

Conditions of travel for unaccompanied minors

Unaccompanied Minors may only travel if:

- Prior authorization from Eswatini Air was received.
- Unaccompanied Minors should reach their destination before 20:30 hrs. for all direct flights. In cases where connecting flights are applicable it is not mandatory. Connecting flights may not be on the next day.
- They are escorted to the airport and checked-in by a responsible agent, and received at their destination by an authorized agent.
- They are in possession of written consent on the reverse of last coupon on unaccompanied minor booklet which must be completed by their parents or guardians when the minor is accepted at check in.
- The correct booking procedures, as outlined below, have been followed.
- Parents or guardians of children with disabilities or additional needs must inform Eswatini Air at the time of booking so the necessary care and facilities can be arranged.

Booking an unaccompanied minor ticket

The child's parent or legal guardian must call their local Eswatini Air office to arrange for their travel and obtain authorization from Eswatini Air.

Before flying

Children travelling alone are entitled to the full adult baggage allowance and full fare for **Y** class. Travel documents: Your child must be in possession of the necessary documentation: a valid passport, visas and health documents or any documentation required by a country such as unabridged birth certificates or letters of consent. Please note the Eswatini Air travel requirements for minors travelling to and from Eswatini and ensure you have put in place the relevant documentation.

At the airport

For safety and security reasons, Eswatini Air has the right to refuse travel if the child is not booked as an Unaccompanied Minor. Please ensure that the necessary arrangements are made, as outlined above. At check-in, an Eswatini Air representative will escort your child through the passport control, taking care of all their travel documents, and security checks right up to finding their seat.

Parents should remain at the airport until the flight has departed.

In the air

Before the flight, the cabin crew will be notified of your child's name, age and any special requirements. They will regularly check that your child is comfortable and entertained throughout the flight.

On arrival

Upon landing, your child will be introduced to an Eswatini Air agent, who will escort them through the airport immigration to arrivals, and personally hand them over to the parent or guardian. This person must carry proof of identification that matches the description given by the parent. Kindly make sure that the appointed guardian is not late, causing unnecessary distress to the child.

Transit

At transit stops your child will always remain in the care of either cabin crew or ground staff. It is the responsibility of the parent/guardian to ensure that the child is a confirmed Unaccompanied Minor on all connecting airlines the child is travelling on.

Onward and return flights.

Should you need to change your child's travel plans, please inform us at any time before or during the trip as restrictions do apply to some airfares. Please check that the request for travel as an Unaccompanied Minor or escort provision is transferred to the new flight.

Inform your child.

We will do our best to ensure that your child has a pleasant journey from start to finish. However, there are a few things you can do to make it easier:

- Make sure your child knows who is to meet them at their destination.
- Explain the importance of their passport and tickets, and ensure they can recognize both.
- The Unaccompanied Minor identification lanyard cannot be removed as it is a form of classification.
- Children must not leave the aircraft unattended and must wait for the cabin crew's assistance before they exit the plane.