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# Albania





## Air Transport

Dear visitor, the first step to care about once you have decided to spend your holidays in Albania is the trip. If you have chosen to travel by airplane in the following we will deal with the troubles and the most common issues one may face and what are the procedures and conditions of an eventual compensation.

### **Air carrier passenger rights**

The granted air passengers' rights in Albania are principally provided not only by the Albanian Republic Air Code are also adapted by Regulation no. 1 date 26.02.2013 on 'compensation, passenger assistance in the event of denied boarding and cancellation or delay of the flight' of the Minister of Transports (which transposes Regulation (EC) 261/2004 by European Council and Parliament. The objective of the Regulation no. 1 date 26.02.2013 for 'compensation, passenger assistance in cases of denied boarding and cancellation or delay during the flight' of the Minister of Transports is to define the compensation rules and assistance for passengers in the following situations:

- **Denied boarding**
- **Cancellation**
- **Delay**
- **Downgrading of the service category**

The guideline issues the enforcement right to the Civil Aviation Authority as the national responsible body its full implementation for passengers who depart from an international Albanian airport or from a non EU member state international airport to Albania, in cases applied to Albanian operating air carriers.

Note: In the event where passenger departs from an EU member state (regardless of the operating air carrier's nationality) or in the event where the passenger departs from a country outside EU and travels on an EU licensed airborne operator, its rights are first guaranteed by the EU Regulation

(EC) 261/2004. In the event where the passenger departs from a third country outside EU to Albania or to EU member state, but provided service by an operating air carrier not licensed in Albania or any EU member state, consequently its rights are recognized neither by the Albanian Regulation nor by the EC Regulation.

## **Article .1 Guideline Scope**

The rights defined in the regulation are implemented to:

- a) Passengers departing from an airport located in the Albanian territory (or CEAS according to the unilateral agreement);
- b) passengers departing from an airport located in a third country to an airport located in the Republic of Albania (or CEAE) in cases when the operating air carrier is of Albanian nationality (or CEAE according to the unilateral agreement), not including cases when compensation and assistance is previously offered in the third country.

The Albanian Civil Airport Authority, as the national authority that guarantees the provision of passenger rights processes the claimed complaints that benefit based on the guideline, pointing and orienting passengers the rights and steps to follow when possible for benefitting of their rights and claims, providing the necessary measures towards the operating air carriers that do not implement to the defined and agreed rights.

## **Article 2 Conditions passengers should meet**

- a) Passengers must obtain a confirmed reservation, except cancelled cases mentioned below 'Cancellation' of the flight and introduce at the tickets' check in, as provided and written (electronically) in the defined time schedule, by the operating air carrier, tour operator or an authorized agent, or if no time is indicated not later than 45 minutes before the published departure time.
- b) Re-routing by an air carrier or tour operator from the flight for which they had a reservation to another flight, regardless the reason.

### **Article 3 Regulation application exclusion**

- a) The guideline does not apply to passengers travelling free of charge or at a reduced fare not available directly or indirectly to the public. However, the regulation shall apply to passengers having tickets issued by an air carrier or tour operator under a frequent flyer program or other commercial program.
- b) This regulation applies only to passengers transported by a motorized fixed wing aircraft.
- c) The regulation shall apply to any air carrier operator providing transport service to passengers according to sections 1 and 2. Where an operating air carrier which has no contract with the passenger performs obligations under this guideline, it shall be regarded as doing so on behalf of the person having a contract with that passenger.
- d) The guideline shall not apply in cases when a tour package (scheduled trip) is canceled for reasons that do not affect the flight cancellation.

### **Article 4 Denied boarding**

- a) When an operating air carrier line reasonably considers denying boarding to passengers, it shall first call for volunteers to surrender their reservations in exchange for benefits under conditions to be defined and agreed between the concerned passenger and the operating air carrier. The volunteers are assisted as described in article 8 and such assistance being additional to the benefits mentioned in this paragraph.
- b) If an insufficient number of volunteers come forward to allow the remaining passengers with reservations to board the flight, the operating air carrier may deny the boarding to passengers against their will.
- c) If boarding is denied to passengers against their

will the operating air carrier shall immediately compensate and assist them as provided in article 7, according to provisions of article 8 and 9.

## Article 5 Cancellation

In the event of cancellation of a flight the concerned passengers are:

- a) offered assistance by the operating air carrier in accordance with article 8; and
- b) are offered assistance by the operating air carrier in accordance with article 9 (1) (a) and 9 (2) as well as in event of re-routing (new itinerary), when the expected time of departure of the new flight is at least the day after the departure as it was planned in the cancelled flight, the assistance is provided by articles 9 (1) (b) and 9 (1) (c);
- c) eligible to rights to compensation by the operating air carrier in accordance with article 7, unless;
  - i) passengers are informed of the cancellation at least two weeks before the scheduled time of departure; or
  - ii) passengers are informed of the cancellation between seven days to two weeks prior to the scheduled time of departure and are offered re-routing allowing them to depart no more than 2 hours before the scheduled time of and reach their



final destination in less than seven days after the scheduled time of arrival; or iii) are informed of the cancellation in less than seven days prior to the scheduled time of departure and are offered re-routing, allowing them to depart no more than 1 hour prior to the scheduled time of departure and to reach their final destination less than two hours from the scheduled time of arrival.

