

Terms of Service

TERMS AND CONDITIONS:

- A. **BINDING AGREEMENT:** This document, once signed by the parties (the "Client") and returned to Northern Jet Management (the "Company"), shall constitute a legally binding agreement between the parties.
- B. **CONFIDENTIALITY:** The Company does not disclose any information regarding clients, their passengers, departure or destination to any outside source. Only persons listed on your account are authorized to obtain information about your flight schedule and manifest(s).
- C. **CANCELLATION POLICY:** Domestic flights canceled less than 24 hours (International flights less than 72 hours) to scheduled departure time are subject to a cancellation fee in the amount of 20% of the quote (to include any applicable repositioning costs).
- D. **PAYMENT TERMS:** Payment of the above quoted amount is due prior to the departure time of the initial flight segment listed on the quoted itinerary. Payment is accepted via wire transfer or credit card (a 4% processing fee applies).
- E. **SECURITY:** Due to Federally mandated security measures, all passengers 18 years of age or older will be required to present a valid government issued photo I.D. prior to boarding. Unlisted passengers may cause a significant delay pending security verification prior to boarding. The Company and the flight crew reserve the right to inspect all baggage. The Client will be responsible for obtaining any travel authorization documents, such as passports and visas, that may be required by the destination government authorities.
- F. **FEDERAL AIR TRANSPORTATION EXICSE TAX ("FET"):** The Broker shall be responsible for the collection and remittance of FETs based on the final invoice amount to the Internal Revenue Service ("IRS"). The Company will not collect FET for remittance to the IRS for the flights performed.
- G. **NON-STANDARD CLEANING FEES:** The Client agrees they are responsible and will reimburse the Company for all costs of non-standard cleaning necessitate by client use of the aircraft. Non-standard cleaning is due to intentional or unintentional soiling of the aircraft interior caused by negligence or misconduct by the Client. Pets are permitted aboard Company aircraft with prior arrangement. All pets must be leashed or in carriers for travel. Post-flight cleaning may be necessary if the Client travels with a pet.
- H. **HAZARDOUS MATERIALS, DRUGS AND WEAPONS:** The Company does not carry any items considered Hazardous Materials (HAZMAT) by the U.S. Department of Transportation. Use and transportation of illegal drugs or substances (including recreational or medicinal marijuana) will not be permitted on any Company aircraft, or flights arranged by the Company. Clients may not bring weapons aboard the aircraft without prior arrangements.
- I. **AIRCRAFT SUBSTITUTION:** The Company reserves the right to change the tail numbers on like-sized, class, or type of aircraft within their fleet at any point. When necessary, the Company reserves the right to sub-charter the scheduled trip with an approved Operator of similar safety standards. Any fleet and Operator change will be communicated with the Client.
- J. **BAGGAGE:** If the Client is traveling with more baggage than will fit in the designated compartment, or is outside of weight limitations, the baggage will be shipped to the destination at the Client's expense.
- K. **EMPTY LEG RATES:** Advertised empty legs are subject to change. If the Client books an advertised empty leg that becomes unavailable round trip pricing will be applicable or the trip may be canceled without penalty. The Company will communicate these changes with the Client.
- L. **HIGH DENSITY AIRPORTS:** Certain high-density airports assign mandatory "slots" to inbound aircraft. The Company will make every effort to acquire mandatory slots. However, if the Company is unable to acquire a mandatory slot due to air traffic, weather, etc. the Client hereby acknowledges that their flight may be diverted to the next suitable airport.
- M. **PASSENGER CONDUCT:** The Client and/or all passengers shall act in a reasonable and responsible manner at all times prior to departure and during flight. The Client and/or passengers shall comply with the directives and instructions of the flight Crew. The Client shall be liable to the Company for any damage caused by any passengers to the aircraft or otherwise
- N. Non preferred Fixed Base Operators ("FBOs") - Non preferred FBOs are subject to approval by the Company and subject to a \$300.00 fee per FBO.