

## Terms of Service

Any change of itinerary or days of usage will invalidate the quoted price. Wing Aviation is not responsible for cancellations or passenger delays due to maintenance issues, weather, acts of God, forces of nature, or any other cause beyond the control of Wing Aviation. Refunds will not be issued for delays or schedule changes beyond the control of Wing Aviation.

### **Customer/Company will be required to prepay for charter services prior to departure of flight.**

Additional charges may include catering, flight phone usage; wifi; ground transportation, de-icing/hangar fees, and/or any additional services requested by client and will be invoiced net 10 days after completion of charter flight for any additional charges and final invoice for any additional charges will be due Net 15 days from the invoice date.

### **50% deposit is required 10 days prior to all International departures and is non-refundable.**

**Cancellations:** Flight charges are fully refundable with minimum advance notice. Wing Aviation must receive notice of cancellation 48 hours prior to scheduled departure time. Cancellations between 96 and 48 hours of scheduled departure will be subject to charges incurred or 25% of quoted price, whichever is greater. Cancellation within 48 hours of scheduled departure will be subject to charges incurred or 50% of quoted price, whichever is greater. Cancellation within 24 hours will be subject to 100% of the quoted price. Any Itinerary changes made after charter confirmation will be subject to approval and a 2 hour daily minimum for the original length of the trip if applicable.

**Holiday Policy:** Any trips spanning over holiday dates which are cancelled by the Customer are **subject to the below scale of fees.** Holiday dates are: January 1-5, July 3-5, President's Day Weekend, Memorial Day weekend, Labor Day Weekend, Thanksgiving Week (Tuesday prior - Sunday following), and December 20 - 31. IF the trip is cancelled at the customer's request

**21 days to 14 days** before the scheduled departure date - Cancellation fee of 15% of the total amount of the charter or Costs incurred, whichever is greater.  
**13 days to 5 days** before the scheduled departure date - Cancellation fee of 25% of the total amount of the charter or costs incurred, whichever is greater.  
**4 days to 1 day** before the scheduled departure date - Cancellation fee of 50% of the total amount of the charter or costs incurred, whichever is greater.  
**Within 24 hours prior** to the scheduled departure time - Cancellation fee of 100% of the total amount of the charter.

**"ONE WAY" Cancellation Policy:** 72 hours notice will be required on all cancellations on one way routings where client is paying a discounted rate for a one way segment and not paying for deadhead legs associated with the flight. Any "one way" trips cancelled within 72 hours will be charged a cancellation fee of 100% of the total amount quoted.

**Note:** Customer is responsible for any additional expenses incurred. Deviation for Significant weather Events Special catering, transportation, flight phone, wifi, deicing, landing, parking and/or hangar of aircraft, and any other additional expenses are invoiced at actual cost. Customer is responsible for damages beyond normal wear and tear and for cleaning beyond normal usage.

Acceptable forms of payment will be wire transfer or certified cashier's check. Upon management approval company check or credit card may be accepted from clients with a long standing relationship whose account is in good standing. If desired form of payment is by credit card, an authorized agent and/or cardholder as stated above, hereafter collectively referred to as "Client" authorizes Wing Aviation to secure funds on this quote by credit card holder plus a 3.75% administrative fee.

Payment for aircraft charter is due in full prior to departure unless payments terms have been approved by management. A \$1,000 hold will be placed on the credit card the day prior to the flight to cover any incidental charges. Any and all incidental charges will be charged to the customer's credit card once Wing Aviation receives the invoice from the vendor, this will include a 3.75% administrative fee. Please note incidental charges from international flights may take up to 30 days for processing.

**PASSENGERS:** The Transportation Security Administration (TSA) requires you to provide your full name, date of birth, and gender for the purpose of watch list screening, under the authority of 49 U.S.C. section 114, the Intelligence Reform and Terrorism Prevention Act of 2004 and 49 C.F.R. parts 1540 and 1560. You may also provide your Redress Number, if available. Failure to provide your full name, date of birth, and gender may result in denial of transport or denial of authority to enter the boarding area. TSA may share information you provide with law enforcement or intelligence agencies or others under its published system of records notice. For more on TSA privacy policies, or to review the system of records notice and the privacy impact assessment, please see the TSA Web site at [www.tsa.gov](http://www.tsa.gov) [tsa.gov](http://tsa.gov)>