



## **PAUL LYONS AVIATION STANDARD TERMS AND CONDITIONS**

### **GENERAL**

All quotations are valid for 30 days from the date of issue.

All bookings are subject to aircraft and crew availability until confirmed by written instruction to proceed with a Charter.

Where specific departure and arrival times are not initially provided by the Client, departure and arrival times in the quotation are provided as a guide only. Actual departure time/s must be confirmed by the Client at the time of quotation acceptance.

### **PASSENGER WEIGHTS**

In accordance with the Civil Aviation Safety Authority, Safety, and legal requirements for the operating weight of the Aircraft, it is essential that accurate weights of passengers and baggage are obtained.

### **CHILDREN AND INFANTS**

Children & Infants: Infants are classified as a passenger who has not reached his or her third birthday and may travel on their parent's or guardian's lap with a special seatbelt attachment. Children are classified as 3 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.

### **PASSENGER ACCEPTANCE**

Paul Lyons Aviation 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.

### **BAGGAGE**

The maximum baggage allowance (including carry on) is 10kg per person in soft sided bags. Larger or heavier items are permitted by prior arrangement, subject to confirmed size and weight

### **CHECK IN TIMES:**

A minimum of 30 minutes prior to the stated aircraft departure time

### **PAYLOADS**

Payload is defined as the total weight of all passengers, cargo, and baggage able to be loaded on the aircraft. The payload provided to the customer is indicative only, based on realistic aircraft capabilities and may be reduced by factors including (but not limited to) weather conditions or at the discretion of the aircraft Captain to carry additional fuel. Paul Lyons will endeavour to assist Clients to carry the stated payload by upgrading aircraft capacity/type subject to the prior approval of the Client for any additional cost.

### **PAYMENT**

For Clients without a trading account, full payment is required to secure the booking. Payment can be accepted by direct bank transfer, credit card (Visa and MasterCard) or cash.



## CREDIT CARD PAYMENTS

A 0.695% surcharge is applicable to all VISA/MASTERCARD credit card payments.

## ON TIME PERFORMANCE:

Safety is our utmost priority. Where inclement weather threatens the safety of the flight, Paul Lyons Aviation reserve the right to delay, or cancel the flight. Flights cancelled or postponed due to weather will be considered a cancellation by Paul Lyons Aviation on safety grounds and will rescheduled to a suitable day and time.

## INSURANCE

Paul Lyons Aviation complies with the Civil Aviation Carrier Liability Act.

## DANGEROUS GOODS

Paul Lyons Aviation will carry dangerous goods that are permitted in checked or cabin baggage. Dangerous goods not meeting this requirement are not permitted on Paul Lyons Aviation Aircraft. They include flammable, explosives, toxic, poisonous substances. Further information can be found on the CASA Dangerous goods website <https://www.casa.gov.au/safety-management/landing-page/dangerous-goods>. If you have any doubt about the nature of the items in your baggage or cargo, please do not hesitate to contact us prior to your flight.

## CANCELLATION TERMS

Unless otherwise agreed between the Client and Paul Lyons Aviation, cancellation of any flight (s) after confirmation are subject to the following:

In the event that Client cancels the Service within **48 hours** of the scheduled departure time for the Service – the applicable penalty fee shall be 10% of the total value and in the event that the Client cancels the Service within twenty-four (**24**) hours of the scheduled departure time for the Service the applicable penalty fee shall be 50% of the total value detailed. In the event that the Client cancels the Service within **FIVE (5) hours** of the scheduled departure time for the Service, or any time after the Aircraft has departed the Aircraft Base to perform the Service - the applicable penalty fee shall be 100% of the total value.