

## **Sydney By Helicopter - Terms and Conditions - Scenic Flights**

### **Cancellation Policy**

- All tours are sold on a per seat basis. All flights are confirmed with a minimum of 2 passengers unless otherwise stated.
- Cancellation within 48hrs of flight departure time will incur a fee equal to 100% of flight cost.
- Cancellation up to 48hrs prior to the flight departure time – No Charge.
- If booking through a third party agent additional cancellation restrictions may apply. Please refer to your travel documentation.
- For group bookings of 10 or more passengers, a 25% non-refundable deposit is required 14 days prior to the date of the flight.
- For group bookings of 10 or more passengers, cancellation within 14 days of the flight date will incur a fee equal to 25% of the flight cost, and cancellation within 48hrs of flight departure time will incur a fee equal to 100% of the flight cost.
- In the event of a guest's non-appearance for a flight, a 100% cancellation fee will be applied. If the flight is booked through a third party, the third party will be contacted immediately in writing to advise of the no-show, and of applicable charges. If you have booked direct with us, your credit card will be debited for the relevant cancellation fee, plus applicable credit card fees charged to us.
- Any flight cancelled by **Sydney By Helicopter** will not incur a cancellation charge and all endeavours will be made to re-schedule the flight to another time to suit the guest's availability.
- **Sydney By Helicopter** will not be held liable for costs associated with airfares, accommodation or anything else due to helicopter flights which do not proceed as booked.
- We understand that the unfortunate situation of guest illness does occasionally occur, and all efforts will be made to reschedule the guest to an alternate day, subject to availability. However if cancellation due to illness is made on the day of the tour and the guest is unable to reschedule to another time, no refund will be given. Naturally, if cancellation is made by the guest with more than 48 hours' notice, no cancellation charge applies.

### **Inclement Weather**

- Where a flight cannot proceed due to unsuitable weather conditions, **Sydney By Helicopter** will make every endeavour to re-schedule the flight to a date and time that suits the customer.
- Cancellation of the flight due to weather is at the absolute discretion of the pilot and with the exception of large group bookings (more than 10 passengers), a full refund of the flight cost will be given.
- Flights can still operate in wet weather as visibility may still be good. At **Sydney By Helicopter** we always strive for customer satisfaction, so we are happy to reschedule your flight at anytime with 48 hours notice. Should guests wish to cancel their flight because of wet weather but the flight can operate safely and the visibility is good, a 100% cancellation fee will apply.
- A weather cancellation fee may apply to large group bookings.
- If after a helicopter tour or charter (e.g. Blue Mountains or Hunter Valley) has commenced from our home base at Sydney Airport the weather becomes inclement or is forecasted to later in the day (i.e. thunderstorms/hail), then the pilot may elect to return to Sydney early or relocate the aircraft. The option may be given to the passengers to either return early with the pilot or to return to Sydney by ground based transport (e.g. company or chauffeured car) at the original return time. **This expense will be covered by Sydney By Helicopter**, however no refunds or credit for flights will be given. The company will also not be responsible for any additional

expenses incurred as a result of any delays, cancellations or alterations arising from this clause either.

### **Weight Restrictions and Surcharges**

- For legal and safety reasons all passengers are weighed prior to boarding the aircraft.
- Where a passenger's weight at check-in exceeds that previously advised at the time of booking, the passenger may be prevented from boarding the flight by us, and any monies paid for that seat will be forfeited.
- Individual weights in excess of 110kg (or 240 pounds or 17 stone) may incur a surcharge equal to 50% of the originally booked seat price.
- We will always endeavour to deliver our products as described in any of our advertising material or flight confirmations, however sights, flight paths and flight times may vary due to weather, Air Traffic Control or pilot discretion.

### **Disabled Passengers**

- Please advise the level of assistance required for any disabled passengers and whether the passengers are in a wheelchair, so that we can accommodate their needs with ease. Please note that wheelchairs can be carried on selected aircraft only, and they must be collapsible.

### **Carriage of Infants and Children**

- An infant is a passenger who has not reached his or her 3rd birthday. Infants will not be carried in company aircraft unless accompanied by one parent or responsible adult. The infant may be carried in the arms of, or on the lap of the adult passenger, in an approved infant seat, or in a bassinet.
- A child is a passenger who has reached their 3rd but not their 13th birthday, and will occupy their own seat on the aircraft. The child must be accompanied by an adult on the flight.

### **Flight Routes**

- **Sydney By Helicopter** will always endeavour to deliver our products as described in any of our advertising material or flight confirmations, however sights, flight paths and flight times may vary due to weather, Air Traffic Control or pilot discretion.

### **Payment**

- Full payment is required prior to flight departure unless by prior arrangement.
- Cancellation fees apply as described above.
- Payment can be made by electronic deposit to our bank account, credit card, or cash.
- For payment by electronic deposit, funds must be cleared into our bank account by the day prior to flight departure.
- All payments by credit card will attract a charge, being 2.0% for Visa and Mastercard, and 3.5% for AMEX.

### **Clarification**

If you require any clarification on any of the Terms and Conditions described above, please make contact with our office:

**Sydney By Helicopter**

**Ph: 8338-1117**

**E: [fly@sydneybyhelicopter.com.au](mailto:fly@sydneybyhelicopter.com.au)**