



P.O. Box GM 945 Castries, St. Lucia, W. I Tel: (758) 453-6950 Fax: (758) 452-1553 Email: reservations@stluciahelicopters.com

ST. LUCIA HELICOPTERS LTD. POLICY

RESERVATIONS

Passengers/Agents are encouraged to make bookings well in advance of service dates to guarantee required times. Generally, the popular times get filled quickly and last-minute bookings may have to settle for open seats at alternate times or be placed on a stand-by list, if willing. All airport shuttles must be booked allowing sufficient time to check in with your international airline and go through security. Passengers leaving less than adequate time to check in for an international flight, do so at their own risk. St. Lucia Helicopters Ltd. will not be held liable for any passenger/s missing their international flight in this case.

NORTH-BOUND TRANSFER/SHUTTLE

[Arrivals **from** the Hewanorra International Airport [UVF]] – Passengers are given take-off times based on ETA of the airline, [international/regional flights] this also includes estimated times getting processed through customs and immigration. This helicopter service departs on a first come first serve basis as the helicopters land and take-off within minutes based on demand & availability. Generally, wait times are short especially if immigration processing is done quickly.

SOUTH-BOUND TRANSFER/SHUTTLE

[Departures **to** Hewanorra International Airport [UVF]] – passengers choose helicopter service times based on international/regional departure flight times. The helicopter flights take-off from our base in Castries every thirty [30] minutes or on demand. Please note it is a requirement to check-in [international/regional flights] two [2] to three [3] hours prior to your airline departure time. Passengers choosing helicopter service to the airport with less than the recommended

check in allowance do so at their own risk. St. Lucia Helicopters Ltd. will make every effort to take-off on time; however, delays may occur, and we will not be held liable for missed flights in this case.

CHILDREN

Children two years of age or older will be required to purchase a seat. Children under two years of age with proper identification can travel on an adult's lap. Contact our reservations department for rates for older children.

LIQUIDS ON BOARD

Passengers may **NOT** carry liquids in cabin area. All liquids carried in luggage must be secured and sealed without the possibility of leakage into the luggage compartments of the helicopter. Unfinished drinks must be consumed or discarded before boarding.

WEIGHT RESTRICTIONS

The maximum weight limit per person is 265lbs/120kgs/18stone. Guests exceeding the weight limit will be required to purchase an additional comfort seat. Guests with inaccurately stated weights may be cancelled with no refund. Please contact our office for further details.

RESERVATIONS & TAKE-OFF TIME

Times issued for airport shuttles include estimated flight & turn-around times.

TOURS/CHARTERS & OTHER HELICOPTER SERVICES.

Passengers choose desired helicopter flight time and may be confirmed immediately if we meet required capacity.

All reservations must be made through our office in Castries, St. Lucia, by contacting us via telephone, email, and website or through our various affiliates or hotel concierge desks. Reservations should be made in advance to secure desired day and time for helicopter service. All reservations are final once issued a confirmation number. Except for Charters, Full Private Island Tours or Private Helicopter Transfers, all other helicopter services provided by St. Lucia Helicopters Ltd. require a four-seat minimum to operate, passengers wishing to pay extra seats may do so if we are unable to fill them.

OFFICE HOURS.

Every day – 9AM – 5PM.

OPERATION [FLYING] HOURS.

Sunrise to Sunset – VFR

Sunrise and Sunset times vary depending on the time of year. St. Lucia Helicopters Ltd makes in-house adjustments with our scheduling to keep within the regulated operating hours.

HELICOPTER CAPACITY.

Six passengers and one crew per helicopter.

FLIGHT MINIMUM.

Four paid seats per helicopter or four passengers.

EXCLUSIVE/PRIVATE TOUR OR SHUTTLE.

Six paid seats.

CONFIRMATIONS.

Tours and Airport shuttles will **ONLY** be confirmed when we have met the required paid seat minimum. Passengers will be issued a confirmation number **ONLY** when flights are confirmed.

CONFIRMATION NUMBERS.

Once your reservation is confirmed you will be issued a number which can be used to check or reconfirm your booking with our office. Confirmation numbers are given via telephone, fax or email all depending on the medium used to make your reservation.

TICKETS.

Passengers booking through an agency will be issued a ticket or voucher – proof of payment; direct reservations can use confirmation emails from our company. All tickets or emails must be handed to our Customer Service Agents in the main office. St. Lucia Helicopter Ltd. reserves the right to deny boarding to anyone without proof of payment.

PAYMENT.

Upon confirmation, agents must provide our office with a ticket/voucher number. Customers not using any agency will be asked to provide credit card information if flight is confirmed at the time

of booking. These procedures are meant to guarantee the booking at the time and day chosen. The confirmation process will not be completed without proper means of payment.

St. Lucia Helicopters Ltd. operate a **NO CASH** system; all payments made to our company must be with a credit or debit card. Payment by cheque will **ONLY** be accepted from approved companies or agencies; we **DO NOT** accept personal cheques.

CHECK-IN TIMES.

All passengers must check-in at least fifteen minutes prior to departure. For arriving/incoming passengers [Off International flights] check-in with the Customer Service Agents immediately after clearing Customs and Immigration. Flight times may vary for arriving/incoming passengers as international flights could be delayed at times, causing changes in our seating capacity/minimums.

