

PASSENGER CONDITIONS AND CANCELLATION POLICIES

GENERAL PASSENGER CONDITIONS

-  Flight quotations are made taking into account the availability of the aircraft at the time of enquiry. Availability must be confirmed when flight booking and payment is made.
-  Flights are subject to airport clearances and parking availability. The Operator is not responsible for any cancellation due to airport clearance being denied.
-  Payments made by Credit Card will incur a 2.5% surcharge. American Express is not accepted.
-  The Operator reserves the right to vary prices. The final price will be confirmed when booking and payment is made.
-  Lunch experiences include transfers.

Passengers must carry their current passport with them for the duration of all flights or they will not be able to fly. In such circumstances, the Operator will not be responsible for the passenger's negligence to secure necessary documents prior to flight. Agents should inform their clients of the requirement to carry their passport.

-  Passengers must be at least 3 years of age.
-  Children are considered to be paying Passengers and must travel in their own seat.

Passengers must arrive:

-  For flights departing from main airports – 30 minutes before scheduled flight departure time
-  For flights departing outside main airports – 15 minutes before scheduled flight departure time

Passengers must advise the Operator about:

-  The Passenger's weight
-  The weight of luggage
-  Whether the Passenger has any condition that could compromise Passenger, Crew or flight safety
-  The Passenger's cargo (refer to graphic below displaying prohibited items)



POISONS



WET CELL BATTERIES



CORROSIVES



FIREWORKS



MATCHES / LIGHTER FUEL



DEEPLY REFRIGERATED / COMPRESSED GAS



FLAMMABLE / NON-FLAMMABLE GAS



RADIOACTIVE MATERIALS



INFECTIOUS SUBSTANCE



MAGNETIC MATERIALS

Where not specifically addressed in the above General Passenger Conditions, general law concerning the carriage of passengers and the Warsaw Convention and actual amendments remain valid*.

* The Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, 12 October 1929 (Warsaw Convention); or the Warsaw Convention as amended at The Hague on 28 September 1955; or the Warsaw Convention as amended by Additional Protocol No.1 of Montreal (1975); or the Warsaw Convention as amended at The Hague and by Additional Protocol No.2 of Montreal (1975); or the Warsaw Convention as amended at The Hague and by Additional Protocol No.4 of Montreal (1975); or the Guadalajara Supplementary Convention, signed at Guadalajara, 19 September 1961; or the Convention for the Unification of Certain Rules for International Carriage by Air, signed at Montreal, 28 May 1999 (Montreal Convention).

CANCELLATION POLICIES

A flight is considered confirmed once payment is made.

-  For confirmed flights cancelled between 4 days and 0 hours before the scheduled flight departure time 100% of the price will be charged.
-  For confirmed flights cancelled between 4 to 15 days before the flight, 50% of the price will be charged.
-  For confirmed flights cancelled between 15 to 25 days before the flight, 20% of the price will be charged.
-  For flights that are interrupted after commencement due to unexpected weather conditions, the Passenger will be charged for the actual flight time.
-  For confirmed flights that are otherwise cancelled due to Passenger fault (including but not restricted to: delay; failure to present their valid passport; or failure to communicate excess weight), the Operator will charge the customer 20% of the price.
-  For confirmed flights that are postponed due to unexpected weather conditions the operator will try to re-schedule the flight for another date. If that is not possible, the Operator will reimburse the Passenger with 100% of the price.