When passengers are informed of the flight cancellation an explanation shall be given concerning possible alternative transport.

An operating air carrier shall not be obliged to pay compensation in accordance with article 7, if it can prove that the cancellation was caused by extraordinary circumstances which could not have been avoided even if reasonable precautions had been taken.

The burden of proof concerning questions as to whether the passenger has been informed of the flight cancellation shall rest with the operating air carrier responsibilities.

## **Article 6 Delay**

When an operating air carrier reasonably expects a flight to be delayed beyond its scheduled time of departure:

- a) for two or more hours in flight distances of 1500 km or less; or
- b) for three hours or more in the case of flights within ECAS of more than 1500 km and of all other flights between 1500 and 3500 km; or
- c) for four or more in the case of all flights not falling under (a) or (b)

passengers shall be offered by the operating air carrier:

- i) assistance specified in articles 9 (1) (a) and 9 (2); and
- ii) when the reasonably expected time of departure is at least the day after the time of departure previously announced, the

specified assistance in article 9 (1) (b) and 9 (1) (c); and  
 iii) when delay is at least five hours, the assistance specified  
 in article 8 (1) (a).

In any case the assistance will be provided within the above  
 defined time limits in regards to each distance.

## **Article 7 Right to Compensation**

I. All references applied in this article, passengers will  
 benefit a compensation value up to:

- a) 250 euros for all flights of a distance 1500 km or less;
- b) 400 euros for all flights within the ECAS of more than 1500  
 km and for all flights between 1500 and 3500 km;
- c) 600 euros for all flights not falling under (a) or (b).

In determining the basis shall be considered the last  
 destination at which the denial of boarding or cancellation  
 will delay the passenger's arrival after the scheduled time.

II. The airline operator may deduct the provided  
 compensation in article 1 by 50 % when passengers are  
 offered re-routing(new itinerary) to their final destination by  
 an alternative flight according to article 8, when the scheduled  
 time of arrival does not exceed the previous reservation.

- a) by 2 hours including all flights of 1500 km or less; or
- b) by three hours including all flights within CEAS, more  
 than 1500 km and all other flights between distance  
 1500 and 3500 km
- c) by four hours in reference to all flights not falling  
 under (a) or (b).

III. The compensation referred to in section I shall be paid  
 in cash, electronic bank transfer, bank or check statement or  
 with a signed agreement of the passenger, in travel vouchers  
 or other related services.

The distances in section I and II shall be by the great circle route  
 method.

## Article 8 Right to reimbursement or re-routing

1. In cases referred to this article, passengers shall be provided the right to choose as:

a) reimbursement within 7 days, provided in article 7 (3), of the full cost of ticket price it was bought, for the part or parts of journey not made, if flight does not affect passenger or passengers original travel plan along with:

-a return flight to the first point of departure at the earliest opportunity;

b) re-routing (transfer to another line) under competitive transport terms and conditions to their final destination at the earliest opportunity; or

c) re-routing (transfer to another line) under competitive transport terms and conditions to the final destination at a later date agreed to passenger's convenience, subject to availability of seats .

2. Section 1 (a) shall also apply to passengers whose flights are part of a package, except for the right to reimbursement right claim, unless derived by the rules and regulations for tour packages.

3. In cases when several airports are several cities or regions, the operating air carrier offers a passenger a flight to an alternative to that which the booking was made or to another close destination agreed with the passenger.

## Article 9 Right to Care

1. According to the article passengers are provided free of charge:

a) meals and refreshments in a reasonable relation to the waiting time

b) hotelaccommodation in cases where:

- a stay for one or more nights becomes necessary; or a necessary additional night is necessaryto the passenger; or

c) transportbetween the airport and the accommodation place (hotel or other)

2. in addition, passengers shall be offered two free phone calls, telex, fax messagesor email.

3. In accordance to this article, the air carrier shall pay particular attention to persons with reduced mobility and their accompanying persons, as well as to the needs of unaccompanied children.

## Article 10 Category upgrading and downgrading

1.If an operating air carrier places a passenger in a class higher than that the ticket was purchased, it may not request any supplementary payment.

2. If an operating air carrier places a passenger in a class lower than that the ticket was purchased, it shall within seven days by the means provided for in article 7 (3) reimburse;

a) 30 % of the price of the ticket for all flights of 1500 km or less; or

b) 50 % of the price of the ticket purchased for all flights within CEAS of more than 1500 km, except flights between CEAS territory and all flights between 1500 and 3500 km; or

c) 75 % of the price of the ticket for all flights not provided in (a) and (b) including flights between the CEAS territory.

