

TERMS & CONDITIONS

1. All bookings are on first come first served basis.
2. Full payment is required to be made in advance, based on the **indicated flying time**, overnight stay, waiting charges, hotel accommodation, transportation etc. However the actual billing and the adjustment of payment made/amount payable would be on the actual basis. “**Flying time**” means the total flight time, i.e. the time from “engine start” to “engine shut down.”
3. For all payments made by American Express Credit cards, a service charge of 2.75% and for Master/Visa cards, a service charge of 3.50% is payable to the bank. In case of payment by credit card the client will not reverse the credit card charges after his/her obligation.
4. Payment to be made in the name of **Stic Air Charters Pvt. Ltd.** payable at New Delhi.
5. Crew boarding/lodging and transport charges extra (if not provided by the client.)
6. Any watch hour extension and landing and parking charges levied by the airport will be billed separately.
7. SATCOM, if applicable, will be charged on actual basis, depending upon the usage.
8. Terms of Sale

The company reserves to itself the right, to cancel or delay the commencement or continuance of the flight or alter the stopping place or places or to deviate from the route of the journey or to change the type of aircraft in use without thereby incurring any liability in damages or otherwise to the passengers or any other person on any ground whatsoever. The company also reserves to itself the right to refuse to carry any person whom it considers unfit to travel or who in the opinion of the company may constitute risk to the aircraft or to the persons on board. If at any stage it is found that the aircraft with the booked load or passengers etc. will be overloaded, the company will have the right to decide which passenger or articles shall be off loaded and such decision shall be binding. The company will endeavour to meet the obligation. However, company shall not be liable for any compensation or claims in case of non-availability of aircraft/helicopters, due to situation beyond its control viz. grounding of aircraft / helicopter due technical reasons, act of God, non operation due weather conditions etc. The company will make all reasonable efforts and offer alternatives at actuals in case of non

availability of aircraft/helicopter for reasons mentioned above.

In the event no suitable substitute aircraft can be sourced or a substitute aircraft is offered by the company which is not accepted by the customer, the customer is entitled to a refund of that portion of the Total Charter Price not utilised in air charter services. This includes the provision of a full refund if the first flight has not departed less 5% of the total charter price.

We shall not be liable for any compensation civil or criminal liability whatsoever for any accident/ crash/resulting in loss to human life or loss of cargo etc. due to any negligence on part of the operator. Stic Air Charters will not be responsible for passengers carrying any contraband items and or involved / indulging in any illegal activities.

9. Any delays in departure due to security screening/ATC would not be attributable to Stic Air Charters Pvt Ltd.
10. Should the flight be curtailed/held-over/cancelled/diverted due to factors beyond our control (like weather, technical snag etc.), or the actual flying time is longer than the indicated time (due to ATC clearance / density of air traffic / wind & weather conditions etc.) payment would have to be made on the basis of actual flying/overnight halt/waiting etc.
11. An equivalent of two flying hours per day (minimum daily commitment) would be charged in case of no flying.
12. Cancellation charges:
 - a) 25% - If cancellation is done at least prior to 72 hrs. of scheduled departure of the flight.
 - b) 50% - less than 72 hrs. prior to scheduled departure of the flight.
 - c) 75% - less than 48 hrs. prior to scheduled departure of the flight.
 - d) 100% - less than 24 hrs. prior to scheduled departure of the flight.
13. A no show of the passengers for two hours after ordered departure time will be considered as a cancellation announcement.
14. Baggage Restrictions:
 - a) In Aircraft

One suitcase per passenger, not exceeding 26 inches in length and 15 kgs. by weight. Excessive baggage may entail off loading due to flight safety consideration.
 - b) In Helicopter

One hand baggage per passenger not exceeding 5 kgs. will be permitted.
15. In Flight Services

Vegetarian / Non-vegetarian Meals/Snacks & Beverages as per customer's preference are served on board.

16. Only for Helicopters

A flat hard ground of minimum 30meters diameter, without any obstructions (eg. High rise buildings, high trees, high tension wires, etc.) around the area, specially on approach path is required, for landing of helicopter. The landing area should be marked with an “H” inside the circle. The location of the landing site, preferably with a sketch and co-ordinate (i.e. latitude and longitude) must be provided. For landing on government property /public places, a written permission from the District Collector and the Local Police must be obtained. For landing on privately owned property, permission from the owner of the property will be required and all arrangements for landing / take-off will have to be made by the owner and that all necessary co-ordinations have been made with the local authorities, i.e. with the District Collector and District Police. Helicopter operation is from dawn to dusk only.

17. Where the flight is operated to airports under Defence control, the charterer is required to furnish passport details in respect of foreign passengers so that we can obtain clearance from the Ministry of Defence. We, usually, need 10 days to obtain clearance from the Ministry of Defence.

18. Revision of Charter Rates:-

The company reserves to itself the right, to revise the charter rates without prior notice, in case there is an increase in operational costs due to increase in fuel prices, landing, navigational / parking charges, govt. taxes, maintenance cost etc.

19. Please note this is only a quotation, availability will be confirmed after receipt of full advance.

Our Bank account:-

STIC AIR CHARTERS PVT. LTD.
BANK : HDFC BANK LTD.
A/C NO. : 07087630000260 (INR)
50200009133797 (US\$)
BRANCH : GR. FLOOR, DCM BUILDING,
16, BARAKHAMBA ROAD,
DELHI, NEW DELHI-110001
IFSC CODE : HDFC0000708
SWIFTCODE : HDFCINBBDEL

Charter confirmation ►

Charterer Name

Signature

Company stamp

Address