

General Conditions for Charter Flights

1. The Carrier is responsible for providing an aircraft equipped, manned and insured in accordance with the applicable law and regulations.

2. The Carrier undertakes to use its best efforts to carry the Passengers and their luggage in accordance with departure, landing and flight times shown in the flight schedule. The flight times, specified in the offers / confirmations are reference values without consideration of wind as well as taxi time.

3. The Carrier shall, if compelled thereto by circumstances, without any change of the charter price, substitute alternate carriers or aircraft for the performance of the contracted flight. Such carrier or aircraft shall, however, as far as possible be of the similar standard and the Carrier shall at the earliest possible moment notify the Charterer of such substitution.

4. The Carrier is not liable for any costs arising through passengers interrupting or rejecting carriage due to the intervention of immigrations authorities, recommendations of certified physicians or for similar reasons, nor is the Carrier responsible for transportation of such passengers for the remainder of the journey.

5. The charter price includes all costs specified in the flight confirmation. Not foreseeable additional charges such as but not limited to like war risk insurance, de-, anti-icing costs will be invoiced separately. Changes of the flight schedule (routing, flight data and flight times) require the prior confirmation of the Carrier and can be invoiced according to the additional expenses and additional arising costs. The Carrier is not entitled to utilize any unused part of the chartered space and/or payload without refund to the Charterer. The Carrier has the right to utilize any leg which according to the charter agreement has been contracted as an empty leg. Such utilization shall not entitle the Charterer to any refund.

6. Terms of payment. The flight is finally confirmed when a confirmation fee of 25% of the total cost has been accomplished. This is to be done within 7 days of accepting the flight offer. The remainder of the cost is due 48 hours prior to the departure.

7. The Carrier may at any time divert, postpone or cancel any flight in the event that the flight cannot be performed or completed due to force majeure (riots, lock-outs, civil commotion, existence, apprehension or imminence of war, blockage, embargo, acts of governmental authorities including civil aviation authorities, acts of God, fire, meteorological conditions, epidemics, quarantine, requisition of aircraft, breakdown or accident to aircraft or any other similar cause beyond the control of the Carrier or if safety of passengers, cargo, aircraft or crew is reasonably deemed to be at risk).

8. If the Carrier cannot perform the flight for reason of force majeure, the Carrier shall be under no obligation or liability to the Charterer except to refund him any possible amount prepaid for the flight in question. If the Carrier is compelled by force majeure to discontinue a flight in course the Charterer shall pay only for the distance covered. The Carrier shall thereafter be under no liability to the Charterer or his passengers for costs arising in connection with accommodation, meals or transportation for the remainder of the journey.

9. In no case shall the Carrier be liable for any costs incurred by the Charterer after arrival at the destination.

10. The Captain of the aircraft is entitled to take all necessary safety precautions at any time, and to that extent he/she has full authority to make decisions on changes to the offered payload and seating capacity on the passengers and freight and on the loading distribution and unloading of freight and baggage. Similarly, the Captain shall make all necessary decisions as to whether and in what way the flight takes place, whether diversions are made from the planned route, and where the aircraft is landed. The Carrier's personnel are allowed to follow orders from the Carrier only.

11. The transport documents are as a rule issued by the Carrier. The Charterer is to provide the Carrier with all necessary information and documentation for that purpose. The Charterer is responsible for the correctness and completeness of that information and documentation. Further the Charterer is liable for all damages resulting from incorrectness and incompleteness of this information and documentation or from documents issued late or improperly. The Charterer is also responsible for ensuring that the passengers have all documents necessary for entry and exit, such as visas, passports, vaccination certificates etc.

12. Carriage hereunder is subject to the rules and limitations of the Finnish Civil Aviation Administration which is bound by European EASA / EU OPS requirements and ICAO standards and recommendations. Please note that the liability of the Carrier for death or injury of the passenger and/or loss or damage of luggage is as a rule limited. Insurance coverage is effected up to the limits of the Warsaw- Hague Convention or relevant national law and in accordance with Council Regulation (EC) No 2027/97, as amended by regulation (EC) No 889/2002 of the European Parliament and of the Council. In no event shall the Carrier be liable for any special, indirect or consequential damages.

13. For safety reasons, miscellaneous dangerous goods as listed in the IATA Dangerous Goods Regulations may not be carried in passenger baggage. The Carrier has right to enforce luggage checks to ensure safety and security on board and to comply with the law in the respective countries.

14. The Carrier is entitled to utilize the services of third parties to perform its obligations, in whole or in part. Should the Carrier cancel the charter agreement after commencement of the flight due to failure of the aircraft for technical or operational reason or as a result of force majeure, the Charterer shall pay the Carrier the agreed charter price reduced in proportion to the ratio between the total number of flying hours and the number of flying hours actually flown.

