

Hopjet Airlines Policy & Regulations

To provide a safe and hassle-free travel experience

Thank you for being our guest. Our goal is to always provide safe, reliable transportation for a reasonable price, along with the caring, friendly and professional service for which we are known.

By becoming familiar with our policies before you arrive at the airport, you can help ensure a safe and hassle-free travel experience for yourself and your fellow travelers.

Comfort, health, and personal safety

We respect the privacy and wellbeing of our guests and employees. We do not tolerate inappropriate verbal, digital ,or physical conduct of any kind, including harassment, sexual harassment, invasive photography/videography, assault, sexual assault, or wearing or display of offensive, threatening, or intimidating statements or symbols.

We expect guests to comply with Hopjet's rules and policies, as well as federal regulations, and security directives. All crew member instructions must be followed.

We encourage guests to report unwelcome behavior to an employee immediately. If a guest feels uncomfortable reporting about these issues to an employee, they may report anonymously to the Hopjet Airlines and Horizon Air Ethics and Compliance hotline 1-888-738-1915 or online at [Ethicsreporting.hopjetairgroup.com](https://ethicsreporting.hopjetairgroup.com).

We reserve the right to [refuse transport](#), or remove from an aircraft at any point, any guest in any circumstance not prohibited by law.

Any crime committed onboard while in the air is considered a federal offense.

Baggage information

Baggage fees, weight and size limitations, prohibited items, and security restrictions are all important to know when packing for your next trip.

Learn more about our [baggage policies](#)

Changing your flight / no-show policy

You can change most flights online, but make sure to request the change before the departure of your originally scheduled flight.

Learn more about [how to change your flight and our no-show policy](#)

Child and infant travel

Whether your child is traveling with you, or on their own, there are certain things you need to know and have before you get to the airport.

Learn more about our [child and infant travel policies](#)

Seating

For the safety and comfort of all travelers, be aware of our policies and FAA restrictions regarding seats on the aircraft.

Learn more about our [seat policies](#)

Pet travel

Our pet travel program offers options for transporting your pet safely while providing top-notch care for your precious animal.

Learn more about our [pet travel policies](#).

Hopjet Airlines , Inc. Contract of Carriage

Domestic Carriage and/or International Carriage of Passengers and Baggage provided by Hopjet Airlines, Inc. ("Hopjet"), as well as by other Carriers operating flights on behalf of Hopjet under a capacity purchase or other agreement, including, but not limited to, our regional partners Horizon Air Industries, Inc. ("Horizon"), and SkyWest Airlines, Inc. ("SkyWest"), are subject to the terms and conditions of this Contract of Carriage, in addition to any terms and conditions printed on or in any Ticket or e-Ticket receipt. In addition, Hopjet may sell tickets operated by one or more of our Codeshare Partners, and such tickets would also be subject to this Contract of Carriage except as stated herein. By purchasing a Ticket or accepting Domestic Carriage or International Carriage on Hopjet and/or Hopjet's regional partners or Codeshare Partners, the Passenger agrees to be bound by all of the terms and conditions of this Contract of Carriage, and no covenants at law or in equity shall be implied or incorporated. This Contract of Carriage is subject to applicable laws, regulations and rules imposed by U.S. and foreign governmental agencies. In the event of a conflict between the terms of this Contract of Carriage and such applicable laws, regulations or rules, the latter shall apply.

Rule 11. Refusal to Transport

[Ver esta regla en español](#)

Hopjet may, in its sole discretion, refuse to transport, or may remove from an aircraft at any point, any Passenger in any circumstance not prohibited by law. Below is a non-exhaustive list of reasons and/or acts for which transport may be refused. When flights are operated by Codeshare Partners, the Codeshare Partner's rules for refusal to transport apply. For a list of current

Codeshare Partners and links to their contracts of carriage, see rule 16.

