

TERMS OF CARRIAGE / CHARTER AGREEMENT HELITRANSAIR GREECE IKE

1. Scope

These Terms govern all air transport and charter services provided by the Company. They form a legally binding contract between:

- The Company
- The Passenger / Charterer

2. Priority of Safety

Safety shall at all times override all commercial, operational, or scheduling considerations. The Pilot in Command has absolute authority over the aircraft, passengers, and operational decisions.

3. No Guarantee

The Company does not guarantee:

- Flight duration
- Departure or arrival times
- Aircraft type
- Direct routing

All operations are subject to:

- Weather
- Air Traffic Control
- Operational requirements

4. Passenger Responsibilities

The Passenger must:

- Provide accurate information
- Arrive on time
- Comply with all instructions
- Present valid identification
- Submit to safety checks and weighing if requested

Failure may result in denial of boarding without refund.

5. Weight & Balance

All flights are strictly weight-controlled.

The Company may:

- Refuse boarding
- Offload baggage or passengers
- Change aircraft type

if operational limits are exceeded.

6. Dangerous Goods

Dangerous or prohibited items are strictly forbidden unless explicitly authorized.

The Company reserves the right to inspect all baggage.

7. Cancellations

Unless otherwise agreed:

- 48 hours: full refund
- 24–48 hours: 50% charge
- <24 hours: 80% charge
- No-show: 100% charge

Company cancellations: refund or reschedule only.

No additional compensation unless legally required.

8. Force Majeure

The Company shall have no liability for events beyond its control, including:

- Weather
- Technical failure
- Government restrictions
- Strikes
- Airspace closures

9. Limitation of Liability

The Company shall not be liable for:

- Indirect damages
- Missed connections
- Loss of profit
- Delay-related losses

Total liability is limited to the fare paid.

10. EU Regulation Disclaimer

To the extent permitted by law, non-scheduled helicopter and charter operations may fall outside Regulation (EC) 261/2004.

11. Aircraft Substitution

The Company may substitute aircraft at any time.

- Upgrade: no extra cost
- Downgrade: price difference refunded

12. Denial of Boarding

The Company may deny carriage without refund for:

- Safety reasons
- Non-compliance
- Disruptive behavior
- Missing documents
- Payment issues

13. Governing Law

Greek law applies.

Exclusive jurisdiction: courts of Greece.