



# Standard Flight Terms & Conditions

## 1. Definitions

- 1.1. "This Agreement" means the aircraft charter agreement between Jet Exchange and the Customer and consists of a Confirmation and these Standard Terms and Conditions.
- 1.2. "Aircraft" means the Aircraft described in the Confirmation or any substitute aircraft under Clause 12.1 of the Terms.
- 1.3. "Jet Exchange" means Jet Exchange Ltd or a substitute Carrier under Clauses 2.4 and 12.2 of the Terms.
- 1.4. "Catering" means light meals/snacks appropriate for the time of day.
- 1.5. "Confirmation" means the document signed by or on behalf of Jet Exchange and the Customer forming part of this Agreement, which sets out details of the Flight or Flights.
- 1.6. "Customer" means the person named as such in the Confirmation.
- 1.7. "Customer Agent" means the person or organisation named as the Customer in the Confirmation, but who is not a Passenger and whose business is chiefly that of the arrangement of travel on behalf of the Passenger(s).
- 1.8. "Passenger" means those persons travelling onboard the Aircraft for the duration of the Flight.
- 1.9. "Flight" means a flight specified in the Confirmation.
- 1.10. "Itinerary" means the itinerary and ticket information for a Flight issued by Jet Exchange which contains or refers to the Terms.
- 1.11. "Terms" means these Standard Terms and Conditions.
- 1.12. "Total Price" means the fixed price for the Flights agreed by the Customer in the Confirmation.

## 2. Responsibilities of Jet Exchange

- 2.1. Jet Exchange shall provide the Aircraft for the Customer's use equipped, maintained and fuelled and with crew complying with relevant international commercial standards who shall be and remain the servants and agents of Jet Exchange.
- 2.2. Jet Exchange shall provide all necessary Passenger tickets, baggage checks, airway bills and all other necessary documents relating to the carriage pursuant to this Agreement. The Customer shall give Jet Exchange, in good time, all necessary information and assistance to complete such documents to enable the same to be completed for issue to Passengers in accordance with Clause 3.3 below.
- 2.3. Jet Exchange shall at its expense use reasonable endeavours to ensure that all necessary licences and permits are obtained for the Aircraft to perform the Flights. The Customer shall give Jet Exchange all information and assistance necessary for Jet Exchange to obtain such licences and permits before each Flight. The undertaking of each Flight is conditional upon the timely grant and validity of such licences and permits.
- 2.4. Jet Exchange shall be entitled to subcontract any of its obligations hereunder to any other licensed operator (herein known as the "Carrier") operating aircraft of a reasonably similar type.

## 3. Responsibilities of the Customer

- 3.1. The Customer and all Passengers will be bound by the conditions of this Agreement.
- 3.2. Jet Exchange shall not and shall not be deemed to, undertake any carriage to which this Agreement relates as a common carrier.
- 3.3. The Customer and any Passengers shall ensure that all passports and valid country visas are provided to Jet Exchange in advance of the flight for pre-screening. All Passengers MUST carry onboard all Jet Exchange flights their passport, visa, national identity card, and any other appropriate documentation. This includes both domestic and international flights. The Customer shall indemnify Jet Exchange against all liabilities costs and expenses which result from any failure by the Customer to effect such delivery.
- 3.4. Notice is hereby given that the Itinerary will provide that travel by air under Jet Exchange's Terms is subject to the rules relating to liability established by the Montreal Convention of 28th May 1999. This Convention, among other things, governs the liability of Jet Exchange in respect of the death or personal injury of, or delay to, a Passenger or the loss, damage or delay to a Passenger's baggage. The Montreal Convention Notice can be found in [Appendix 1](#) to these Standard Terms and Conditions. The Customer will ensure that all Passengers are aware of this prior to boarding any Flight.
- 3.5. Catering drinks and snacks shall be provided on the Aircraft according to the time of day. Jet Exchange can supply specialist catering with sufficient notice from the customer and at the customer's cost.
- 3.6. The Customer shall ensure that no Passenger's baggage carried on the Aircraft shall contain anything of a dangerous, hazardous or offensive nature or anything of which the carriage, importation or exportation is prohibited by any country or state over, to or from which the Aircraft will fly. The Customer shall notify Jet Exchange in writing of any such baggage and shall, if required by Jet Exchange, procure additional insurance cover in respect thereof. Banned & Restricted Items can be found in [Appendix 2](#) to these Standard Terms and Conditions.
- 3.7. The customer shall ensure that all Passengers, with the exception of infants under the age of 2 years, must be able to board and disembark the aircraft unassisted. Passengers with reduced mobility must declare their requirements at the point of

booking in order that appropriate facilities can be put in place to assist them. Failure to declare such requirements may result in the refusal of carriage of the passenger. In this instance, full cancellation charges as per the Flight Confirmation will be payable.

