

General terms and conditions

1. AGREEMENT: the company and the customer agree on the beside terms in order to operate a specific mission. By signing the confirmation, the customer agrees with the general terms and conditions.

2. PRICE OF THE OFFER: The customer undertakes to make the payment as stated in the right confirmation. Any change of the mission should be approved by Starjet Aviation, and can lead to a revision of the price. The price includes all fees related to the aircraft (landing and overflight fees), crew night stops, fuel, handling agent overcharge for certain countries. Extra cost not included for de-icing, special catering requested.

3. LATE DEPARTURE: In case of late departure or delay scheduled flight, requiring an extra overnight for the crew, this will be added as a supplement on the invoice.

4. LUGGAGES: Luggage are limited according to the type of aircraft, for instance 15Kg per passenger on the light jets. The passenger is responsible for his luggage and assures to the company not to transport illegal or dangerous goods as below:

ARTICLES RÉGLEMENTÉS DANS LES BAGAGES / REGULATED ITEMS IN BAGGAGE			
Interdits en cabine / Prohibited in carry-on baggage			
 Objets pointus ou tranchants (couteaux, ciseaux...) Sharp (knives, scissors...)	 Instruments contondants (casse-tête, batte de base-ball...) Blunt objects (Artifact club, base-ball bat...)	 Armes à feu et objets y ressemblant ou objets assimilés Firearms and likeness or related items	 Outils de travail (perceuse, scie, tournevis...) Working tools (drill, saw, screwdriver...)
 Appareils à effet paralysant ("Taser", bombe lacrymogène...) Device with paralysing effect ("Taser", teargas grenade...)			
Interdits ou réglementés en soute et en cabine / Prohibited or regulated in checked and carry-on baggage			
 Batteries humides, piles et batteries au lithium Wet batteries and lithium batteries	 Liquides inflammables Flammable liquids	 Feux d'artifice Fireworks	 Substances et engins explosifs Explosives
 Poisons et substances infectieuses Poisons and infectious substances	 Mallettes et serviettes équipées d'alarme Briefcases with installed alarm devices	 Solides inflammables Flammable solids	 Masses magnétisées Magnets
 Gaz Gas	 Fers à friser contenant des gaz d'hydrocarbure Curling tongs with hydrocarbon gas	 Aérosols, parfums et médicaments non radioactifs Aerosols, perfumes and non radioactive medicines	 Alcool au pourcentage compris entre 24% et 70% Alcohol containing between 24% and 70% of alcohol volume
 Matières radioactives Radioactive materials	 Produits corrosifs Corrosives	 Cartouches pour armes de chasse ou de sport Munitions for hunting and sporting weapons	
Articles du fumeur / Smoking accessories			
 Les briquets de type "Blue flame", les briquets sans flamme et le combustible pour recharge sont interdits à bord. Blue flame-type lighters, flameless lighters and fuel for recharge are prohibited on board. Les e-cigarettes sont autorisées en bagage cabine ou sur soi mais pas en soute. Elles doivent être protégées individuellement et ne peuvent être utilisées à bord. You may bring electronic cigarettes in your carry-on bag or on your person. They are not allowed in checked baggage. They must be individually protected and can not be used on board the aircraft. Les briquets à gaz liquéfié (type Bic), 1 briquet de type Zippo ou 1 pochette/boîte d'allumettes sont acceptés sur soi uniquement. Liquified gas lighters (e.g. Bic-type), a single Zippo type lighter or a single book/box of matches are permitted when carried on your person only.			
Mesures de sûreté s'appliquant aux liquides, gels, crèmes, pâtes, aérosols : Sont autorisés en cabine, par passager, les flacons et tubes de 100 ml maximum disposés dans un seul sac plastique transparent fermé, d'une dimension d'environ 20x20cm. Safety measures applying for liquids, gels, creams, pastes and aerosols : Are authorized in cabin, per passenger, bottles and other containers of 100ml (3oz) or less, placed in one clear, resealable quart or liter-sized plastic bag.			
En cas de doute, consultez notre site ou nos agents For further information, please refer to our website or our employees.			

5. COMMUNITY RULES: According to the Warsaw Convention application and the community rules regarding air company liabilities in case of accident, the responsibility of the company for any damages cannot exceed 100'000 SDR (equivalent of 139'000 €).

6. PASSENGERS: Passengers are responsible of the validity of their traveling documents as well as their necessary visas. The commit to give to Starjet Aviation all personal information (PNR) as soon as this quote is signed. On the other hand, the company undertakes not to keep the sensitive data as stated in the international agreements related to airline companies.

7. FORCE MAJEURE: If the mission is delayed, cancelled or modified for any meteorological, technical or administrative reasons or for any unpredictable causes, the customer cannot aspire to be refund.

Any missing information to this agreement should respect both European Law and internal specificity rules to Starjet Aviation.

Customer cancellation policy:

- 10% of the total amount between 15 and 30 days
- 20% of the total amount between 7 and 14 days
- 25% of the total amount between 6 and 2 days
- 50% of the total amount less than 48h prior to departure
- 75% of the total amount less than 24h prior to departure
- 100% of the total amount on the day of departure and in case of no show