## **Article 11 .Persons with reduced mobility or special needs**

1. Operating air carriers shall give priority to carrying persons with reduced mobility and any persons or certified service dogs accompanying them as well as unaccompanied children.
2. In cases of denied boarding cancelation and delays of any length persons with reduced mobility and any person accompanying them as well as unaccompanied children shall have the right to care in accordance with article 9 as soon as possible.

## **Article 12 Further compensation**

1. This regulation shall apply without prejudice to a passenger's rights to further compensation. The compensation granted under this regulation may be deducted from such compensation.
2. Section 1 shall not apply to passengers who have voluntarily surrendered a reservation according to article 4 (1).

## **Article 13 Right to compensation**

1. In cases when the air carrier operator compensates or fulfills its assigned obligations according to the guideline, no clause of this regulation can be interpreted as the carrier's rights limit to demand compensation from a person, third parties included, in relation to the law in force.
2. Specifically, the regulation does not limit the air carrier's right to claim reimbursement from a tour operator or other person who the air carrier operator has an agreement.
3. Similarly no clause of the guideline can be regarded as a rights' limit to a tour operator or a third party, but not a passenger which the air carrier operator possesses an agreement to demand reimbursement or compensation by the air carrier operator in accordance to the defining laws.



## **Article 14 Obligation to inform passengers of their rights**

1. The operating air carrier shall ensure that at check in gate a clear legible notice is shown containing the following text is visibly displayed to passengers “If you are denied boarding or if your flight is cancelled or delayed for at least two hours ask at the boarding gate desk for the text stating your rights, particularly regarding compensation and assistance”.

2. The operating air carrier should:

- provide each affected passenger a written notice defining the rules for compensation and assistance in line with the regulation;
- provide similar notice to every affected passenger by a delay of at least two hours;
- provide to passengers contact details in written form of the responsible designated body referred in article 16.

3. In relation to blind and visually impaired persons the provisions of this article will be applied using appropriate alternative means.

## **Article 15 Exclusion of waiver**

1. Obligations towards passengers pursuant to this regulation may not be waived or limited, notably by derogations or restrictive clause in the carriage contract between passengers and operators.

2. If such a restrictive clause or derogation is applied affecting the passenger or the passenger is not correctly informed of his rights and for that reason has accepted a lower compensation than provided for in the regulation, he has the right to take the necessary proceedings before the courts or bodies in order to obtain additional compensation.

## Article 16 Competent bodies

1. The Civil Aviation Authority (CAA) is the assigned authority responsible for implementing this regulation of flights of departing from Albania or from third party countries outside CEAS and that arrive in Albania.
2. When reasonably considered, CAA takes all necessary measures to ensure the implementation of the passenger rights.
3. Without affecting article 12, each passenger may issue a complaint to CAA or any defined CEAS member state authority, as provided in the multilateral agreement for any claimed infringement according to the regulation's definitions for every operation in the Republic of Albania or CEAS airports or that relate to any flight from a third party country outside CEAS to the Albanian territory or CEAS country, according to the multilateral agreement.
4. The sanctions applied for infringement of these regulation dispositions must be effective, proportional and explanatory.

## Article 17 Loss of luggage

In case of delayed / damaged registered luggage delivery (submitted luggage is provided an id code of luggage) when reaching the destination it should:

BE FILLED A REPORT OF THE LUGGAGE LOSS OR DAMAGING aiming the case circumstances, prior to leaving the handing over of the luggage at the LOST & FOUND airport office, filling the proper forms generally known as P.I.R (Property Irregularity Report ).

**LOSS OF LUGGAGE** – if within 21 days from the submitted form of the 'Loss Luggage Report' there has been no notifying luggage finding notification the whole documentation is sent to the Clients' Relations Office and /or Air Carrier Luggage Assistance Company you travelled claiming the compensation procedures.

**RETRIEVE OF THE LOST LUGGAGE** – in case of retrieve of the lost luggage, within 21 days from delivery, the documentation is sent to the Clients' Relations Office and / or Air Carrier Luggage Assistance Company you travelled, aiming the eventual expenses procedures.

### **NECESSARY DOCUMENTS FOR BOTH CASES:**

- Travel ticket or reservation code in case of online booking;
- Original P.I.R report issued at the airport
- Original luggage ID and proof of additional pay in cases of overload luggage
- A list of eventual missing items in case of recovery
- Original vouchers or financial bills which reflect the purchased material (related to time waiting) until delivery of personal belongings included in the luggage;
- Full bank account information: Name and bank address, account number, SWIFT code for international accounts, name and last name of the bank account entitled name. If the data of the bank account do not match the person who applied there should be specified the address, phone number, fax number (if any), email (if any).

**LUGGAGE DAMAGE** – In case of luggage damage, within 7 days from the 'Luggage Damage Report' the documentation below is sent to the Clients' Relations Office and /or Air Carrier Luggage Assistance Company you travelled, aiming the eventual expenditure procedures.