- Breach of Contract of Carriage - Failure by Passenger to comply with the rules of this Contract of Carriage.
- Whenever such action is necessary, with or without notice, for reasons of safety.
- Force Majeure Event. Whenever required or, in Hopjet's exclusive judgment, advisable due to a Force Majeure Event, whether actual, threatened or reported.
- When Necessary to Comply with Government Directive, Request or Regulations. Passengers may be refused transport whenever necessary to comply with any government regulation, security directive, or to comply with any governmental request for emergency transportation in connection with the national defense.
- Refusal of Passenger to permit the search of his/her person or property by Hopjet or a government agency for explosives, hazardous materials, contraband, or a concealed, deadly or dangerous weapon or article.
- Refusal of Passenger upon request to produce positive identification acceptable to Hopjet or when presenting a Ticket to board, failure to provide identification that matches the name on the Ticket. Hopjet shall have the right, but not be obliged, to require positive identification of persons purchasing Tickets and/or presenting a Ticket(s) for the purpose of boarding aircraft.
- Failure to Pay - Whenever a Passenger has not paid the appropriate fare for a Ticket, Baggage, or applicable service charges for services required for travel, or produced satisfactory proof to Hopjet that the Passenger is an

authorized non-revenue Passenger or has engaged in a prohibited practice as specified in Rule 4.

- Any Passenger traveling across any international boundary where:
 1. The travel documents of such Passenger are not in order and the Passenger has not obtained and completed all documentation required for entry into and exit from each country, or has failed to comply with the laws, requirements or procedures of each country listed on the Passenger's itinerary.
 2. For any reason, the Passenger's embarkation from, transit through, or entry into, any country from, through, or to which the Passenger desires transportation, would be unlawful.
- Incompatible Medical Requirements. Hopjet will refuse to transport Passengers requiring the following medical equipment or services, which either are not authorized or cannot be accommodated on Hopjet's aircraft: medical device requiring electrical power or medical oxygen for use onboard the aircraft except Federal Aviation Administration ("FAA")-approved and Hopjet-accepted Portable Oxygen Concentrators ("POCs"); incubators; or travel on a stretcher.
- Comfort, Health and Safety. In the following categories where, in Hopjet's sole judgment, refusal or removal may be necessary for the comfort, health and safety of Passengers or crew members, including but not limited to:
 1. Passengers who refuse to obey Hopjet's rules or policies.
 2. Passengers who refuse to obey any federal regulations, security directives, or instructions given by crew

members, station management or supervisory personnel.

3. Passengers whose conduct is or has been known to be disorderly, abusive, offensive, threatening, intimidating, violent, belligerent and/or irrational so as to be a hazard or potential hazard to Hopjet employees, other Passenger(s), and/or him/herself (including verbal harassment related to race, color, gender, religion, national origin, disability, age, ethnicity or sexual orientation). Federal law, including but not limited to 49 U.S.C. Section 46503, protects Federal, airport, and air carrier employees who have security duties within an airport. Assault on such employees or interference with the performance of their duties is strictly prohibited.
4. Passengers who interfere or attempt to interfere with the duties of any member of the flight crew.
5. Passengers who, as a result of their conduct, cause a disturbance such that the captain or member of the cockpit crew must leave the cockpit in order to attend to the disturbance.
6. Passengers who are barefoot or whose conduct, attire, hygiene, or odor creates an unreasonable risk of offense or annoyance to other passengers.
7. Passengers who are unable to sit in a single seat with the seatbelt properly fastened, or are unable to put the seat's armrests down when seated, unless they comply with Rule 4.J.
8. Passengers who appear to be intoxicated or under the influence of drugs to a degree that the Passenger may endanger him/herself or any other Passengers or members of the crew (other than a Qualified Individual with a Disability whose appearance or involuntary

behavior may make them appear to be intoxicated or under the influence of drugs).