#### **4. Responsibilities of the Customer Agent**

- 4.1. The Customer Agent shall be bound by all responsibilities of the Customer as detailed in Clause 3 and all other Clauses of these Standard Terms and Conditions.
- 4.2. Whereby a Customer Agent books a Flight, Jet Exchange and the Customer Agent agree that the Customer Agent acts solely as an agent for both Passengers and Jet Exchange in respect of such Flights detailed in the Confirmation and that the Customer Agent has no liability whatsoever in respect of the operation of such Flights.
- 4.3. Whereby a Customer Agent books a Flight, the Customer Agent shall be responsible for all Payments due by the Customer as described in Section 8. The Customer Agent shall collect all Payments from the Passenger(s) and make payment to Jet Exchange pursuant to Section 8. For the Avoidance of doubt, no charter payments shall be payable by the Passenger(s) directly to Jet Exchange.
- 4.4. In the event of non-payment by the Passenger(s) to the Customer Agent, the Customer Agent remains responsible for all Payments, and the non-payment by Passenger(s) does not reduce this responsibility in any form.

#### **5. Carriage of Passengers**

- 5.1. Carriage performed under this Agreement shall be subject to the conditions of carriage contained or referred to in the Itinerary. The Customer and all passengers will be bound by these conditions of carriage.
- 5.2. Neither Jet Exchange nor the Carrier shall, or shall be deemed to, undertake any carriage to which this Agreement relates as a common carrier.
- 5.3. Notice is hereby given that the Itinerary will provide that travel by air under Jet Exchange's Terms is subject to the rules relating to liability established by the Montreal Convention of 28th May 1999. This Convention, among other things, governs the liability of Jet Exchange in respect of the death or personal injury of, or delay to, a Passenger or the loss, damage or delay to a Passenger's baggage. The Customer will ensure that all Passengers are aware of this prior to boarding any Flight.
- 5.4. Catering drinks and snacks shall be provided on the Aircraft according to the time of day. Jet Exchange can supply specialist catering with sufficient notice from the customer and at the customers cost.
- 5.5. The Customer shall ensure that no Passenger's baggage carried on the Aircraft shall contain anything of a dangerous, hazardous or offensive nature or anything of which the carriage, importation or exportation is prohibited by any country or state over, to or from which the Aircraft will fly. The Customer shall notify Jet Exchange in writing of any such baggage and shall, if required by Jet Exchange, procure additional insurance cover in respect thereof. Banned & Restricted Items can be found in [Appendix 2](#) to these Standard Terms and Conditions.
- 5.6. Carriage of Pets shall be requested by the Customer in advance of the flight in writing to Jet Exchange. Carriage of Pets will be made in accordance with [Appendix 3](#) to these Standard Terms and Conditions.

#### **6. Performance of the Flight**

- 6.1. The Captain of the Aircraft shall have complete discretion (i) to refuse any Passengers or baggage, (ii) concerning the load to be carried and its distribution and (iii) to decide whether or not a Flight should be undertaken and when and where landings should be made. The Customer, Customer Agent and Passenger(s) will not hold Jet Exchange responsible for any losses arising from a decision of the Captain.

