



Very Important Person? ...Now You Are

Standard Flight Terms and Conditions

1 - PROVISIONAL BOOKING

- A simple request to **hold a seat(s) informally**
- **No obligation** to purchase the seat(s)
- **No invoice** is generated
- **No cancellation fees applicable**
- PROVISIONAL seats can be sold on

Information required to make a PROVISIONAL booking:

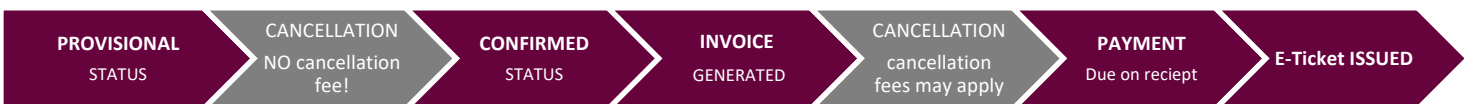
- The number of seats required
- The route and route direction
- Is it a one way or return?
- Date of the flight and return date if applicable
- Passengers full names are NOT required for PROVISIONAL bookings

2 – CONFIRMED BOOKING

- An **invoice** will be generated
- You will have an **obligation** to honour the **purchased seat(s)**
- **Cancellation fees** may apply
- **e-Tickets will only be issued on receipt of full payment**

Information required to make a CONFIRMED booking:

- The number of seats required
- The route and route direction
- Is it a one way or return?
- Date of the flight and return date if applicable
- Passengers FULL names are REQUIRED for Issuing e-tickets!
- Passenger gender(s), Passport number(s) and nationality(s)



PAYMENT

- Full payment is due on receipt of invoice - unless alternate written arrangements have been agreed to.
- Bookings will be automatically cancelled (72) hours prior to the flight, should full payment have not reflected by this time.
- When chartering, a 50% deposit is required to secure the aircraft, as well as the quoted rate. The balance must reflect (72) hours prior to the flight.

- No passenger will be permitted to fly without payment reflecting prior to the flight.
- Invoices raised in USD display an exact ZAR amount automatically generated at the time of invoice. The ZAR, as well as the exchange used will appear on the USD invoice.
- Payments in either USD or ZAR (as per the amount reflected on the invoice) will be accepted.

PAYMENT METHODS

- **Bank Transfer EFT**
All banking details can be found on your invoice
- **PayFast Online EFT Link**
You may request a link from accounts@angelgabriel.co.za
- **PayPal**
You may request a PayPal link form accounts@angelgabriel.co.za
Or use [paypal.me/AngelGabrielAir](https://www.paypal.me/AngelGabrielAir)

- **Credit Card**
Credit card payments can be made via the online booking system. Alternatively you may request a credit card link form accounts@angelgabriel.co.za
- **Cash**
Cash is NOT accepted

CANCELLATION POLICY

- **5% cancellation fee if cancelled (30+) days prior to the flight**
- **30% cancellation fee if cancelled (15-30) days prior to the flight**
- **50% cancellation fee if cancelled (73hrs-14) days prior to the flight**
- **100% cancellation fee if cancelled less than (72hrs) prior to the flight**
- **Bookings confirmed 60+ days prior to the flight, if then cancelled, will enjoy a 14 day cool off grace period, where no cancellation fees will apply.**

Third Party Suppliers

For every flight Angel Gabriel has no choice but to rely on the services of third party suppliers. Namely, the airports we operate from and/or visit, their appointed fuel suppliers, the airport handlers, as well as security and government immigration officials. These entities are consistently the weakest link in our service offering, and by their design, remove operational control from Angel Gabriel. Despite our best efforts to manage these obligatory third parties, common and recurring complaints by our passengers stem from ineptitude and poor customer attitude when interacting with third party suppliers. In particular, Airport handlers at OR Tambo International Airport and Polokwane International Airport. It's unfortunate that airport personnel worldwide can at times abuse their authority making processing through airports an unpleasant and stressful exercise. **We urge all our passengers to make use of our dedicated emergency contact number (available on all e-tickets) to bring any issues to our offices attention immediately and at the time of the problem, so that we may be given the opportunity to be involved in any dispute. Matters brought to our attention after the fact, leave us with little to no ability to assist. Kindly address all concerns to customer@angelgabriel.co.za**

Terms and Conditions

Personal Information: Passenger full names must be supplied for issuing of e-tickets. Angel Gabriel will not be responsible for failing to adequately communicate with passengers should we not receive sufficient and valid contact information.

Understanding: Angel Gabriel flights are charter flights, brokered by Angel Gabriel Aeronautics and are NOT scheduled flights.

Payment: Full payment is required on receipt of invoice. See payment options described above.

Delays: We caution any passengers with connecting flights to the risks of unavoidable potential delays, as a result of poor weather conditions, available landing slots, customs related delays, and aircraft technical issues. A reasonable time allowance should be considered by the passenger, and worked into their own itinerary. Angel Gabriel is NOT responsible for costs or inconvenience caused as a result of any passenger failing to make a connecting flight.

Cancellations: Please see page 1 for details

Flight Date Amendments: Any amendments to the flight date as originally confirmed, and prior to 72 hours of the flight, will be subject to a 5% administration charge. Any amendments to the flight date as originally confirmed, within 72 hours of the flight, will be subject to a 100% cancellation charge.

Taxi Flight Booking Window: Bookings on taxi routes closes 72 hours prior to the flight. Any booking made within 72 hours of the flight will be dealt with on an ad hoc basis, and will be subject to aircraft as well as crew availability. A charter option may be necessary should an appropriate taxi aircraft not be available.