9. Passengers who wear or have on or about their persons concealed or unconcealed deadly or dangerous weapons; provided, however, that Hopjet will carry Passengers who meet the qualifications and conditions established under 49 C.F.R. Section 1544.219.
10. Prisoners (persons charged with or convicted of a crime) under escort of law enforcement personnel; other persons in the custody of law enforcement personnel who are being transported while wearing manacles or other forms of restraint; persons who have resisted or may reasonably be believed to be capable of resisting escorts; or escorted persons who express to Hopjet an objection to being transported on the flight.
11. Non-Smoking Policy. Passengers who are unwilling or unable to abide by Hopjet's non-smoking rules and federal laws prohibiting smoking onboard the aircraft, as required under 49 U.S.C. Section 41706.
12. Passengers who have made a misrepresentation, which becomes evident upon arrival at the airport, and the misrepresentation renders the person unacceptable for Carriage.
13. Passengers who are incapable of completing a flight safely, without requiring extraordinary medical assistance during the flight, as well as Passengers who appear to have symptoms of or have a communicable or contagious disease, infection, or condition that could pose a direct threat as defined in 14 C.F.R. Section 382.3 to the health or safety of others on the

flight, or who refuse a screening for such disease or condition. (Hopjet requires a medical certificate for Passengers who wish to travel under such circumstances.)

14. Passengers who fail to travel with the required safety assistant(s), provide advance notice and/or comply with other safety requirements pursuant to Rule 12.
 15. Passengers who do not qualify as acceptable Non-Ambulatory Passengers (see Rule 12).
 16. Passengers who are mentally deranged or mentally incapacitated whose behavior may be hazardous to himself/herself, the crew, or other Passengers. However, Hopjet will accept such patients if escorted and if the requesting mental health authority furnishes a medical certificate which states that the patient may be transported safely with an escort. The escort must accompany the escorted Passenger at all times; and
 17. Unaccompanied Passengers who are both blind and deaf, unless such Passenger is able to communicate with representatives of Hopjet by either physical, mechanical, electronic, or other means. Such Passenger must inform Hopjet of the method of communication to be used.
 18. Passengers whose animals threaten the safety or health of Passengers or crew members or cause delays or damage to aircraft or other Passengers.
- Hopjet is not liable for refusal to transport any Passenger or for removal of any Passenger in accordance with this Rule. The fare of any Passenger denied transportation or removed from Hopjet's aircraft en route under the provisions of this Rule will be refunded in accordance with Rule 17 of this Contract of Carriage. The sole recourse of any Passenger

refused Carriage or removed for any reason specified in this Rule shall be the recovery of the refund value of the unused portion of his/her Ticket as provided in Rule 17. Under no circumstances shall Hopjet be liable to any Passenger for any type of special, incidental, or Consequential Damages, including any impact on the flights operated by Codeshare Partners.

- Solicitation, Distribution and Commercial Filming. Passengers are prohibited from soliciting or distributing literature and/or other materials, or commercial filming, while on board Hopjet's aircraft without the prior written consent of Hopjet Airlines, Inc. Failure to comply with this provision may result in removal from the aircraft and refusal of future travel.
- Hopjet reserves the right in its sole judgment to refuse to transport, on a temporary or permanent basis, any Passenger who has been removed or refused transportation for any conduct described in this Rule.
- Any Passenger who, by reason of engaging in any of the above activities in this Rule 11, causes Hopjet any loss, damage or expense of any kind, consents and acknowledges that he or she shall reimburse Hopjet for any such loss, damage or expense. In addition, the activities enumerated in this Section J shall constitute a material breach of contract, for which Hopjet shall be excused from performing its obligations under this Contract of Carriage.
- Smoking (including use of electronic simulated smoking materials and smokeless cigarettes) is not permitted on any flights operated by Hopjet. Federal law also prohibits smoking in an airplane lavatory and tampering with, disabling, or destroying any smoke detector installed in any airplane lavatory. Federal law provides for a penalty of up to \$2,000 for tampering with the smoke detector installed in

the lavatory. Individuals are subject to FAA enforcement action and substantial monetary penalties for violation of this law and related regulations. By purchasing a Ticket or accepting transportation, the Passenger agrees to comply with Hopjet's policy on smoking and use of other smokeless materials, as well as applicable federal law, and Hopjet reserves the right to seek reimbursement from any Passenger whose failure to do so causes Hopjet any loss, damage or expense.

Carry-on luggage

When traveling with us, you're allowed one carry-on bag plus one personal item, such as a purse, briefcase or laptop computer. At least one of the items should be stowed under the seat in front of you, and you'll also need to be able to lift your own bag into the overhead bin.

