

Thank you for Choosing Shine Aviation Services (SAS)

Island Flight Terms and Conditions

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.

PREGNANCY POLICY:

It is recommended that the passenger contacts her medical practitioner to confirm that it is safe to fly in an unpressurised aircraft up to 10,000 feet or a pressurised aircraft.

The passenger is advised to fly at own risk and needs to acknowledge this.

For routine pregnancies where the mother has no adverse medical history or any complications related to the pregnancy, the passenger can travel up to the end of the 40th week for single pregnancies and the end of the 36th week for multiple pregnancies.

Medical clearance is mandatory if a passenger is having any complications with her pregnancy and it is not a routine pregnancy.

After 28 weeks, the passenger will need to carry a certificate or letter from a registered medical practitioner or registered midwife confirming:

- o The estimated date of delivery
- o Whether it is a single or multiple pregnancy
- o That the pregnancy is a routine pregnancy and that there are no complications with the pregnancy
- o The certificate or letter must be given to Shine Aviation at check-in, available on request and be carried with the passenger at the airport and during the flight in the cabin baggage.

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 who 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 at Geraldton and a minimum of 15 minutes of the stated aircraft departure time from the island. SAS reserves the right to refuse the carriage of passengers arriving after close of check-in.

BAGGAGE:

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

WEATHER:

Inclement weather may result in a reduction in the maximum payload allowed on the day.

PARKING:

Vehicles can be parked in the SAS car park which is located on Gordon Garret Drive next to Hertz Car Rental.

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 10% will be incurred on all refunds processed.

Emails are only monitored during business hours.