#### **7. Empty Leg Deals**

- 7.1. 7.1 An Empty Leg Deal is, for the purposes of these Standard Terms and Conditions, any Flight booking for which a lower price is given based on the Customer travelling on an existing empty sector, or similar route for which normal repositioning of the aircraft is reduced.
- 7.2. For the purposes of clarity Jet Exchange will notify the Customer that their Flight is an Empty Leg Deal by describing as such in the Flight Confirmation.
- 7.3. By its nature, an Empty Leg Deal relies on the surrounding schedule of Jet Exchange aircraft and on other full-price Jet Exchange Flights. Jet Exchange therefore reserves the right to cancel or alter the schedule of any positioning flights at any time. If a schedule change of cancellation affects an Empty Leg Deal booking, the Customer shall be offered the opportunity to do one of the following:
  - 7.3.1. Cancel their Empty Leg Deal and receive a full refund for any payments already made to Jet Exchange.
  - 7.3.2. Reschedule their flight at another time as offered by Jet Exchange. The price for this may change depending upon the difference to the original schedule.
  - 7.3.3. Book the same flight at full price Flight rates, subject to availability of a Jet Exchange aircraft.
- 7.4. If the Customer decides of their own volition to cancel an Empty Leg Deal booking, and not as a result of a situation as described in Section 7.3, cancellation terms as per the Empty Leg Deal Confirmation will apply.

#### **8. Delays, Diversions and Alterations**

- 8.1. If on any Flight any departure is delayed for more than 30 minutes beyond its scheduled take-off time by reason of:
  - 8.1.1. the late arrival of any Passenger at the specified check-in point at the departure airport for a Flight;
  - 8.1.2. the absence of any necessary documentation in respect of a Passenger; or
  - 8.1.3. any act or omission of the Customer or its agents;then the Customer will pay the waiting fee for the delay as agreed in the Confirmation. If the delay is longer than 60 minutes beyond the scheduled take-off time then Jet Exchange may, at its discretion and without any liability, take any of the following actions:
  - 8.1.4. arrange for the Flight to depart;
  - 8.1.5. further delay the Flight (provided the Customer agrees to pay the hourly delay rate agreed in the Confirmation); or

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#### 8.1.6. cancel the Flight.

If the Flight departs or is cancelled pursuant to this Clause, Jet Exchange shall be deemed to have thereby completed its contractual obligation to the Customer and shall neither be responsible for nor liable to any Passenger missing the Flight.

8.2. Jet Exchange shall use reasonable endeavours to complete all Flights as specified in the Confirmation, but Jet Exchange shall be entitled to depart from the agreed flying schedule for any cause beyond its reasonable control, and the Customer shall reimburse Jet Exchange on demand for any additional expenses reasonably incurred as a result.

8.3. If, for any reason beyond Jet Exchange or the Carrier's control, the Aircraft is diverted from any destination shown in the flying schedule to another destination, the Flight shall be deemed to be complete when the Aircraft lands at that other destination. Jet Exchange shall not be liable for any onward transportation arrangements Passenger(s) make to reach the destination shown in the flying schedule.

8.4. Jet Exchange will not be deemed to be in breach of its obligations hereunder or have any liability for any delay, cancellation or damage arising in whole or in part from any act of God, act of nature, acts or civil or military authority, strike or labour dispute, mechanical failure, lack of essential supplies or parts or for any other cause beyond its control, or for any default of any sub-contractor on whom Jet Exchange may be relying in whole or in part to perform its obligations, provided however that if a series of Flights is terminated prior to completion due in whole or in part to such a cause, Jet Exchange will refund to the Customer that portion of the Total Price already paid which relates to the terminated Flights, less any costs incurred by Jet Exchange in returning any Passengers to their original airport of departure.

### 9. Payments

9.1. The Customer shall pay the Total Price to Jet Exchange in the currency and at the times specified in the Confirmation. Payment by the Customer of any costs not included in the Total Price and other charges provided for in this Agreement ("Additional Costs") shall be made within two weeks after the date of Jet Exchange's invoice and in the currency specified therein.

9.2. If the Customer does not pay the Total Price when due then, without prejudice to any other rights Jet Exchange may have, Jet Exchange shall be entitled to treat this non-payment as constituting the cancellation by the Customer of the relevant Charter entitling Jet Exchange to payment in accordance with the provisions of Clause 11.

9.3. All payments under this Agreement will be made without any deduction, set-off, counterclaim, discount, abatement or withholding whatsoever.

9.4. Time for payment shall be of the essence.

9.5. Payment for any Flight booking should be sent and received by Jet Exchange as cleared funds no later than 24 hours prior to the departure of the first Flight, unless agreed otherwise.

9.6. If the Customer fails to pay Jet Exchange any sum due under this Agreement, the Customer shall be liable to pay interest on the amount due at an annual rate of 2% above the base lending rate from time to time of HSBC Bank plc accruing on a daily basis until payment is made, whether before or after judgment.

