

# Terms and Conditions

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**JET CO. LONDON Ltd**  
**Company No. 16564367**

## 1. Introduction

These Terms and Conditions ("Terms") govern all private jet charter services provided by Jet Co. London Limited ("Jet Co."), a company registered in England and Wales. By booking a charter flight or related service, the Client agrees to be bound by these Terms, as well as any specific charter agreement, quotation, or written confirmation issued by Jet Co.

All flights are subject to applicable UK and international aviation law, including (but not limited to) UK Civil Aviation Authority (CAA) regulations, the Montreal Convention, and EU aviation safety standards.

## 2. Charter Agreement

The charter agreement is formed upon written confirmation by Jet Co. All quotes are provided net of VAT unless otherwise specified. Full payment is due as outlined below.

Flight times are approximate and may vary due to weather, air traffic control, aircraft availability, or force majeure.

## 3. Aircraft Substitution, Faults, and Delays

In the event of aircraft failure, mechanical issues, or operator fault:

- Jet Co. will use all reasonable efforts to provide an equivalent or similar replacement aircraft.
- If the replacement aircraft is of higher cost, the Client agrees to pay the price difference.
- If no replacement is available or acceptable, Jet Co. will refund the full charter amount paid.
- No complimentary services, discounts, or compensation will be provided for delays, substitutions, or cancellations arising from natural events, technical failures, or unforeseen circumstances.

Jet Co. shall not be liable for indirect, consequential, or special damages, including loss of business or inconvenience.

## 4. Client and Passenger Obligations

The Client is solely responsible for ensuring that all passengers in the flying party hold valid and up-to-date passports, travel documents, and visas, including but not limited to compliance with any minimum passport validity periods required by the destination country. The Client must ensure that all passengers have the legal right to enter and travel to the destination, as well as any required transit permissions.

The Client is responsible for providing accurate passenger details at least 24 hours before departure, including full names, passport details, and visa information. Failure to provide this information may result in denied boarding without compensation.

Passengers must comply with all instructions given by Jet Co. London crew, ground staff, and applicable airport or aviation authorities.

Jet Co. London shall have no responsibility or liability if a passenger is denied boarding, refused entry, detained, or deported at any point during the journey due to invalid, expired, insufficient, or missing travel documentation. In the event a passenger is denied entry at the destination, Jet Co. London is under no obligation to provide return transport on the same aircraft. However, Jet Co. London will use reasonable efforts to assist the Client in arranging alternative transportation back home, at the Client's sole cost and responsibility.

## 5. Luggage, Pets, and Special Items

- Luggage is limited to standard allowances (subject to aircraft type) and may be refused if it exceeds weight, size, or safety limits.
- Clients should check in advance (48hrs) on the baggage allowance for their aircraft.
- Pets may only be transported with prior written approval and relevant documentation. Additional costs will be payable by the client for pets, including but not limited to cleaning, handling, or regulatory fees.
- Dangerous goods are strictly prohibited.

## 6. Payment Terms

- 100% payment is due no later than 48 hours before departure.
- Short-notice bookings within 48 hours of departure require full payment upon booking unless otherwise

discussed and agreed via email.

- Where late payment is agreed in writing, and payment goes over 72 hours after the departure date, Jet Co. reserves the right to apply a one-off administrative charge of £1,000.
- If, within 7 days after the departure date, the balance (including any administrative charges) is still unpaid, Jet Co. reserves the right to apply interest at 4% above the Bank of England base rate, calculated quarterly and applied daily.
- Any balances outstanding beyond 30 days from the date of the flight will be passed to a debt recovery officer for collection. The client will be liable for all reasonable costs associated with the recovery of the debt, including legal fees and agency charges.
- For short-notice bookings, a valid credit card must be provided for pre-authorisation if bank transfer is not immediately available. If neither can be obtained - the flight can not be guaranteed and is subject to change. Jet Co. London holds no responsibility or obligation to match pricing or reimburse the client for losses associated with non confirmed flights being lost.
- Late payment once confirmed or non-payment without prior discussion and agreement may result in the charter being cancelled, and any costs incurred or penalties will be owed by the client as per clause 7.

## 7. Cancellations

Once the charter contract or quote has been confirmed — whether by signed agreement, email, or other electronic communication — the following cancellation charges apply if the Client cancels the booking, calculated against the total charter price:

- Cancellation from the time of booking up to 72 hours before departure: 20% of total price
- Cancellation between 72 and 24 hours before departure: 50% of total price
- Cancellation less than 24 hours before departure or in case of no-show: 100% of total price

If Jet Co. London cancels a flight (excluding force majeure events as outlined in Clause 8), the Client will receive a full refund of any amounts paid, with no further liability or compensation owed by Jet Co. London.

## 8. Force Majeure and Crisis Events

Jet Co. London shall not be liable for any failure or delay in performance where such failure or delay is caused by events beyond its reasonable control ("Force Majeure"), including but not limited to: war, terrorism, civil unrest, pandemic or epidemic, government restrictions, natural disasters, extreme weather, airspace closures, airport closures, strikes, or other events which materially impact the safe or lawful operation of the flight.

If, due to Force Majeure, the performance of the flight becomes impossible, either party may terminate the contract. In such cases, Jet Co. London will refund the Client any amounts received **minus any costs already reasonably incurred** in preparation of the flight, including but not limited to aircraft positioning, crew arrangements, permits, handling, and catering.

Jet Co. London will use all reasonable efforts to **minimize costs and refund as much of the total charter amount as possible**. The Client is strongly advised to consult their own travel insurance or business interruption insurance policies to recover any non-refundable amounts, indirect costs, or consequential losses.

