



## TERMS AND CONDITIONS OF THE AIR AMBULANCE

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01. Please read and accept the T&C as they are subject to change:
02. All payments to be transferred to our bank account which will be provided separately.
03. 03 100S advance payment required for the booking of the Aircraft.
04. Cancellation charges will be applicable if flight cancelled between:
05. 24 Hrs to 12 Hrs- 25% of full payment
06. 12 Hrs to 6 Hrs- 50% of full payment
07. 06 Hrs or less- 100% of full payment
08. Maximum baggage per pax 10 kg. We will not accept any baggage weighing above 10 kg.
09. 09 Excess baggage charges Rs. 50,000 per bag.
10. 10.Total baggage allowed will be 30 kg which includes patient + 2 attendant bags.
11. If any predictions of bad weather or strong headwinds crew will take only one relative on board.
12. Delay may happen due to ATC or other operational issues.
13. Pax to report 0:45 min prior to departure for clearance of Medical Equipments on time.
14. Aircraft will depart 2 Hrs after receipt of payment subject to ATC clearance.
15. For flight activation min 2 Hrs time is required.
16. Any watch extension charges at the airport will be charged on actual these charges must be paid by the client before departure of the aircraft.
17. All flying will be done within DGCA rules. Pilot will decide and may change the ETD if required at last moment also.
18. Pan card no. is required for all pax travelling on board including patient. Pilot may ask the passenger for the same before boarding the plane.
19. Until flight full payment is done the booking will be treated as unconfirmed booking and operator is free to take any other booking if comes. In that case cost may increase.
20. Delay due to weather or any other reason which is beyond our control must be considered by the client.
21. In the case of commercial stretcher booking if the client cancels the booking due to any reason, then minimum processing fee INR 58,750/-will be deducted and rest will be reverted back in 7 to 15 working days. And in international 25% will be deducted.
22. Any changes in passenger name after departure of aircraft not to be entertained as it by the departure of aircraft which will not be acceptable.
23. When a call is confirmed and aircraft is taken off from the origin airport then the refundable amount is zero, there is no time issue. "
24. If patient party has cancelled the service due to any reason minimum 25% charges will be deducted and rest will be reverted back within 7 working days.

**Signature Of Customer/ Concern Person**