9.7. If there is any increase, between the date of this Agreement and the date upon which any Flight is performed under this Agreement, in security costs, aviation insurance premiums, fuel, landing and airport fees, airport Passenger duty or taxation, or similar costs relating to the operation of the Aircraft or the performance of the Flight, Jet Exchange shall be entitled to increase the Total Price accordingly. Documentary evidence supporting such increases will be provided to the Customer on written request.

9.8. The Total Price includes only the cost of fuel, oil, aircraft maintenance, normal landing and parking fees, ground services (including loading and unloading) and dispatch costs for the Aircraft, remuneration and expenses of operating personnel and cost of service for Passengers during Flights. The Total Price does not include any taxes, levies or charges assessed or imposed by any taxing authority directly upon the execution or performance of this Agreement or the Flights hereunder (including VAT), or the carriage, embarkation or disembarkation of Passengers, or de-icing of the aircraft at any stage of the Flight, or the loading or unloading of baggage and/or goods, all of which shall be paid by the Customer on demand.

9.9. Unless otherwise specified the Total Price shall be deemed to have been earned at the commencement of the Flight or series of Flights to which it relates.

9.10. Jet Exchange will invoice the Customer for any positioning costs (including any necessary hotel and travel expenses incurred by Jet Exchange) that might arise as a result of any aircraft being out of place following the Customer's cancellation of any Flight.

### 10. De-icing

10.1. Whereby de-icing is required for a Customer Flight, the amount of the de-icing service, including but not limited to: de-icing solution charges, de-icing call-out charge, disbursement fees; shall be payable by the Customer to Jet Exchange within 14 days of the date of issuance of Jet Exchange's invoice to the Customer.

10.2. Payment of de-icing shall be for the full amount of the expense incurred by Jet Exchange. A copy of the original invoice can be provided by written request.

10.3. Whereby Jet Exchange De-Icing Insurance has been offered, the Customer may inform Jet Exchange in writing of their wish to take Jet Exchange De-Icing Insurance no later than 72 hours prior to the departure of the first Flight in the Confirmation. The appropriate section on the Confirmation should be selected and counter-signed and returned to Jet Exchange. Payment for De-Icing Insurance should be made no later than 24 hours prior to the departure of the first Flight.

10.4. De-icing insurance may be taken for any sector operated by Jet Exchange. Any sectors not selected by the Customer on the Flight Confirmation will not be covered, and the Customer's liability for full de-icing costs on those sectors shall remain.

10.5. Whereby De-Icing Insurance has been taken, and paid for before the departure of the first Flight, the Customer will not be liable for any de-icing charges that may be incurred by Jet Exchange, and Jet Exchange will assume all liability for these costs.

10.6. If the De-Icing Insurance has not been paid for prior to departure of the first Flight, then the Customer's liability for de-icing charges at their full cost shall remain.

### 11. Cancellation

11.1. If the Customer cancels any Flight, or any part of a Flight, Jet Exchange shall be entitled to receive, as liquidated damages not a penalty, the following:

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- 11.1.1. 25% of the Total Price if the cancellation notification is received after contract exchange;
- 11.1.2. 50% of the Total Price if the cancellation notification is received between 7 days and 48 hours prior to the scheduled departure time;
- 11.1.3. 75% of the Total Price if the cancellation notification is received within 48 hours prior to the scheduled departure time;
- 11.1.4. 90-100% of the Charter Price for no notice/no show subject to whether flight was dispatched.

11.2. Any cancellation by the Customer must be in writing.

## **12. Substitute aircraft and substitute carrier**

12.1. If for any reason Jet Exchange shall be unable to procure the performance of any Flight with an aircraft of the type stipulated in the Confirmation, Jet Exchange shall be entitled but not obliged to substitute one or more aircraft of a reasonably similar type.

12.2. If for any reason beyond Jet Exchange's reasonable control, Jet Exchange is unable to perform any Flight, Jet Exchange shall be entitled but not obliged to procure the performance by a substitute Carrier.