Under no circumstances shall Jet Co. London be liable for indirect or consequential damages, including but not limited to alternate travel costs, loss of profits, or business interruption, arising from cancellation or delay due to Force Majeure.

## 9. Crew Authority

- The commander, on behalf of the flight crew, may refuse to carry or, if appropriate, remove any passenger or their luggage if, in the exercise of the crew's reasonable discretion, it is decided that:
  - such action is necessary for reasons of safety; or
  - such action is necessary to comply with any applicable laws, regulations, or orders of any state or country to be flown from, into, or over; or
  - the conduct, status, age, or mental or physical condition of the passenger requires special assistance, causes discomfort, or is objectionable to other passengers; or involves any hazard or risk to themselves, other persons, or property on board; or
  - such action is necessary because the passenger has failed to observe the instructions of the crew; or
  - the passenger or their luggage has failed to submit to or pass any required airport security check; or
  - the passenger does not appear to be properly documented.
- The commander of the aircraft shall have complete discretion concerning the preparation of the aircraft for the flight, whether or not a flight shall be undertaken or abandoned once started, any deviation from the proposed route, where a landing shall be made, and all matters relating to the safe operation of the aircraft. The client and passengers shall accept all such decisions as final and binding.
- In any of the above cases, the client shall indemnify the flight crew against any losses, costs, expenses, claims, or liabilities incurred as a result.
- All ground and operating personnel shall only take instructions from the flight crew.

#### 10. Liabilities

Jet Co. operates under applicable UK aviation law, which limit liability for death, personal injury, and baggage loss or damage.

Jet Co. is not liable for indirect or consequential loss, including missed connections or business losses.

#### 11. Data Protection

Jet Co. complies with the UK General Data Protection Regulation (UK GDPR) and handles all passenger and client data in accordance with privacy laws. Data is used solely for operational and legal requirements.

#### 12. Governing Law and Jurisdiction

These Terms are governed by the laws of England and Wales. Any disputes, claims, or proceedings arising out of or in connection with these Terms or any charter agreement shall be subject to the exclusive jurisdiction of the courts of England and Wales, with London as the designated venue.

#### 13. Late Passenger Arrival

Please be informed that we plan multiple flight legs per day, and aircraft are scheduled for multiple uses. Passengers must arrive at the departure airport no later than 20 minutes before the contracted departure time.

-The operator reserves the right to depart at the contracted departure time plus 30 minutes, even if passengers have not arrived, unless the operator has been informed of the delay **at least 2 hours (120 minutes) prior to the scheduled departure time**, and has confirmed in writing that such a delay can be accommodated. **Additional fees may apply.**

Further restrictions may apply due to airport or airway slot constraints, airport opening hours, or crew duty time regulations. Jet Co. London will inform the Client of any such limitations.

#### 14. Catering

Snacks and an open bar are included in the charter price. The open bar includes sodas, still and sparkling water, beer, white and red wine, and a small bottle of champagne.

Standard VIP catering - which may include breakfast items, canapés, sandwiches, and sliced fruits depending on the time of day - can be added for an additional fee of £250 GBP for the first passenger and £100 GBP for each additional passenger. Please note that only cold catering is available on short-haul flights, except for hot drinks such as tea and coffee.

For long-haul flights, hot food catering is available and priced upon request (POA), subject to prior approval.

For any specific catering, drinks, or branded requests beyond what is listed above, please contact our operations team in advance; additional charges may apply.

#### Allergy Disclaimer

*The Client accepts sole responsibility for notifying Jet Co. London and the flight crew of any allergies or dietary restrictions affecting any member of the flying party, no later than 48 hours prior to departure. Failure to inform Jet Co. London or the flight crew of such allergies may result in exposure to allergens onboard.*

*In the event that an undisclosed allergy leads to a medical emergency, including but not limited to the need for emergency medical care or an unscheduled landing, all related costs and liabilities shall be borne entirely by the Client. Jet Co. London, its flight crew, and catering providers shall have no responsibility or liability for any medical or operational consequences arising from undeclared allergies.*

#### 15. Extra Services

The client acknowledges that any change from the agreed contract details may incur additional charges. If, due to traffic rights restrictions, Jet Co. London must reposition the aircraft to another airport and/or reposition for a subsequent departure, an additional charge may apply. Ground transportation, VIP terminals, special passenger handling, insurance premiums for overflying or landing at certain airports, and other additional services may also incur extra charges, which will be forwarded to the client based on the actual cost plus a Jet Co. London service fee no higher than £5,000 GBP. All aircraft arranged by Jet Co. London hold a Combined Single Limit (CSL) of 30,000,000 EURO. Jet Co. London have contracts with handling and catering agents at various airports. If the client wishes to use a handling agent or order catering from a company that is not a preferred partner of Jet Co. London, an additional service charge may apply.

## 16. Acceptance of terms

By confirming a booking/charter/quote by means of email, electronic message, whatsapp or sending a deposit to Jet Co. London, the Client confirms that they have read, understood, and accepted these Terms and Conditions in full. No amendments or changes to these Terms will be accepted unless agreed upon by Jet Co. London and their legal counsel.

### Limitation of Liability

To the maximum extent permitted by law, Jet Co. London's total liability to the Client for any loss, claim, damage, or expense arising under or in connection with the charter agreement — whether in contract, tort (including negligence), breach of statutory duty, or otherwise — shall be limited to the total charter price paid by the Client under the relevant agreement. Jet Co. London shall not be liable for any indirect, incidental, consequential, or punitive damages, including but not limited to loss of profits, loss of business, or additional travel or accommodation costs, even if advised of the possibility of such damages.

*Any disputes must be dealt with via complaint, resolution and mediation before escalation proceedings to court.*

Correct as of July 2025