15. If the time for which the aircraft is available to the Charterer under the terms of the charter agreement is exceeded because passengers, baggage or freight are not ready to be taken on board in due time, because travel documents or other documents required for transport are missing or because of other actions or omissions on the part of the Charterer, his employees, passengers or representatives, the Charterer shall pay the Carrier demurrage in accordance with the scale of fees of the relevant airport and compensate the Carrier for the costs of additional ground and air time. Similarly, the Charterer is responsible for all costs which relate to flight re-scheduling or change of routes upon the request or delay of passengers.

16. Consequences of cancellation.

<u>Duration of prior notice given</u>	<u>Amount of cancellation fee</u>
More than 28 days prior departure	Expenses already incurred, minimum 200 euros
28 days – 14 days prior departure	10% cancellation fee applies
14 days - 48 hours prior departure	25% cancellation fee applies
Less than 48 hours	50% cancellation fee applies

17. Any dispute arising in relation to these Conditions shall be settled according to the Finnish Law at the Vantaa District Court in Finland.

Please refer to the next pages for restrictions of prohibited items to carry on your luggage.

Be aware of restrictions if you intend to carry any of the following articles and substances:

Aerosols	<p>Medicinal or toilet articles including aerosols may be carried in carry-on baggage. The rules on package sizes for liquids in carry-on baggage apply to aerosols too. Checked baggage may also contain aerosols for sports or household use, if they are non-flammable, non-toxic and non-corrosive. The aerosol vents must be covered by a cap or other protection to prevent inadvertent release of content. The total net quantity of all such articles must not exceed 2 kg or 2 litres, and the net quantity of each single article must not exceed 0.5 kg or 0.5 litres.</p>
Alcoholic beverages	<p>Alcoholic beverages in their retail containers, with an alcoholic content of more than 24% but no more than 70% by volume, may be carried either in carry-on baggage or checked baggage with a total net quantity not exceeding 5 litres per person, in containers with a maximum volume of 5 litres. See also the restrictions on the carriage of liquids and customs regulations.</p>
Art supplies	<p>Art colours packed in tubes are generally inert and thus may be carried either in carry-on baggage or in checked baggage, subject to the restrictions on the carriage of liquids. Solvents for art colours are often hazardous flammable liquids and as such may not be carried. It should also be noted that rags soaked in linseed oil may react with oxygen, heat up and self-ignite. <i>For this reason, linseed oil is considered a hazardous substance and is forbidden from aircraft.</i></p>
Batteries (wet)	<p><i>Forbidden (corrosive).</i></p>
Batteries and cells (for consumer electronics)	<p>Consumer electronics for the passenger's own use may be carried either in carry-on baggage or in checked baggage. Lithium metal or lithium ion batteries or cells may only be carried if installed in a consumer device, either in carry-on baggage or in checked baggage; it is recommended that these be carried in carry-on baggage electronics. Spare batteries or cells may only be carried in carry-on baggage and must be protected so as to prevent short circuits. A passenger may carry no more than two spare lithium batteries or cells. The lithium content of all batteries and cells carried must not exceed 2 g in weight or 100Wh in energy content.</p> <p><i>Forbidden (oxidising).</i></p>
Bleaches	<p>A hydrogen peroxide solution for bleaching hair may be carried in carry-on baggage or checked baggage (subject to the limitations on carriage of liquids) in a well-sealed container if the hydrogen peroxide content of the solution is less than 8%.</p>
Camping stoves	<p><i>Flammable liquids and gases (canisters) for camping stoves, e.g. Trangia, are completely forbidden. The camping stove itself may be</i></p>

	<p>carried if carefully emptied and cleaned. The wick must be cleaned and dried so as to remove any traces of fuel.</p>
Deodorants	<p>Roll-on deodorants are classified as liquids and are therefore subject to the restrictions on the carriage of liquids. Stick deodorants are not liquids.</p>
Diving equipment	<p>This equipment may include gas cylinders, which are not allowed if they contain pressurised gas. Empty tanks (pressure gauge reads zero) may be carried. This equipment may also contain high-intensity diving lamps, which can generate extreme heat if operated in air. In order for such a lamp to be carried safely, the bulb or battery must be removed and the terminals of the battery protected to prevent a short circuit.</p>
Firearms and ammunition	<p>Firearms for sport or hunting may only be carried in checked baggage, and only with specific permission from the airline. Firearms must be unloaded and packed in a sturdy package. Securely boxed cartridges may be carried in checked baggage only in quantities not exceeding 5 kg gross per passenger. The ammunition may not include explosive bullets or incendiary bullets, and their classification must be 1.4S and their UN number either UN 0012 or UN 0014.</p>
Fireworks	<p><i>Carriage of fireworks, including sparklers, is completely forbidden.</i></p>
Fishing gear	<p>Fishing gear (tackle boxes containing hooks) must be carried in checked baggage. Lures with hooks less than 6 cm in length may be carried in carry-on baggage.</p>
Floorball sticks	<p>May be carried in checked baggage.</p>
Gas weapons	<p><i>Forbidden (gases). Carrying replica guns in carry-on baggage is also forbidden.</i></p>
Gas cylinders	<p><i>Forbidden (gases). See also Diving equipment and Life jackets.</i></p>
Hair curler	<p>Line-powered hair curlers may be carried either in carry-on baggage or in checked baggage. One catalytic hair curler containing butane gas (container) may be carried, provided that the safety cover is securely fitted over the heating element. No refills may be carried, however. A hair curler with a butane container may be carried either in carry-on baggage or checked baggage.</p>
Hair spray	<p>See Aerosols.</p>
Ice skates	<p>May be carried in checked baggage.</p>
Insect repellents (applied to the skin)	<p>Insect repellents applied to the skin may be carried in carry-on baggage or checked baggage on the same conditions as for medicinal or toilet articles.</p>
Insecticides	<p><i>Carriage of substances intended for killing insects (aerosols and liquids not intended to be applied to the skin) is completely forbidden because they are toxic and often flammable.</i></p>
Insulin needles, insulin pump	<p>Medicines and medical equipment required by a passenger for the care of his/her condition during the flight may be carried in carry-on baggage.</p>