DELAYS.

If the delay is our fault because of equipment failure or proven personnel error, St. Lucia Helicopters Ltd. will assume responsibility and issue a full refund. Passengers may at this point choose to seek alternate transportation [ground]; cost borne by the passenger. St. Lucia Helicopters Ltd. will do everything possible in aid of securing alternate transportation.

If we can perform the service at a later time or date, the passenger assumes all risk and agrees not to hold the company or its agents liable for the delay as the agreed helicopter service will now be rendered [No compensation will apply in this case].

In the case of north bound shuttles, we will make every effort to fly booked and confirmed arriving/incoming passengers in a timely manner. It should be noted that we have no control over arriving international airline schedules and their delays. At times, international airline delays may cause us to alter our north bound scheduling or may reduce the required minimums; we will

relay such information if and, when necessary, to estimate or adjust wait times and fill the lost seats.

Further, we move north bound passengers on a first come first serve basis and helicopters may not always be on the ground for arriving passengers. Our Customer Service Agent will arrange a flight time with arriving passengers which may or may not be delayed. Upon checking in with our agent, passengers will be given their approximate helicopter take-off time which may or may not be adjusted. If the wait time is over fifty minutes, passengers will be notified and given the opportunity to seek alternate transportation. Passengers may also check with hotel and agency representatives for their respective hotel transfers. Any passenger taking alternative transportation will be issued a full refund. Passengers deciding to wait for the helicopter flight do so at their own risk and will not hold St. Lucia Helicopters Ltd. or its agents liable or seek any compensation or reimbursement for said delays.

WEATHER & NATURAL PHENOMENON OR OTHER DELAYS BEYOND OUR CONTROL.

If the delay/cancellation is beyond our control, then passengers will be responsible for alternate transportation. The volatile weather systems between the months of June 01 to November 30 may cause delays and cancellations. We will make every effort to provide helicopter service to all passengers during some of those weather events but only with passenger, agent or hotel consent and weather monitoring. During some weather events passengers may opt to continue with the service but do so at the risk of last-minute cancellations by us. We will cancel the service only because of extreme conditions that may affect passengers and crew safety [or airport flight restrictions]. If and when we get into those circumstances passengers will be issued a full refund. Direct paid passengers will receive a refund from our office [Customer Service] and passengers holding tickets or vouchers must collect from the agencies they paid. All efforts will be made to place passengers on alternate transportation at times coordinating with booking agencies or hotels. Hotel and Agency passengers will be given the option to wait for directives

from those hotels or agencies or arrange private alternate transport. We will do everything in our power to get passengers on their way to the airport failing helicopter service in severe weather. St. Lucia Helicopters Ltd. will not be responsible for providing alternate transportation in that case and will not be held liable in such instances.

BAGGAGE.

For airport transfers, all large pieces will be picked up and transported by ground. Only airline approved carry on will be allowed on the helicopter [1 personal item and 1 carry-on per passenger]. Passengers traveling to the international airport [departing from SLU] will reunite with luggage when they get to the international airport – See Customer Service. Arriving passengers will receive their luggage at their hotels, villas, or residences between two to four hours of helicopter flight.

The company will assume reasonable and provable liability for luggage lost or stolen in our care. Every effort will be made to find/retrieve lost or stolen items/luggage. Adequate time must be allowed for the investigative, retrieval and reimbursement process. Reasonable maximum allowable amount for lost or stolen luggage without evidence of the true value will be determined in accordance to aviation standards.

PRICING & CANCELLATION.

Prices and scheduling are subject to change without notice.

St. Lucia is known for ideal weather; however, there can be times when inclement weather conditions (heavy rain, poor visibility, intense winds) will make it unsafe to fly. Should this occur, we will reschedule based on availability or cancel if unable to reschedule.

St. Lucia Helicopters Limited reserves the right to summarily reschedule or cancel a flight for reasons deemed unsafe or other reasons which may not be in the company's best interest. Inclement weather and other acts of God, unplanned maintenance or other intractable

disruptions in our service may occur and will cause delays and or cancellations. In such situations, the company will issue full refunds if the service cannot be provided, or we may reschedule for a later date or time. For those reserved and ticketed through our affiliates, all refunds will be processed by the affiliate company.

Passengers agreeing to wait for a later service do so at their own risk and will not be issued any compensation or be guaranteed any discounts. Further, if any flight is cancelled and a refund is issued, St. Lucia Helicopters Ltd. will not issue or consider any other compensation or alternate transportation to any customer unless they have boarded the helicopter and are subsequently removed. This [compensation] applies ONLY in situations of unplanned or emergency maintenance or extreme weather forcing the helicopter back to base [South-Bound Transfers] where or if ever passengers miss international/regional flights out of the island.

NO-SHOWS will be charged in full with NO refunds issued. Changes or cancellations are not permitted within 24 hours of departure. Any cancellation must be done before 12PM the day before your/client's reservation. A 50% will be charged for any cancellation that is done after 12PM.

Arriving passengers can contact [after hours/emergency number \[758\] 728-9700](#).

St. Lucia Helicopters Ltd. is committed to protecting your privacy. We provide this notice to explain our online practices and the choices we make about the way information is collected and used. We will only use the information we collect for the purpose of enhancing your experience with us. At no time will we sell, trade, or rent your personal information to third parties.