation at DZR.