Iron (for clothes)	May be carried in checked baggage.
Kitchenware (frying pans, etc.)	May be carried in checked baggage.
Knitting needles	Knitting needles made of any material may be carried in checked baggage. However, only plastic or wooden knitting needles or crocheting hooks may be carried in carry-on baggage.
Life jacket, self-inflating with carbon dioxide canister	A self-inflating life jacket fitted with no more than two small canisters of carbon dioxide or other class 2.2 gas (non-flammable, non-toxic) may be carried with permission from the airline. The life jacket may be carried in carry-on baggage or checked baggage. A maximum of two spare canisters may be carried together with the life jacket, provided the passenger keeps them on his/her person at all times (in a handbag or pocket).
Lighters and matches	Only one box of matches or one cigarette lighter is allowed for the passenger's own use and on the passenger's person, e.g. in a pocket or a handbag. <i>Highly flammable 'strike anywhere' matches are completely forbidden.</i> Matches and lighters must not be carried in carry-on baggage or checked baggage. <i>Lighters containing unabsorbed liquid fuel (other than butane gas), containers of lighter fuel and lighter refills are completely forbidden.</i> Any other liquid fuel than butane gas must be absorbed in another substance to be allowed. For the purposes of this rule, a 'cigarette lighter' means a small-size lighter such as is commonly sold in grocery stores, emitting gas at a low pressure and burning with a candle-like flame. <i>NOTE! Lighters emitting gas at a high pressure and producing a very hot flame are completely forbidden from aircraft. These include lighters designed for cigars, pocket torches and jet flame lighters. The emission of the gas causes an audible rushing sound.</i>
Lighter fluid	<i>Forbidden (flammable liquid).</i>
Medicines	All medicines that the passenger needs during the flight may be carried in carry-on baggage. Medicines in liquid form must be presented at the security check.
Oxygen or air bottles	Small bottles of oxygen or air for medicinal purposes only may be carried with the specific permission of the airline, either in carry-on baggage or in checked baggage. <i>By contrast, for instance, carriage of gas cylinders used as diving equipment is forbidden unless the cylinders are emptied.</i>
Paints	<i>Forbidden if they contain dangerous substances (e.g. flammable liquids or toxins).</i>
Photographic films and video recordings	May be carried either in carry-on baggage or in checked baggage. Baggage screening devices used in Finland do not damage photographic films or video recordings. Other countries may use different equipment, however, so it is recommended that articles of this kind are carried in carry-on baggage.
Roller skates	May be carried in checked baggage.
Shaving equipment	Shaving equipment may be carried in carry-on baggage or checked baggage. A razor blade is allowed in carry-on baggage only if

	permanently attached to a plastic razor blade holder.
Skateboard	May be carried in checked baggage.
Ski waxes and wax removers	Solid ski waxes and klisters may be carried either in carry-on baggage or in checked baggage. <i>NOTE! Ski waxes containing fluorides are forbidden. Ski waxes with the word 'flammable' or 'inflammable' on their label are completely forbidden. For ski waxes in aerosol form, see Aerosols. Most wax removers are flammable liquids and as such completely forbidden.</i>
Smoke detectors	May be carried either in carry-on baggage or in checked baggage.
Solvents and adhesives	<i>Forbidden if they contain dangerous substances (e.g. flammable liquids).</i>
Tinder box	May be carried in checked baggage if protected so that it cannot accidentally produce sparks (stone and metal surfaces separated).
Toy guns	May be carried in checked baggage.
Trangia	See Camping stoves.
Umbrella	May be carried either in carry-on baggage or in checked baggage.
Walking poles	May be carried in checked baggage.
Washing powders	Detergents in powder form for the passenger's own use may be carried in carry-on baggage or checked baggage if carefully packed. <i>However, substances mainly containing chlorine and intended for bleaching are forbidden.</i>