**NECESSARY DOCUMENTS:**

- Original travel ticket and reservation travel code if booked online
- Original P.I.R report issued at the airport
- Original luggage ID
- A list of luggage content that was eventually damaged;

In case of loss, damage or delay luggage delivery, the passenger is eligible to a compensation up to 1100 Euros from the European Union Air Companies that are part of the Warsaw Agreement, except cases when the passenger has agreed to an interrogative insurance.





## Maritime Travelling

### **TICKET CANCELLATION, PENALTIES, DENIAL OF EMBARKATION AND REIMBURSEMENT:**

The Passenger's Ticket Cancellation (to be directly communicated to the maritime carrier or travel agency) will result of the applicable penalties below, the maritime carrier shall demand and deduct from the passenger's ticket price of purchase (if reimbursable, where it is purchased);

(i) cancellation of the reservation up to twenty days before departure; shall apply a penalty by 20 % of the ticket price;

(ii) cancellation from eleven days up to four days before departure; shall apply a penalty by 25 % of the ticket price;

(iii) Cancellation from three up to twelve hours before departure; shall apply a penalty by 50 % of the ticketfare;

(iv) the notified cancellation beyond these deadlines, shall apply a penalty by 100% of the ticket's price.

The passenger who without prior notice has communicated cancellation, does not embark or boards at the assigned ship marked in the embarkation letter after checking-in, or communicates partial check-up withdrawal shall lose the reimbursement rights, partial, of the paid sum, legally forcing the payment of the passing ticket if not fully paid. The above penalties shall apply on the total passengers' fee, reserved vehicles, additional and taxes.

Date and time of cancellation shall be marked in the ticket by the carrier, its travel agencies or other related travel agency that issued the ticket. The time limits calculations shall start from the following day of the cancellation date, including the date of departure. Reimbursements shall be made at the issuing tickets place with the condition that the cancellation date results registered in the telematics procedure or

confirmed in written form, signed and sealed by person in force and embarkation port office.

No reimbursement shall be recognized by the maritime carrier of the embarkation denial hypothesis consequently for:

(i) security reasons, eventhough the passenger is introduced in person for boarding in time;

(ii) indroduction of a non suitable document by passenger for disembarkation in the port of destination;

(iii)lack of subject's involvement introducing at the boarding among the names on the ticket;

(iv)ticketsissuedwith special fares and conditions previously shown;

In the event of ticket cancellation, there shall be applied the heaviest penalty estimated referred to the date the changes were made. The open date return ticket may be reimbursed during their validity period applying a penalty equal to 10 %.

## **INFORMATION, ASISSTENCE AND PASSENGER RIGHTS IN THE EVENT OF CANCELLED OR DELAYED:**

In the case of cancellation or delay of departure, passenger shall be provided information and rights of assistance under articles 16,17 and 18 and EU Regulation no 1177/10 without exclusions referred to article 20 af the regulation (noted below "1. Articles 17, 18 (...) shall not apply to opened tickets' passengers if time of departure is not specified not including passengers who hold a travel pass or season ticket. 2. Article 17 (..) shall not apply in the event where the passenger is informed of the cancellation or the delay prior to ticket purchasing or the delay is caused by the passenger himself. 3. Article 17 section 2 shall not apply in case the carrier proves that cancellation or the delay is affected due to the weather conditions that endanger the safe operation of the ship').



## THE RIGHT OF COMPENSATION OF THE TICKET PRICE IN THE EVENT OF DELAY IN ARRIVAL

In the event of delay in the final destination where the time of arrival is previously marked by the carrier in the transport contract and a burden proof is applied under article 14, the passenger shall seek reimbursement application as compensation. In this case, under article 19 of the EU Regulation no 1177/10, the passenger shall be recognized an estimated compensation of 25 % of the ticket price in case of a two hours delay of a regular service assistance by more than four hours, not exceeding eight hours or at least three hours in a regular service of more than eight hours not exceeding twenty four hours;

If the delay double exceeds the set out time, the compensation shall be 50 % of the ticket price. However, exclusions are not limited in accordance to article 20 of the regulation (as below):

“1. Article 19 shall not apply to passengers with open tickets as long as the time of departure is not specified, except for passengers holding a travel pass or a season ticket.

2. Article 19 shall not apply if the passenger is informed of the delay (...) before the purchase of the ticket (...) or if the delay is caused by the fault of the passenger (...).

3. Article 19 shall not apply if the carrier proves that the delay is caused by weather conditions that endangering the safe operation of the ship or by extraordinary circumstances hindering the performance of the passengers service which could have not been avoided even if all reasonable measures had been taken.

### CHECK-IN

Travel timetables and routes shown in the illustrative brochures are subject to changes: before embarkation the passenger is invited to check the selected travel times and routes, at the nearest maritime carrier travel agencies or carrier's internet website.

## **OBLIGATIONS IN THE EVENT OF DAMAGED OR LOSS OF LUGGAGE**

The personal damages suffered by the passenger in the event of a maritime accident or any other related, as well as delay not in comply to transport service according to the law, and specifically of the General Conditions, must be introduced in written form by passenger to the ship's headquarters or agencies/transport officials-under the claim of loss of right at the moment of disembarkation.