## **13. Indemnity; Limitations on Liability**

13.1. If there is any failure or omission by the Customer to perform or procure the performance of its obligations under this Agreement, or if there is a breach by any Passenger of any of the regulations, laws, directions or conditions referred to in this Agreement, then the Customer shall indemnify and keep indemnified Jet Exchange against all claims, demands, liabilities, actions, proceedings, costs and damages of any kind whatsoever which may result from any such failure, omission, breach or other default, including but not limited to any costs incurred by Jet Exchange in returning or transporting Passengers to its origin point or any other place required by any immigration, customs or other relevant authority.

13.2. The Customer shall indemnify Jet Exchange against any loss, damage, liabilities, costs or expenses of whatsoever nature caused to be suffered or incurred by Jet Exchange and its officers, employees or subcontractors arising out of any act or omission of the Customer or its officers or employees whether arising in contract or tort (including negligence) or otherwise.

13.3. Jet Exchange and its officers, employees, sub-contractors, agents and servants who take part in the execution and performance of this Agreement or any part thereof shall not be subject to any liability in excess of that provided for in the Montreal Convention of 28th May 1999 as implemented in the European Community by Regulation (EC) No 2027/97 (as amended by Regulation (EC) No 889/2002) and national legislation of the Member States of the EU. The Customer shall indemnify Jet Exchange and its officers, employees, sub-contractors, agents, servants and assigns any such costs, claims or demands resulting from any of them being charged with any higher liability than that provided for in such Convention.

13.4. If Jet Exchange has to pay any fine, penalty, fees or charges (such as detention costs) because the Customer, its servants or agents or any Passenger has failed to obey any laws or regulations, or other travel requirements of the country to which the Aircraft has flown, or to produce the necessary documentation needed by that country, the Customer will repay the amount that has been paid by Jet Exchange as a result.

13.5. Jet Exchange shall not be liable to the Customer for any pure economic loss, or loss of profit, business or goodwill, in each case whether direct, indirect or consequential, or any claims for consequential compensation whatsoever (howsoever caused) which arise out of or in connection with this Agreement.

13.6. The Customer agrees that in no event shall Jet Exchange's total liability to the Customer under this Agreement (whether in contract, tort or otherwise) be more than the Total Price, except as otherwise required by law.

13.7. There is not implied in this Agreement any warranty or condition as to the Aircraft or its crew or as to its or their fitness for any purpose, and any warranties or conditions implied by statute or common law are to the fullest extent permitted by law excluded from this Agreement.

13.8. The indemnities in this Clause 13 shall survive the termination of this Agreement.

## **14. Termination**

14.1. Either party shall be entitled to terminate this Agreement without prejudice to the rights of the parties then accrued by giving notice in writing to the other if the other party has committed a material breach of its obligations under this Agreement or has become insolvent or, being a company, has passed a resolution or suffered a petition to be presented for its winding-up or administration or, being an individual, dies.

## **15. Personal Information**

15.1. The Customer recognises that personal data has been given to Jet Exchange and that Jet Exchange may use the personal information provided for the purposes of:-

- 15.1.1. booking the Flights, issuing Passenger tickets, and providing the Customer with any relevant services and facilities;
- 15.1.2. accounting, billing and auditing;
- 15.1.3. checking credit or other payment cards;
- 15.1.4. security, immigration and entry procedures;
- 15.1.5. administrative and legal purposes;
- 15.1.6. statistical analysis;
- 15.1.7. ensuring compliance with legal regulatory obligations applicable to Jet Exchange;
- 15.1.8. systems testing, maintenance and development;
- 15.1.9. customer relations;
- 15.1.10. assisting in any future dealings with the Customer; and
- 15.1.11. direct mail and market research.

15.2. For these purposes the Customer authorises Jet Exchange to retain and use personal information and to transmit it to companies involved in providing transportation or related services and facilities, data processors working for Jet Exchange, Jet Exchange's agents, government enforcement agencies, and credit and payment card companies. This may involve sending personal information outside the European Economic Area.

## 16. General

16.1. Any notice required to be given hereunder shall be sufficiently given if forwarded by post, e-mail to the address in the Confirmation of the party to whom it was given and every notice so sent shall, subject to the remainder of this clause, be deemed to have been received and given at the time when in the ordinary course of transmission it should have been delivered to the address to which it was sent. In the event a notice is given outside normal business hours, it will be deemed to have been received at the opening on the next business day.

16.2. This Agreement embodies the entire contract of the parties with respect to the performance of the Flights, and there are no terms, conditions or obligations oral or written, express or implied, other than those contained herein. No variation of this Agreement shall be effective unless the same is evidenced in writing and signed by duly authorised representatives on behalf of both parties.

