

## Shine Aviation Services (SAS)

### Island Flights - Terms and Conditions

The following have been implemented for the safety and comfort of everyone on board a SAS aircraft and the efficient operation of the SAS flight schedule. It is the responsibility of every passenger to read, understand and accept all terms & conditions.

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

Check In closes 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 & no refunds will be issued.

#### **PASSENGER WEIGHTS:**

Due to safety and 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 weight information inaccurate by more than 5 kg.

#### **BAGGAGE:**

Baggage must be in soft sided bags and the maximum allowance (including carry on) is **10 kg** per person unless agreed prior at booking confirmation. Baggage in excess of the stated allowance may only be carried if the payload allows and at the discretion of the pilot.

#### **DANGEROUS GOODS**

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

There is also a Dangerous Goods list at the SAS Check-in counter.

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

#### **CHANGES:**

One free change (time, date, name, weight etc) is allowed per flight, a \$55 charge per change will apply 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 and cannot be rescheduled will be refunded in full.

#### **PARKING**

Day parking is available at the front of the Shine terminal for **one day** only, for longer than a day please use the airport long term car park. 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 or who do not comply with flight or ground crew instructions.

#### **WEATHER:**

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 and may travel on their parent's or guardian's lap with a special seatbelt attachment.

Children are classified as 2 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.

#### **PREGNANCY POLICY:**

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

**Emails are only monitored during business hours.**