

TERMS AND CONDITIONS OF CARRIAGE & CHARTER SERVICES HELITRANSAIR GREECE IKE

1. Scope and Acceptance

These Terms and Conditions ("Terms") constitute a legally binding agreement between HELITRANSAIR GREECE IKE (the "Company") and the customer, passenger, or charterer (collectively referred to as the "Customer").

By booking, purchasing, or using any Services, the Customer expressly acknowledges and agrees to be bound by these Terms without limitation or reservation.

No variation of these Terms shall be valid unless agreed in writing by the Company.

2. Nature of Services

The Company provides:

- Commercial air transport services
- Charter operations
- Sightseeing and transfer flights

All Services are subject to:

- Operational constraints
- Weather conditions
- Air Traffic Control (ATC)
- Applicable aviation regulations

The Company does **not guarantee exact routing, timing, or aircraft type**, unless explicitly confirmed in writing.

3. Authority of the Pilot

The Pilot in Command has **absolute authority** over:

- The aircraft
- Passengers
- Baggage
- Operational decisions

The Pilot may:

- Refuse boarding
- Offload passengers or baggage
- Modify or terminate a flight

without liability, if deemed necessary for:

- Safety
- Security
- Regulatory compliance

4. Passenger Obligations

The Customer shall:

- Provide accurate and complete information at all times
- Comply with all instructions issued by the Company or crew
- Present valid identification and required documents
- Submit to weighing if requested
- Ensure compliance with all applicable laws

Failure to comply may result in **denial of boarding without refund**.

5. Weight and Balance

Helicopter operations are **strictly weight-sensitive**.

- Declared passenger and baggage weights are binding
- The Company reserves the right to verify weights at any time
- Any discrepancy may result in:
 - Refusal of transport
 - Additional charges
 - Aircraft change

If operational limits are exceeded, the Company may:

- Offload passengers or baggage
- Upgrade aircraft at the Customer's expense
-

6. Dangerous Goods and Prohibited Items

The transport of dangerous goods is strictly prohibited unless expressly authorized.

This includes, but is not limited to:

- Weapons, explosives, ammunition
- Flammable or toxic substances
- Pressurized containers
- Hazardous chemicals

The Company reserves the right to:

- Inspect baggage
- Refuse any item
- Deny transport

without liability.

7. Flight Scheduling and Delays

All times are **approximate and non-binding**.

The Company shall not be liable for:

- Delays
- Rescheduling
- Cancellations

resulting from:

- Weather
- Technical issues
- ATC restrictions
- Force majeure
- Safety considerations

No compensation shall be payable beyond mandatory legal obligations.

8. Force Majeure

The Company shall have **no liability whatsoever** for failure or delay caused by events beyond its reasonable control, including but not limited to:

- Weather conditions
- Natural disasters
- War, terrorism
- Government restrictions
- Strikes
- Airspace closures

In such cases, the Company's obligations are limited to:

- Reasonable assistance at its discretion

9. Cancellations and Refunds

Unless otherwise agreed in writing:

- 48 hours before departure: **full refund**
- 24–48 hours: **50% cancellation fee**
- <24 hours: **80% cancellation fee**
- No-show: **100% charge**

If the Company cancels a flight:

- Refund or rescheduling will be offered

No further compensation shall be due.

10. Aircraft Substitution

The Company reserves the right to substitute aircraft at any time.

- Upgrades: no additional charge
- Downgrades: price difference refunded

If substitution is rejected by the Customer:

- The booking may be cancelled
- Refund issued without further liability

11. Third-Party Services

Where the Company arranges services via third parties (e.g. luggage transport):

- The Company acts **solely as an intermediary**
- All risk lies with the Customer

The Company shall have **no liability whatsoever** for:

- Loss
- Damage
- Delay
- Third-party actions

12. Limitation of Liability

To the fullest extent permitted by law:

- The Company shall not be liable for:
 - Indirect or consequential damages
 - Loss of profit or opportunity
 - Delays or missed connections
- Total liability shall be limited to:
 - Applicable international conventions
 - Mandatory statutory limits

13. Passenger Health and Fitness to Fly

Passengers must ensure they are medically fit to fly.

The Company may refuse carriage if:

- A passenger poses a safety risk
- Medical conditions are undisclosed

No liability shall arise from such refusal.

14. Denial of Boarding

The Company may deny boarding **without refund** if:

- Safety is compromised
- Instructions are ignored
- Documentation is missing
- Payment is incomplete
- Passenger behavior is inappropriate

15. Data Protection

Personal data is processed in accordance with applicable laws for:

- Operational purposes
- Safety and regulatory compliance

The Customer consents to:

- Data sharing with operational partners

16. Governing Law and Jurisdiction

These Terms are governed by **Greek law**.

All disputes shall be subject to the **exclusive jurisdiction of the courts of Greece**.

17. Final Provisions

If any provision is deemed invalid:

- The remainder shall remain in full force

The latest version of these Terms shall apply at all times.