16.3. The paragraph headings in these Terms are for the purpose of convenience only and do not affect the construction of the Terms.

16.4. Any provision of this Agreement which is held, in whole or in part, to be invalid or unenforceable in any jurisdiction shall be ineffective to the extent of such invalidity or unenforceability without invalidating or rendering unenforceable the remaining provisions hereof, and any such invalidity or unenforceability in any jurisdiction shall not invalidate or render unenforceable such provision in any other jurisdiction.

16.5. A party's rights under this Agreement may be used as often as necessary. A party shall only be deemed to have waived its rights if it does so in writing, and any delay by a party in exercising any of its rights shall not constitute a waiver. The rights granted under this Agreement apply in addition to the rights granted under law.

16.6. This Agreement shall be governed by English law, and the parties submit to the English courts in respect of any disputes arising out of it.

16.7. The parties hereby agree that a person who is not a party to this Agreement has no rights under the Contracts (Rights of Third Parties) Act 1999 (as amended, modified or supplemented from time to time) to enforce any term of this Agreement.

## **Appendix 1**

### **EU NOTICE REQUIREMENT EU CARRIERS**

#### **Air carrier liability for passengers and their baggage**

This information notice summarises the liability rules applied by Community air carriers as required by Community legislation and the Montreal Convention.

#### **Compensation in the case of death or injury**

There are no financial limits to the liability for passenger injury or death. For damages up to 100,000 SDRs (approximately £99,000) the air carrier cannot contest claims for compensation. Above that amount, the air carrier can defend itself against a claim by proving that it was not negligent or otherwise at fault.

#### **Advance payments**

If a passenger is killed or injured, the air carrier must make an advance payment, to cover immediate economic needs, within 15 days from the identification of the person entitled to compensation. In the event of death, this advance payment shall not be less than 16,000 SDRs (approximately £15,800).

#### **Passenger delays**

In case of passenger delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for passenger delay is limited to 4,694 SDRs (approximately £4,600).

#### **Baggage delays**

In case of baggage delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for baggage delay is limited to 1,131 SDRs (approximately £1,115).

#### **Destruction, loss or damage to baggage**

The air carrier is liable for destruction, loss or damage to baggage up to 1,131 SDRs (approximately £1,135). In the case of checked baggage, it is liable even if not at fault, unless the baggage was defective. In the case of unchecked baggage, the carrier is liable only if at fault.

#### **Higher limits for baggage**

A passenger can benefit from a higher liability limit by making a special declaration at the latest at check-in and by paying a supplementary fee.

#### **Complaints on baggage**

If the baggage is damaged, delayed, lost or destroyed, the passenger must write and complain to the air carrier as soon as possible. In the case of damage to checked baggage, the passenger must write and complain within seven days, and in the case of delay within 21 days, in both cases from the date on which the baggage was placed at the passenger's disposal.

#### **Liability of contracting and actual carriers**

If the air carrier actually performing the flight is not the same as the contracting air carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of an air carrier is indicated on the ticket, that air carrier is the contracting air carrier.

#### **Time limit for action**

Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.

#### **Basis for the information**

The basis for the rules described above is the Montreal Convention of 28 May 1999, which is implemented in the Community by Regulation (EC) No 2027/97 (as amended by Regulations (EC) No 889/2002 and Regulation (EC) 285/2010) and national legislation of the Member States.

**January 2012**

## Appendix 2

### Banned & Restricted Items

Banned, restricted and dangerous goods are articles or substances which are capable of posing a risk to health, safety, property or the environment. If you wish to carry or transport any such goods, you should be aware of the regulations and any action you might need to take.

#### Items forbidden for carriage on Jet Exchange

The following list covers all those items that are forbidden to be carried anywhere on Jet Exchange flights:

- 1 Disabling devices - mace, pepper spray, etc.
- 2 Security-type attaché cases containing dangerous goods - pyrotechnic devices, etc.
- 3 Strike anywhere matches
- 4 Cooking oils
- 5 Flammable gas cylinders
- 6 Flammable liquids - paint, petrol, lighter refills, solvents, varnish, etc.
- 7 Flammable solids - firelighters, etc.
- 8 Substances liable to spontaneous combustion
- 9 Substances that emit flammable gases in contact with water
- 10 Oxidising materials - paint stripper, etc.
- 11 Organic peroxides - bleach, etc.
- 12 Toxic substances - weedkiller, insecticides, etc.