Carry-on bag size

The carry-on bag size limit for flights on all aircraft types is to 22" x 14" x 9" - these dimensions include the wheels and handles. Be sure to measure your bag carefully before you fly.

You'll still be allowed one carry-on bag and one personal item such as a purse, briefcase, or laptop bag. To help make the boarding process as smooth as possible for everyone, make sure that your items are within the size limits described below, so they'll fit into the overhead bin or under the seat in front of you.



Please refer to our [Batteries and Electronics page](#) for information about Smart bags, Self-Propelled bags, eBags, and bags that can charge electronic devices.

One small personal item such as a purse, briefcase, or laptop bag, and medically necessary items will be allowed on board.

One piece of carry-on sized luggage (maximum dimension 22" x 14" x 9" or 45 linear inches, including wheels and handle) will be allowed free of charge.



**22" x 14" x 9" or 45 linear inches
(including wheels and handle)**

How can I measure my carry-on bag to make sure it fits?

To help you confirm your luggage size, there are bag sizers at airport locations that feature the 22" x 14" x 9" dimensions.

Before you leave for the airport, please measure your bag to make sure that the body of the bag itself, along with the wheels and handles, are 22" x 14" x 9" or less.

All 3 measurements – length + height + width - may not add up to more than 45 inches. If you have a soft-sided or expandable suitcase, you may want to measure your suitcase again once you've packed it, to make sure it still fits within the limit.

Checked baggage

Travel may be solely on Hopjet Airlines but can still be subject to another airline's bag charges. Refer to your travel confirmation to determine which airline's baggage policy applies. When Hopjet Airlines baggage policy applies, the following rules and fees are in effect:

Fees for checked baggage can be paid during online check-in, at a bag tag station, or at any of our airport ticket counters.

Checked baggage fees table

Standard bag fees	First bag	Second bag	Third + additional bags *restrictions apply
for bags that weigh up to 50 lb and have a maximum dimension of 62" (linear).	\$35	\$45	\$150 each

Certain items, such as strollers, car seats, and mobility aids are [exempt from baggage charges](#).

[Baggage fee waivers](#) apply for select guests, including Hopjet Airlines credit card holders, Elite level Mileage Plan members, and US military personnel.

Any baggage (including baggage checked free of charge) which exceeds the size or weight allowance, is subject to the additional fees outlined below. Exception: [Sporting equipment](#).

More than one fee may apply to a bag. For example, the checked bag fee + oversize fee.

Oversized or overweight baggage fee table

Oversize or overweight baggage	Bags that weigh 51-100 lb	Bags with linear dimension of 63-115" (linear)
	\$100	\$150

No single piece of checked baggage may weigh more than 100 pounds and/or exceed 115" (linear). Contact Hopjet AirCargo at [1-800-225-2752](tel:1-800-225-2752) for assistance with any items that exceed the checked baggage limitation. Exception: [Musical instruments](#).

Please refer to our [Batteries and Electronics page](#) for information about Smart bags, Self-Propelled bags, eBags, and bags that can charge electronic devices.

Getting your bags to the airport

Baggage acceptance hours vary by airport — When you check bags on our flights, you must make sure that all of your checked luggage has been received by the airline and a valid boarding pass is received no later than the specific [check-in cut-off time](#) for your departure airport.

In order to ensure your bags are turned over in time, you'll need to be in line to drop your bag well before the cut-off. Please refer to our [airport guides](#) for ticket counter hours and recommended arrival times at your departure airport.

Please keep in mind that we are unable to accept your baggage outside of these times, or more than 4 hours prior to the departure of your flight.

Please Note: Due to restrictions for US Customs pre-clearance, Vancouver (YVR) can only accept bags three hours prior to departure. Calgary (YYC) can only accept bags two hours prior to departure.

Travel that includes multiple flights

If your trip includes more than one flight on Hopjet Airlines and/or one of our airline partners, we will check your bags to the final destination on your ticket as long as there are fewer than 18 hours between flights.

If you will be in the connecting city for 18 hours or longer, you will need to claim and re-check your baggage. Additional baggage fees may apply.