Loss and/or damage of luggage other than the hand luggage (or handled) of the other containing personal effects or the accompanying vehicle must be noted in written form by the passenger to the ship's headquarters or/and travel agents/agencies under the claim of loss of right at the moment of redelivery or the date the handling should had taken place, in the event of loss or visible damaging, or within 7 days from the retrieve of luggage or from the assumed date of retrieve in the event of loss or non visible damaging.

In all above mentioned events the passenger at the moment of disembarkation must always under the penalty of the loss of right shall fill and sign a damage report. The document shall be signed by the ship's command in charge only for submission purposes not consequently claiming any responsibility and/or fault by the maritime carrier company.

## **PREGNANT WOMEN**

Pregnant women passengers are obliged to inform the ship's board command prior to embarkation. Considering that ships are not fully equipped of medical appliances in case of birth and pregnancy assistance, it shall be denied the embarkation to passengers who on the travel day have concluded the 24th week of pregnancy. Pregnant passengers not having concluded the 24th pregnancy week may embark on board only after a written state communication and introduction of a medical certificate issued no later than 72 hours before departure, which explicitly authorizes the travelling and submitted to the ship's person in charge. Embarkation of passenger shall result to the awareness and agreement of

the related risks of lack of provided assistance managed in the event of pregnancy emergency state and specifics related to maritime travelling also in relation to difficulties of inland proper assistance.

### **SPECIAL ASSISTANCE PASSENGERS**

The maritime carrier company shall provide the necessary assistance to disabled persons or persons with reduced mobility during embarkation, disembarkation and on board. The reduced mobility passenger, disabled persons, sick, or other persons requiring special care assistance (for instance passenger who requires an oxygen tank) should be informed at least 48 hours before the scheduled departure provided by the company by phone or email in accordance to the provided article 11 of the EU Regulation no 1177/10. In extraordinary circumstances, the passenger shall be embarked before in time. The carrier company shall provide sufficient embarkation and disembarkation accessibility efforts disposing cabins where possible for the disabled persons. Where the cabins are not available there shall be arranged a suitable facility and assistance for the disabled passenger.

### **PETS**

Transport of pets (cats, dogs, etc) shall be free and shall be allowed only in the event of accompanied by a valid international animal health certificate. Dogs shall be wearing protective masks and tied. Cats and other domestic animals should be transported in cages. In accordance to hygienic and sanitary regulations pets shall travel in specific cabins (max no of allowed pets per cabin is 2) or onboard animal shelter. The animal's meal is provided by the animal's owner only. Considering that animal staying is not permitted in common walking areas, an outside space is provided where animals should be tied and eventually masked. Exeptions from above shall allow onboard access to the blind passenger's assistance dog and Civil Protection dogs provided with the requested proper service certificate. The passenger shall be responsible for any eventual damage suffered by its pet to materials,

third parties, crew, ship, and other. Carriers shall not be responsible for any distraint or eventual prohibition by health authorities at the embarkation or disembarkation terminal, except in the event of proven fraud hypothesis and/or guilt attributed to the carrier company. The passenger is always recommended to kindly avoid such misunderstandings and take reasonable precautions.



## Information Sheet

### “Mode of Transport in Albania”

#### By air

All air flights are transmitted through ‘Mother Teresa’ International Airport which is 17 km northwest of Tirana. The city of Tirana is connected to the airport by public transport service. Departures to the airport are at ‘Dede Gjo Luli’ street, behind the National Museum every one hour starting from 07.00 to 19.00 and the ticket price is approximately 2 euros. Taxi service costs 20 euros.

#### “Mother Teresa” Airport

**At the airport there are 24 hours service  
“duty free shops”.**

Tel:00355 4/2381800/1600

Fax: 00355 4/2379065.

Contact numbers in the event of loss of luggage:

Tel:00355 4/2381681/82, Mob:00355 69 20 66626,

E-mail:info@tirana-airport.com

Web:www.tirana-airport.com.al

#### Operating airline agencies in Albania-Tirana:

##### **ADRIA AIRWAYS”**

Bajram Curri”Bulevard,ETC shopping centre, Tiranë

Tel: 00355 4/2272666/42381911,

Web:www.adria.si

##### **LUFTHANSA**

“Zhan D’Ark” Bulevard

Pallatet e Shallvareve, Tel & Fax:00355 4/35028/29 / 4  
4539925/26

Web: www.lufthansa.com

**ALITALIA,**

“Dëshmorët e Kombit” Bulevard/ Hotel “Europapark”

Tel/Fax: 00355 4/2230023/ 44539919/92

E-mail: reservations@alitalia.it

Web.:www.alitalia.com

**AEGEAN AIRLINES,**

Tickets issued by “Albturs Travel”

Tel 355 2381950Web.

www:aegeanair.com

**AUSTRIAN AIRLINES,**

“Dëshmorët e Kombit” Bulevard, Hotel “Europapark” Tel:

00355 4/2235029/2235028/ 44539925/26,

Fax:00355 4/2235026,

Web.:www.austrian.com

**BRITISH AIRWAYS,**

Tel: 00 421 257102020/ 355 4 2381991,

www.britishairways.com

**TURKISH AIRLINES,**

“Skënderbej” Square/ “Hotel Tirana International”,

Tel:00355 4 2381901,

Fax:00355 4 2381972

E-mail: tkkamgsa@icc.al.org,

Web.www.turkishairlines.com

**PEGASUS AIRLINES,**

www.flypgs.com,

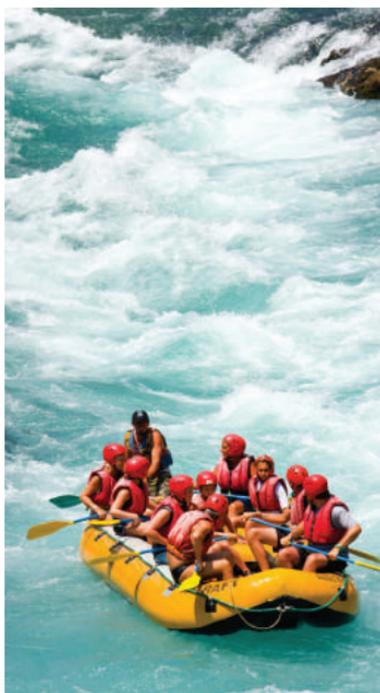
Tel :++ 90 8502506777

**AIR SERBIA,**

www.airserbia.com,

**BLUE PANORAMA AIRLINES,**

Tel ++355 44500130



## By Sea

Albania you can enter from Italy and Greece through the ports of Durres, Vlora, and Saranda. Several foreign companies operate in the ports of:

### Port of Durres

It connects with the Italian ports of Bari, Ancona, Trieste dhe Brindisi (Italy).

Tel:00355/052222028,

E-mail: portidurres@mrp.gov.al,

www.apdurres.com/al

Portual authorities operate 24 hours.

Maritime line Durrës – Trieste is operated by

“Adria Ferries “agency

Tel: 355 52 220105,

www:adriaferries.com

Maritime line Durrës – Bari, besides ‘Adria Ferries “company it is operated by “Duni Port Agency “ferry lines “Nobel Maritime Inc” ( tel 355 52 230200, www.duniport.al)

“Euro Ferries” ferry line “Northbay Maritimos Lda Madeira (tel 355 52 906448)

“Ionian Island “ferry line“ European Seaways”

(tel: 355 52 27234, www.europeanseaways)

Maritime line Durrës - Ankona operated by

“Adria Ferries” agency

Maritime line Durrës - Brindisi operated by

“Euro Ferries” agency

### Port of Vlora

It connects with the Italian port of Brindisi,

Tel:00355/033224521,

Fax:00355/033229417

E-mail:portivlore@mrp.gov.al,

www.portivlore.al  
 Portual procedures until 22:00

This ferry line is operated by companies“ Gerveni Travel” by ferry line “Red Star”  
 Tel 355 033400441,  
 mob 0692032299, E-mail: gervenishiping@hotmail.com  
 “Ruci Line” company by the ferry line “Horison”

## Port of Saranda

Provides daily passenger trips to the Greek island of Corfu,  
 Tel:00355/073222734

E-mail: portsarande@mrp.gov.al,  
 www.portisarande.com.al  
 Portual procedures until 22:00

This line is operated by the company’s ferries“Flying Dolphin SA” by ferry line Santa, Santa III dhe Kristina

“Marina Maritime S.A.” company by ferry line Kristi dhe Kaliopi

## By Land

The Republic of Albania connects to its neighbouring countries through land cross border check points. Cross bordercheck points below:

### MONTENEGRO

- Hani i Hotit border check point (Bozhaj the Montengerin side) that links Shkodra to Tuz and Podgorice.

Customs procedures provided until 22.00.  
 E-mali: hanihotit@mrp.gov.al

- Through Muriqan border check point (Sukob on the Montenegrin side) which connects Shkoder with Ulqin.

Customs procedures provided until 22.00.

E-mail: murriqan@mrp.gov.al,  
Tel & Fax:00355 26290070

- Through the cross border check point of Vermosh that links Kelmend region to the Plave and Guci area.  
Customs procedures provided until 22.00.

## **KOSOVO**

- Through border check point of Qafe e Morines (Kosovar side is called check point of Vermice) that connects Kukes with Prizren.

E-mail: morine@mrp.gov.al

- Through Morine border check point that connects Bajram Curri with Gjakove.

- Through Qafe e Prushit border check point that connects Bytyç and Has area with Gjakove.

- Through Shishtavec border check point that connects the area with Brod and Grgash.

## **MACEDONIA**

- Through Qafe e Thanës (Kafasan on the Macedonian side) border check point that connects Pogradec with the Struge and other Albanian regions.

Customs procedures are provided until 22.00.

