

TERMS AND CONDITIONS- flySunBird

APPLICATION

These Terms and Conditions apply to all flights and services operated by or on behalf of flySunBird, regardless of the nature, origin, or destination of the service.

Acceptance of a quotation, written confirmation, or payment constitutes full and binding agreement to these Terms.

BOOKING & OPERATIONAL CONDITIONS

For flights originating other than from JNIA-Dar Es Salaam or Sea Cliff Masaki and Zanzibar International Airport or Nungwi Airstrip additional advance notice of booking is required .

Charges are calculated based on engine-on to engine-off time. For standby time a discounted per hour /per portion standby rate is applied.

Bookings are guaranteed upon payment.

BOOKING, PAYMENT & CANCELLATION MATRIX

Type	Reservation Made	Booking confirmation deposit	Full payment Due	Cancellation And Refund Policy when canceled by Client.	Cancellation And Refund Policy when canceled by Client.	Cancellation And Refund Policy when canceled by Client.
Type	Reservation Made	Booking confirmation deposit	Full payment Due	Before 7 Days Prior to Departure Date	Between 7 days to 24 Hrs Prior to Departure Date	Within 24 Hrs Prior to Time of Departure
Passive Passengers/Tailored Pass.	Before 72 Hrs Prior to Flight Departure Time	50% Deposit	36 Hrs before Flight Departure Time	Refundable Minus 10% Cancellation fee of the paid amount	Refundable Minus 25% Cancellation fee of the paid amount	No Refund
Passive Passengers/Tailored Pass.	Before 72 Hrs Prior to Flight Departure Time	50% Deposit	36 Hrs before Flight Departure Time	OR	OR	OR
Passive Passengers/Tailored Pass.	Before 72 Hrs Prior to Flight Departure Time	50% Deposit	36 Hrs before Flight Departure Time	A 100% Credit note valid within 6 months of the original Date of Travel	A 80% Credit note valid within 6 months of the original Date of Travel	No Refund
Same Day Bookings.	Before 36 Hrs Prior to Flight Departure Time	Payment in full at time of Booking	Payment in full at time of Booking	Refundable Minus 10% cancellation fee of the paid amount	Refundable Minus 50% Cancellation fee of the paid amount.	No Refund
Same Day Bookings.	Before 36 Hrs Prior to Flight Departure Time	Payment in full at time of Booking	Payment in full at time of Booking	OR	OR	OR

Type	Reservation Made	Booking confirmation deposit	Full payment Due	Cancellation And Refund Policy when canceled by Client.	Cancellation And Refund Policy when canceled by Client.	Cancellation And Refund Policy when canceled by Client.
Type	Reservation Made	Booking confirmation deposit	Full payment Due	Before 7 Days Prior to Departure Date	Between 7 days to 24 Hrs Prior to Departure Date	Within 24 Hrs Prior to Time of Departure
Bookings.	Before 36 Hrs Prior to Flight Departure Time	Payment in full at time of Booking	Payment in full at time of Booking	A 90% Credit note valid within 6 months of the original Date of Travel	A 75% Credit note valid within 6 months of the original Date of Travel	No Refund

If flySunBird cancels a flight due to weather, safety, regulatory, or operational reasons, the Client is entitled to free re-booking or a full refund.

flySunBird processes refunds within seven(7) working days. Delays beyond this period may occur due to the Client's bank or financial institution's refunding policy.

PASSENGER REQUIREMENTS

Valid government-issued ID required.

Children under 16 must travel with an accompanying adult.

Infants under 2 may sit on a parent's lap, passengers aged 2+ require their own seat.

Weight limits apply as per aircraft specifications disclosed during booking.

Intoxicated, disruptive, or non-compliant passengers will be denied boarding.

Passengers with certain medical conditions may require pre-clearance.

PILOT IN COMMAND AUTHORITY

The Pilot-in-Command has full authority over all safety decisions, routing, weather assessments, and acceptance of passengers or cargo.

The Pilot-in-Command's decisions are final.

SAFETY & CONDUCT

All flights subject to weather, air-traffic, and operational conditions.

Prohibited items include weapons, sharp objects, explosives, compressed gases, and flammable materials.

Licensed Firearms must be declared upon time of booking. Carriage of these Items are subject to full compliance with company regulations.

Seat-belts must remain fastened during flight.

Smoking is prohibited on or near the aircraft.

Passengers must follow safety instructions.

INSURANCE & LIABILITY

flySunBird maintains the required aviation insurance.

Liability is limited to aviation insurance standards.

Company not responsible for personal item loss.

INDEMNITY

The Client shall indemnify flySunBird, its directors, employees, pilots, agents, and subcontractors against any losses, claims, or expenses arising from the services provided.

This does not cover losses caused solely by flySunBird's proven gross negligence or willful misconduct.

PHOTOGRAPHY & MEDIA

Passengers may take photographs or videos unless restricted by the Pilot for safety or operational reasons.

flySunBird may use media captured during the service for marketing purposes with the Client's prior consent.

CONFIDENTIALITY

All pricing, quotations, and operational information between the client and flySunBird are confidential.

ACCEPTANCE

By confirming a booking or making payment, the Client agrees to be bound by these Terms.

Issued by flySunBird @2025