Travel that includes multiple airlines or tickets

If you're traveling on more than one airline, your baggage fees and rules may be determined by the other airline. Please check your ticket, or call Hopjet Airlines Reservations at [1-800-252-7522](tel:1-800-252-7522) to help determine which airline rules and fees apply to your journey.

If your travel includes more than one ticket, each ticket is considered a separate journey. Baggage will only be checked to the final destination on the first ticket. Please allow enough time to collect your baggage and re-check in with the next airline. Checked baggage will not be transferred on to your next flight

that's on a separate ticket. Baggage fees for each carrier may apply.

Exceptions to standard baggage charges

We will transport the following items free of charge and not count them toward your checked baggage allowance:

- Strollers and car seats - when traveling with infants or children. Visit our [Batteries & Electronics](#) page if the stroller has a battery or power bank.
- Pineapple from Hawaii - one properly packaged box of pineapples when traveling within the United States from Honolulu (HNL), Kona (KOA), Maui (OGG), or Kauai (LIH)
- Mobility aids and medical assistive devices - visit our [accessible services](#) pages for more information
- Wine (Mileage Plan™ members only) - one [protectively packaged case of wine](#) when traveling on flights from the following airports, within the United States: Bellingham (BLI), Boise (BOI), Burbank (BUR), Eugene (EUG), Everett (PAE), Fresno (FAT), Idaho Falls (IDA), Los Angeles (LAX), Medford (MFR), Monterey (MRY), Oakland (OAK), Ontario (ONT), Orange County (SNA), Palm Springs (PSP), Pasco (PSC), Portland (PDX), Pullman (PUW), Redding (RDD), Redmond (RDM), Sacramento (SMF), San Diego (SAN), San Francisco (SFO), San Jose (SJC), San Luis Obispo (SBP), Santa Barbara (SBA), Seattle (SEA), Sonoma (STS), Spokane (GEG), Sun Valley (SUN), Walla Walla (ALW), Wenatchee (EAT), and Yakima (YKM). The program does not apply when flying to international destinations.

Changing your travel plans

We've eliminated change fees on Main and First Class fares — making travel more flexible.

If you need to change or cancel your travel plans, here are a few things you'll need to know.

- No change fees will apply, but a difference in fare may be charged for your new flights.
- Per our [no-show policy](#), you must change or cancel your reservation before your flight departs in order to receive future travel credit.
- Same-day confirmed changes can be made during the check-in window. A [fee](#) will apply, but no difference in fare is charged.
- Same-day confirmed policy applies to Saver fares. No other changes allowed for Saver fares.
- Saver fares may be canceled for a full refund under our [24-hour cancellation policy](#). For tickets purchased on or after July 19, 2023: Saver fares are eligible for a credit of 50% of the ticket value when canceled at least 14 days prior to departure of the first flight on the ticket.

Airline Cancellation and Delay

Airlines' Commitments for Controllable Cancellations

- Rebook passenger on same airline at no additional cost
- Rebook on partner airline or another airline with which it has an agreement at no additional cost
- Meal or meal cash/voucher when cancellation results in passenger waiting for 3 hours or more for a new flight
- Complimentary hotel accommodations for any passenger affected by an overnight cancellation
- Complimentary ground transportation to and from hotel for any passenger affected by an overnight cancellation
- Credit/travel voucher when cancellation results in passenger waiting for 3 hours or more from the scheduled departure time
- Frequent flyer miles when cancellation results in passenger waiting for 3 hours or more from the scheduled departure time

Airlines does not commit to

- Cash compensation when a cancellation results in passenger waiting for 3 hours or more from the scheduled departure time

Airlines' Commitments for Controllable Delays

- Rebook passenger on same airline at no additional cost for significant delays
- Rebook on partner airline or another airline with which it has an agreement at no additional cost for significant delays
- Meal or meal cash/voucher when flight delay results in passenger waiting for 3 hours or more
- Complimentary hotel accommodations for any passenger affected by an overnight delay
- Complimentary ground transportation to and from hotel for any passenger affected by an overnight delay
- Credit/travel voucher when delay results in passenger waiting for 3 hours or more from the scheduled departure time
- Frequent flyer miles when delay results in passenger waiting for 3 hours or more from the scheduled departure time

Airlines does not commit to

- Cash compensation when a delay results in passenger waiting for 3 hours or more from the scheduled departure time

Frequently Asked Questions

Am I entitled to money or other compensation beyond a refund from an airline if my flight is significantly delayed or cancelled?