E-mail: qafethane@mrp.gov.al,

Tel & Fax:00355 8326166

- Through Tushemisht border check point that connects Pogradec with Shen Naum and the southern part of Ohrid Lake. Customs procedures provided until 22.00.

E-mail: tushemisht@mrp.gov.al

- Through Bllate border check point that connects Peshkopi with Bulqize and Diber e Madhe.

Customs procedures provided until 22.00. E-mail: pkkbllade@mrp.gov.al

- Through Gorice border check point (Stenje on the Macedonian side) that connects Prespa e Madhe lakeshores on both sides of the border.

Customs procedures provided until 19.00. E-mail: gorice@mrp.gov.al

## GREECE

- Through Kakavie border check point that connects Gjirokaster with Janine. Customs' procedures are provided 24 hours a day.

E-mail: kakavije@mrp.gov.al

- Kapshtice border check point (Kristalopigi on the Greek side) that connects Korça with Follorine and Thessaloniki. Customs procedures provided 24 hours a day. E-mail: pkkkapshtice@mrp.gov.al

- Through Tre Urat border check point that connects Permet with Konice on the Greek side border.

Customs procedures are provided until 22.00. E-mail: pkktreurat@mrp.gov.al

- Through Qafe Bote border check point that connects Konispol with Filat on the Greek side border.

Customs procedures are provided until 22.00. E-mail: qafebot@mrp.gov.al

## LAND TRANSPORT AGENCIES

By bus line service ii provided between these cities;

Tiranë - Tetove, other cities /towns in Macedonia through Qafe Thane.

Tirane - Prishtine and other cities/towns in Kosovo through Morine.

Korçe - Thessaloniki and other cities/towns in Greece through Kapshtice.

Tiranë - Athens and other cities/towns through Kakavie.

Tiranë - Sophia, Bulgaria through Qafe Thane.

Tirane - Istanbul, Turkey through Qafe Thane and Kapshtice.

## Accommodation Structures

Article 45 of Law 93-2015 27.07.2015 on Tourism provides the accommodation structures categories.

Accommodation structures shall include the categories below:  
a) "Inn" ; b) "Dormitory"(Hostel); c) "Camping"; ç) "Hotel";  
d) "Motel"; dh) "Resort"; e) "Curative Centre"; ë) "Bed and Breakfast" (B&B).

Article 45 defines the accommodation structure classification as below:

1. Each accommodation structure category is classified by a specific system, along with its assigned distinguishing signs according to the selection below:

- “Inn” Standard;
- “Dormitory” Standard, Comfort;
- “Camping” Standard
- “Hotel” Two star, Three star, Four star, Five star;
- “Motel” Standard, Comfort, Superior;
- “Resort” Three star, Four star, Five star;
- “Curative Centre” Two star, Three star, Four star, Five star;
- “Bed and Breakfast” (B&B) Standard, Comfort, Superior

## Customer Contracts

The basic tour operator and travel agency contract data must include at the minimum:

- a) Tour operator ‘License’
- b) name, address and other contact details of the travel agency, tour operator and insurance agent;
- c) trip destination and departure/ return dates;
- ç) transport vehicle;
- d) travel route ;
- dh) accommodation structure category, position, classification and its main features;
- e) meals included in the purchased package;
- ë) list of other services provided to customers included in the purchased package;
- f) list of services not included in the purchased package;
- g) list of additional services, that can be separately acquired;

gj) minimum number of persons needed for obtaining the tour package;

h) deadline for customer information, in the event of cancellation by the tour operator;

i) deadlines and respective penalties in the event of cancellation of purchased service by the customer;

j) package transfer option;

k) price of travel package even in the event the package itself allows price review, a note for possible reviewing and manner of review calculation

l) table of deadlines and options of payment

ll) customer specific requests made known and agreed by both parties at the reservation;

m) claims and responsibilities resulting from obligations non-fulfilled detriment to the customer/client

n) warranty format its time and financial range limits

nj) obligation of the foreign representative communicate with the client through the tour operator

o) obligation of the foreign representative assist in any event

2. Travel tour agencies concerning tour packages implement the defined legal framework for customer protection.

## Tourist customer rights in Albania

### - Right to Complaint:

In the event of a complaint of purchase, provision of supply or service /good promotion, to the merchant/subject that operate in the public service, the Tourist Customer may issue a complaint to the state's bodies for customer protection rights/commission of customer protection at the MUDT, or/ and at the tourism office inspectorate.

### - Right to Information:

The right to information over the nature of service, goods and related costs;

The tourist customer is provided goods labelled and containing the necessary information in Albanian. The customer is pursuant to the right of a fair and explicit advertising by the merchant. In case of a certain offer the customer is acknowledged the total sum for payment, taxes included, or any other value added required; the tourist customer is recognized the right to access contracts with clear set agreed rules and conditions of the service or good offered; otherwise the customer is not subject to its enforcement.

### - Right to Compensation

The tourist customer has legal right of warranty for a two year period for goods/not functional/malfunctioning; to replace or repair it for free, partial price reduction sale, or compensation of full paid price.

