

## Thank you for Choosing Shine Aviation Services (SAS)

### Charter Terms and Conditions

#### **GENERAL:**

All quotations are valid for 30 days from the date of issue.

All bookings are subject to aircraft and crew availability until confirmed by email to [ops@shineaviation.com.au](mailto:ops@shineaviation.com.au) or by an accepted Purchase Order.

Where specific departure or arrival times are not initially provided by the Client, departure and arrival times provided in the quotation are an indicative guide only. Actual departure time/s must be confirmed by the Client at the time of quotation acceptance.

Contracted Clients of SAS are exempt from the Charter Terms and Conditions as the Contract Agreement takes precedent.

#### **SAS TERMINALS:**

*Geraldton: Gordon Garrett Drive, Geraldton Airport.*

*Carnarvon: James Street, Carnarvon Airport.*

#### **PASSENGER WEIGHTS:**

Due to safety and legal requirements for the operating weight of an aircraft, it is essential that accurate weights of all passengers and baggage are obtained.

#### **Children & Infants:**

Infants are classified as a passenger who has not reached his or her third birthday, and may travel on their parent's or guardian's lap with a special seatbelt attachment.

Children are classified as 3 to 12 years inclusive and may share a seat if their combined weight does not exceed 77 kg and provided the seat belt will accommodate two children.

All passengers 13 years of age and over must occupy a single seat.

#### **PASSENGER ACCEPTANCE:**

SAS reserves the right to refuse the carriage of passengers whom are suspected to be under the influence of alcohol or drugs are disruptive or who do not comply with flight or ground crew instructions.

#### **CHECK IN TIMES:**

A minimum of 30 minutes prior to the stated aircraft departure time.

#### **BAGGAGE:**

The maximum baggage allowance (including carry on) is 10kg per person in soft sided bags.

#### **PAYLOADS:**

Payload is defined as the total weight of all passengers, cargo and baggage able to be loaded on the aircraft.

The payload stated on the quotation is indicative only, based on realistic aircraft capabilities and may be reduced by factors including (but not limited to) weather conditions or at the discretion of the aircraft Captain to carry additional fuel. SAS will endeavour to assist Clients to carry the stated payload by upgrading aircraft capacity/type subject to the prior approval of the Client for any additional cost.

#### **PAYMENT:**

For all uncontracted flights full payment must be received and cleared prior to flight departure unless a credit application has been approved by SAS. Credit payment terms are STRICTLY 7 days from date of invoice. Interest will be charged at 9% calculated daily from the due date on the invoice.

#### **CREDIT CARD PAYMENTS:**

A 1.18% surcharge is applicable to all credit card payments.

#### **VISUAL FLIGHT RULES:**

Flights operating under the VFR (Visual Flight Rules) may be subject to change or cancellation, depending on weather conditions prevailing on the day. Adverse weather or night charter flights can only be completed under IFR (Instrument Flight Rules) in a twin engine aircraft.

#### **ON TIME PERFORMANCE:**

SAS regards on time performance as a priority second only to safety and reserves the absolute right to cancel or delay flights for reasons of safety to passengers, team members and assets. SAS does guarantee that best efforts will be made to accommodate the needs of the Client at all times subject to the above.

#### **INSURANCE:**

SAS complies with the Civil Aviation (Carriers Liability) Act.

#### **DANGEROUS GOODS:**

Dangerous goods cannot be carried on any SAS aircraft. These include flammable, explosive, toxic, poisonous and corrosive substances. Further information regarding the carriage of Dangerous Goods is available from the CASA Dangerous Goods website <https://www.casa.gov.au/safety-management/landing-page/dangerous-goods>.

If in doubt about the nature of the items in the baggage or cargo please do not hesitate to enquire with SAS prior to the flight.

#### **CANCELLATION TERMS:**

Unless otherwise agreed between the Client and SAS, cancellation of any flight(s) including private hire after confirmation is subject to the following:

- More than 7 days – no charge
- 7 days to 72 hours – 25% of quoted price
- 72 to 24 hrs – 50% of quoted price
- 24 hrs or less – 100% of quoted price

An administration fee of \$33.00 will be incurred on all refunds processed.

If SAS cancels a flight for any reason a full refund will be provided less the cost of any catering provided.