

ELEVATE AIR, LTD.

Community Guidelines

Welcome to the Elevate Air, Ltd. Community Guidelines! We aim for every experience with Elevate Air to feel safe and welcoming. Everyone, from pilots and passengers to ground staff, should feel respected and welcome. Everyone who uses Elevate Air Transportation Services is expected to adhere to these guidelines. Violating these Community Guidelines may result in removal from the flight with no refund, and/or the suspension of future bookings at Elevate Air's sole discretion. Elevate Air reserves the right to modify these Community Guidelines at any time without notice. You are encouraged to periodically review these guidelines.

Verbal and Physical Behavior

- Treat everyone with respect. Confrontational, aggressive, or harassing behavior is not permitted. This includes language or gestures that may be threatening or create a distressful situation for others, including unwanted conversation.
- No one using Elevate Air Transportation Services should feel in fear for their physical safety or be touched without their consent. Sexual harassment or misconduct is never tolerated. Violent, abusive, and disruptive behavior is expressly prohibited.
- Discrimination against or acting in a disparaging manner toward someone based on traits such as their age, skin colour, disability, medical condition, gender identity/expression, marital status, pregnancy (including breastfeeding), national origin, race, ethnicity, religion, sex, sexual orientation, language, geographical location, military or veteran status, or any other characteristic protected under relevant law is strictly prohibited.
- Excessive consumption of alcohol puts yourself and others at risk; anyone appearing intoxicated or under the influence of illicit drugs may be removed from a flight or boarding area.

If you cause damage to property beyond normal wear and tear, you will be responsible for the cost of cleaning and/or repair fees.

Help Keep Everyone Safe

- Passengers must adhere to directions from Elevate Air staff, including the pilot, terminal, and/or ground staff. This includes:
 - The directions in the safety briefing;
 - Sitting in your assigned seat in the aircraft (if applicable);
 - Wearing seat belts in the aircraft;
 - Storing portable electronic devices;
 - Following boarding and disembarking instructions; and
 - Any other crew member instructions.

- Follow the law. Elevate Air follows all applicable laws. We expect that you do too. It is your responsibility to know and abide by all applicable laws and regulations. Using Elevate Air Transportation Services to commit any crime – such as drug trafficking or human trafficking – is strictly prohibited and the relevant public authority will be notified.

Public Emergencies

In the event of a public emergency (such as natural disasters, public health emergencies, law enforcement action, or public crisis situations), Elevate Air may temporarily block access to its services until, in Elevate Air's determination, it is safe to resume service. This may cause temporary outages in the Elevate Air Transportation Services to comply with guidance from authorities during a time of public emergency.

Contacting us

Questions or need help? Please contact Customer Support at 01895 536933 or charter@elevateair.co.uk.