Acceptance: By being in possession of an Angel Gabriel e-ticket you accept the terms and conditions herein. Any willingness to reject the outlined terms and conditions must be brought to Angel Gabriel Aeronautics attention in writing 72 hours prior to the flight.

Operator Terms and Conditions as The Aircraft Operator and Licence Holder

DELAYS AND UNFORESEEN COSTS: The operator shall not be liable for any damages you and/ or your passengers may suffer arising from delays as a result of compliance with the requirements of international law or national legislation or subordinate legislation, you or your passengers' changed requirements, unserviceability of the aircraft beyond the operator's reasonable control, safety of the aircraft and/or its crew or passengers, any additional costs arising from such changes and/ or delays (excluding the cost of repairing the aircraft, but including the cost of arranging an alternative aircraft) shall become payable by you in addition to the quoted price. If the departure of a flight is delayed for technical reasons, passenger expenses as deemed reasonable by the operator shall be the responsibility of the operator.

SMOKING: Smoking is not permitted on-board flights.

DANGEROUS GOODS: Dangerous goods must be declared as per dangerous goods regulations. Goods must be packaged and marked correctly according to the appropriate authorities. Copies of the relevant regulations are available on request.

ENTRY REQUIREMENTS: You acknowledge that all applicable health, exit, entry, tax, visa, customs and other legal and statutory formalities to be complied with by aircraft passengers are not the responsibility of the operator.

CLAIMS: In the case of a domestic carriage, claims by you or your passengers arising from injury or death shall be brought within 2 years of the flight. In the event of lost or damaged baggage, claims against the operator shall be brought in writing within 7 days of the end of the flight, failing which the claim shall lapse.

OVERFLIGHT AND LANDING PERMSSIONS: the operator shall apply for and endeavour to procure the grant of all approvals, licences and permits required by the Republic of South Africa and of any foreign state over, to or from which the aircraft is to be flown for the performance of the flights, but the performance of the flights shall be conditional to the timely grant of and validity of such approvals, licences and permits. You warrant that you will comply with all conditions of such approvals, licences or permits to be observed or performed by it and will procure such compliance on the part of all passengers and owners or other persons having any interest in goods to be carried in the aircraft on the flights.

GOVERNING LAW: The agreement between the operator and yourself shall be governed and construed in terms of the laws of the Republic of South Africa, and both you and the operator submit to the exclusive jurisdiction of the South African courts.

Children: Children under two years of age may share a seat with an accompanying adult. Children older than two years of age must, (by law) have their own seat.

Unaccompanied minors must be cleared with Angel Gabriel with prior notice. Aviation law considers children over the age of 12 years to be adults.

Firearms and Weapons: Angel Gabriel Aeronautics may allow firearms and weapons on board, strictly with prior written notice. Each case will be dealt with individually and on its own merit.

Contingencies: Many of the air-fields we operate out of are unmanned. Operations in and out of unmanned fields require, (by law), a visual landing and approach. Should this not be possible due to poor visibility or overcast conditions, flights may be diverted to an alternate manned airport.

Personal Weights: Our aircraft are extremely weight sensitive. We make use of Civil Aviation standards in calculating passenger weights. Male = 104Kg [229lb] Female = 86Kg [190lb]. It is for this reason that persons weighing more than 160kg [353lb] must inform us, 72 hours prior to their flight, allowing for sufficient time for planning.

Luggage: Our aircraft are weight sensitive and have limited baggage compartments. For safety reasons our aircraft have a strict weight threshold that by law may NOT be exceeded. Overweight luggage or hard cases unable to fit in the baggage compartment may need to be excluded from the flight. Each passenger may carry a total of 15 kilograms [33lb] of luggage + 6kg [13lb] carry-on, (please soft bags only) Should an additional allowance be needed, kindly request additional baggage allowances from our reservations office, no later than 72 hours prior to the flight.

REGULATORY AND SAFETY COMPLIANCE: The aircraft shall be used only in compliance with the laws and with the lawful directions of the relevant public authorities of the Republic of South Africa and of any other state over, to or from which the aircraft is flown. The Charterer shall comply with and procure that all passengers and owners or other persons having any interest in goods carried in the aircraft shall comply with all relevant customs, immigration, police, public health and other lawful regulations. The operator represents and warrants that all manufacturer mandatory modifications relating to the aircraft are complete, that the aircraft complies with the airworthiness requirements of the country of registry, is airworthy and will be so maintained during the currency of the agreement between the operator and the charterer. The operator warrants that the aircraft is fit for the purpose for which it is being chartered and undertakes to comply with all international and national safety rules and regulations that may apply to the operation of its equipment. The operator shall ensure that the aircraft meets all technical, maintenance and equipment standards to conduct required operations in a safe manner. The operator warrants that the aircraft's crew are qualified, competent and fully licensed in conformity with applicable national and international air laws and regulations and are suitably experienced for the required operations.

BROKERAGE: You acknowledge that the carriage covered by this quote may not be performed by Angel Gabriel Aeronautics itself and that in issuing this quote Angel Gabriel Aeronautics may be acting on behalf of an undisclosed or unnamed principal carrier. You hereby exercise any and all contractual rights of election which may arise on your part as a result of the aforesaid in favour of any such principal and hereby waive any and all contractual and delictual claims against Angel Gabriel Aeronautics arising from or as a result of such carriage performed other than by Angel Gabriel Aeronautics.

NO VARIATION: Should any terms of this document be at variance with any charter; aircraft operations management; air transport; operations services; or charter agency agreement already concluded and signed between yourself and / or your passengers and Angel Gabriel Aeronautics, the latter shall prevail over these terms.