

## Shine Aviation Services (SAS)

### Island Flights - Terms and Conditions

The following have been implemented for the safety & comfort of everyone on board a SAS aircraft & the efficient operation of the SAS flight schedule. It is the responsibility of the person booking to ensure that every passenger understands & accepts these terms & conditions.

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

Check In closes a minimum of 30 minutes prior to the stated aircraft departure time at Geraldton & a minimum of 15 minutes of the stated aircraft departure time from the islands. SAS reserves the right to refuse the carriage of passengers arriving after close of check-in & no refunds will be issued.

#### **PASSENGER WEIGHTS:**

Due to safety & legal requirements for the operating weight of an aircraft, **it is essential that accurate weights (kg)** of all passengers are given at time of booking. SAS may weigh passengers at check in & reserves the right to deny carriage to passengers that have provided incorrect weight information.

#### **BAGGAGE:**

Baggage must be in soft sided bags (no hard cases, eskies, crates or boxes) & the maximum allowance (including carry on) is **10 kg** per person. Extra baggage may be allowed only if agreed at booking confirmation – **not at check in**. Boards, fishing rods & spear guns cannot be carried except in the Airvan pod & subject to available space. The pilot is responsible for the final aircraft loading approval.

**Fish and perishable food items must be in sealed containers or cannot be carried. A \$200 cleaning fee is payable for any soiled seats or carpets.**

#### **DANGEROUS GOODS**

Please download & refer to <https://www.casa.gov.au/resources-and-education/our-systems/can-i-pack>

Electronic devices & rechargeable batteries are two of the most common items that **ARE NOT** allowed in any aircraft hold & must be carried as carry on only.

#### **LIFEJACKET CHARGES:**

Opening of Lifejackets unless instructed by the pilot will incur a \$200 replacement charge.

#### **CHANGES:**

One free change (time, date, name, weight etc) is allowed per flight, a \$55 charge per change applies thereafter.

#### **CANCELLATION TERMS:**

Customer cancellation of flight(s) after confirmation incur the following fees:

More than 7 days - 10%

7 days to 72 hrs - 25%

72 to 24 hrs - 50%

24 hrs or less - No refund

Flights cancelled by SAS due to unforeseen circumstances including but not limited to weather, technical issues & which cannot be rescheduled will be refunded in full.

#### **PARKING**

Day parking is available in the adjoining car park for **one day** only, for longer than a day the Airport Long Term car park must be used. Luggage can be dropped at the SAS terminal prior to parking.

#### **PASSENGER ACCEPTANCE:**

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

#### **WEATHER:**

SAS cannot guarantee listed payloads as all island flights are operated under VFR (Visual Flight Rules) & inclement weather may result in a reduction in the maximum payload allowed on the day.

#### **CHILDREN & INFANTS:**

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

Children are classified as 2 to 12 years inclusive & may share a seat if their combined weight does not exceed 77 kg & provided the seat belt will accommodate two children.

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

#### **PREGNANCY POLICY:**

Please refer to: <https://www.shineaviation.com.au/faqs/>

**Emails are only monitored during normal business hours Mon to Fri.**