The merchant delivers to the customer sample goods that match the provided description and qualities offered; identical to public claims the goods are purposely offered and that meet the customer's expectations. The merchant offers the customer goods and services in regards to the contract conditions. He shall be considered responsible in the event of good or service offered to the tourist customer discrepancy.

Travel Package

The traveler rights based on the Albanian legislation in power are as follows:

Right to information in relation to: E drejta e marrjes se informacionit ne lidhje me:

- Dates of start and end of trip; Last deadline for the customer tourist in the event of ticket package cancellation, if a minimum number of passengers is required for participation.
- General data of requested medical formalities for the time of stay and trip; name of the insurance company which is partnered to the tour agency; main agreed accommodation details and classification based in the host country.
- The right of burden of proof without penalty in the event the seller or trip organizer is obliged to significant changes in any of the main trip package contract conditions.
- Right to information in the event of tour package inconsistency instantly noted, service provider and seller, in written or any other form of communication in the first place. The information is provided in written form or any other adequate communication manner including fax, email, or other technical means.

The tour package operator shall obtain a compulsory insurance contract that covers its obligations for the suffered damages, resulting from obligation inconsistency, including events of bankruptcy and compensation abilities.

The insurance contract is agreed with an insurance company consistent to the insurance and reinsurance legislation and dispositions in force and provides:

- a) return of the sum cashed by the customer, basing on the tour package contract;

b) compensation of disputes if only a part of contracted services were fulfilled during the tour trip. ;

c) expenses for customer return trip to the place of departure

### **Animal Pet Travelling**

The norms and conditions for animal travelling in the Albanian territory, defined in law no. 10465, date 29.9.2011 of ' the vet care service of the Republic of Albania' modified by article 33, section 5 provide: Exotic or companion pets for non commercial purposes that enter the Albanian Republic territory through PIK are provided the vet health certificates. The required vet health certificates are in accordance to the EU Regulation 577/2013 June 2013 Regulations Commission Implementing Regulation (EU) No 577/2013 of 28 June 2013 adapted in our country and approved by the Minister Directive no.219 date 14.4.2016 ' approved regulation and passport model for cats and dogs travelling to the Republic of Albania.

### **Property terms of use, term use contracts, long-term holiday product**

The traveler basing on the Albanian legislation is granted such rights:

- Right to information and contract conditions;
- Right to withdraw from the contract without penalties within 14 days from signed. The customer has the right of contract resolution, without penalties, notifying the merchant within 14 calendar dates from the submitted payment request for any annual installments.

The customer is not subject to any cost or obligation, other than those defined in the contract.

- Right to information of the contract resolution rights, terms of the withdrawl period, and prepaid halting of installments during contract withdrawl. In the event of contract withdrawl excercising by the customer or long term

pause, any relating exchange contract agreed and related to it is considered automatically terminated, with no additional cost to the customer.

- Right of any performed prepayment, warranty insurance, cash account deposit, full acknowledge/debt or any payment/other reward for the merchant or any third party, prior to terms and time of contract resignation.

- Right of protection provided by law no. 9902, date 17.4.2008, modified and in cases where the contract's applicable law is of another state/country, as provided by the Albanian legislation and dispositions for the private international right.

(1. Term contract consist of a contract of more than a year according to which the customer depending on case is provided the right of accommodation for one or more nights, for an extended period.

2. Long-term vacation product contract consists of a one year or more period contract where the customer depending on the case, is provided the right of price reduction fares or other benefits related to accommodation, separately or included in the travel package service or any other.

### **Beach Stations**

Dear visitor, considering convenient the provision of some suggestions of beach stations rules, please consider that; costs of services and prices vary depending on the location; for long periods of accommodation you are offered a discount so you are invited to contact the hotel.

Several hotels based on the agreements with municipalities offer beach services included in the hotel accommodation price; the distance of 2.5 metres in front of the first sun umbrella's line for public use. At any time or form is not allowed or limited public passage and access to public streets. The exercising beach stations subjects are obliged to provide free access conditions and the non violation of any form of this right as well as the provision of conditions for the free passage of persons with disabilities.

Do not forget that access to the sea is free and not subject to fees and tariffs.

**In the regulation for defining the criteria and conditions for beach stations activity it is envisaged the provision of passages for the free circulation of wheelchairs for persons with special abilities.**

## Who to call

Police 129 / 355 4 2226801,  
Medical Assistance 127 / 355 4 2222235,  
Fire station 128 / 355 4 2351891 / 4 2223333,  
Road Police 126 / 355 4 2234875,  
International emergency line: 112,  
Night pharmacy 355 4 2222241

Contact: National Tourism Agency  
Pallatet Shallvare, Tirana – Albania ,  
Tel/Fax: **00 355 4 2273778**,  
Email: **info@akt.gov.al**,  
Web: **www.albania.al**  
Web: **akt.gov.al**

**Other links:**  
Ministry of Foreign Affairs  
**www.mfa.gov.al**