If you are in any doubt, please contact Jet Exchange for advice.

#### Electronic goods

Please ensure any electronic items brought with you are turned off prior to taxi, take-off and landing.

#### Firearms

- Firearms must be carried in the hold.
- Firearms and ammunition must be declared and copies of Gun Licence with holders Passport must be submitted to Jet Exchange.
- Passengers must have a European Firearms Pass in order to travel within Europe with firearms.
- All firearms must be unloaded.
- The firearm must be carried in a hard-sided container.
- The container must be locked and only the passenger may retain the key or combination.
- Ammunition must travel in the manufacturer's packaging or other packaging suitable for transport and may not be carried loose.
- Ammunition may not be packed in the same hard-sided, locked case as the firearm.



## **Appendix 3**

### **Carriage of Pets under the Pet Travel Scheme (PETS)**

Jet Exchange is a DEFRA approved operator and can carry dogs, cats, and ferrets within our European service area. When travelling into the UK from Europe, Jet Exchange is authorised only to operate into certain airports and additional procedures must be followed.

#### **General Conditions of carriage for pets**

- 13 Any passenger intending to bring a pet on-board a Jet Exchange flight must notify Jet Exchange in advance and receive approval. Any animals arriving on the day will be declined carriage.
- 14 Jet Exchange must be informed of the breed, age, and weight of the animal.
- 15 Animals should weigh no more than 8kg †
- 16 All animals must be restrained at all times during the flight, and kept in the seating area, away from the cockpit and aircraft controls. Responsibility of this falls to the passengers, and passengers should bring their own restraints, harnesses, or travel cages as appropriate. Cats and ferrets will require a travel cage.
- 17 Passengers are responsible for loading and unloading the animal themselves in order to prevent injury or distress to the animal.
- 18 The Captain reserves the right to exercise his discretion. Any animals that he believes to be oversized, or that do not have a means to be restrained may be declined carriage.
- 19 Any pet passports, vaccination certificates, or other documents required by airport authorities must be provided in advance of the flight in compliance with local regulations on pet travel.

If you are in any doubt, please contact Jet Exchange for advice.

† Guide dogs weighing over 8kg can travel on board Jet Exchange, by special permission from the Chief Pilot

#### **Pets Weighing over 8kg**

Any pets weighing over 8kg may only be carried with express approval from Jet Exchange, and by special permission from the Chief Pilot. In order to gain this approval, Jet Exchange will require the following information:

- Size, Weight, and number of animals
- Restraint(s) to be used
- Frequency of travel on aircraft

#### **Pet Travel Scheme (PETS)**

The Pet Travel Scheme (PETS) is the system that allows:

- Pet dogs, cats and ferrets from certain countries and territories to enter the UK without quarantine as long as they meet the rules
- People in the UK to take their dogs, cats and ferrets to other European Union (EU) and certain non-EU countries and territories, and return with them to the UK without the need for quarantine.

The rules are in place to keep the UK free from rabies and certain other diseases.

Pets air travel is unrestricted within the UK, The Channel Islands, and The Republic of Ireland, and carriers may use any airport without restriction. For those entering the UK from continental Europe, Jet Exchange is approved under the Pet Travel Scheme (PETS) to operate into a number of UK airports. In order for the pet to travel, a full copy of the pet passport including all vaccination pages must be provided in advance of the flight.



Before your pet enters the UK, it must be treated against ticks and a tapeworm – Treatment must be administered by a vet not less than 24 hours and not more than 120 hours before the scheduled departure time with Jet Exchange for its journey into the UK.







# Permitted in cabin

**On your person only**

-  Cigarette lighters
-  Matches

**Hand luggage only**

-  Power banks & spare batteries
-  E-cigarettes

# Not permitted anywhere

-  Flammables
-  Bleach
-  Toxic
-  Oxidisers
-  Corrosives
-  Compressed gas
-  Incapacitating sprays
-  Ignitable gas devices
-  Explosives
-  Fireworks

**Failure to comply is a criminal offence.**  
Some exceptions apply - for further advice contact your airline.