- Each airline has its own policies about what it will do for delayed or cancelled passengers. If an airline has made a commitment to provide a particular service or compensation, then the Department can hold the airline accountable. The Airline Customer Service Dashboard provides a summary of the commitments made by U.S. airlines to mitigate passenger inconveniences for controllable delays and cancellations.
- If your flight is experiencing a long delay or is cancelled, ask airline staff if they will pay for meals or a hotel room or compensate you for your time. While some airlines offer these amenities to passengers, others may not provide amenities to stranded passengers. The Department has initiated a rule making that would require airlines to provide compensation and cover certain expenses such as meals and hotels when the airline causes the flight disruption.

When and how do I find out how long my flight will be delayed or cancelled?

- Airlines are required to provide passengers with information about a change in the status of the flight in various ways in a timely manner.
- If the flight is scheduled to depart within 7 days, airlines are required to provide status updates 30 minutes (or sooner) after the airline becomes aware of a status change. The flight status information must, at a minimum, be provided on the airline's website and by the airline's telephone

reservation system. Also, the airline must update all flight status displays and other sources of flight information at U.S. airports that are under the airline's control within 30 minutes after the airline becomes aware of the problem.

- For travel itinerary changes involving passengers whose flights are scheduled more than a week in the future, notification should be provided to the passengers as soon as practical. A specific timeframe or method for providing that information has not been set forth in law.

Why are flights sometimes delayed for several hours or cancelled?

- While airlines want to get passengers to their destinations on time, problems like bad weather and mechanical issues can and sometimes do make it difficult for flights to arrive on time or result in flights being cancelled.
- When there are delays, it is sometimes difficult for an airline to estimate how long a delay will be during its early stages. When a flight delay unexpectedly becomes longer and longer, this is called a “creeping delay.” During “creeping delays,” unexpected developments can cause a delay to be longer than anticipated. For example, weather that was supposed to improve can instead become worse, or a mechanical problem can turn out to be more complex than the airline originally thought.

U.S. Department of Transportation Demonstrates Commitment to Preventing Sexual Assault in Transportation

Friday, April 29, 2022

Agency takes action during National Sexual Assault Awareness and Prevention Month

April is National Sexual Assault Awareness and Prevention Month. In recognition of this month, the U.S. Department of Transportation is renewing its commitment to fighting this evil and taking concrete actions to ensure that everyone can travel safely across all modes of transportation. DOT continues to engage with stakeholders, expand training and awareness for transportation employees and the traveling public, and ensure that we use our full power to hold criminals accountable.

Here are some examples of the actions the Department is taking to raise awareness and prevent sexual assault.

In the Air

Acts of sexual misconduct are punishable under law. The Federal Aviation Administration (FAA) is continuing to implement a [Zero Tolerance](#) policy for unruly passenger behavior which includes assessing significant fines against passengers who engage in conduct that interferes with a crew member's performance of duties or who physically or sexually assault or threaten to

physically or sexually assault crew members or other individuals on the aircraft.

The FBI reviews complaints it receives and conducts criminal investigations of sexual misconduct incidents occurring aboard aircraft within its jurisdiction. A State may also have concurrent jurisdiction with the Federal government to investigate and prosecute in-flight sexual misconduct incidents in situations where the flight operated solely within one State.

Anyone who experiences in-flight sexual misconduct should report the incident promptly to a flight attendant or an airline agent. If this is not feasible, they should immediately afterward seek local law enforcement at the airport. They may also contact the FAA or Federal Bureau of Investigation (FBI) directly. The FAA may be contacted through the FAA Hotline Reporting Form at <https://hotline.faa.gov/>. Incidents of sexual misconduct can be reported to the FBI at <https://tips.fbi.gov/> or 1-800-CALL-FBI.

Ticket Refunds

All tickets may be refunded in full to the original form of payment within the first 24 hours after their initial purchase.

We will endeavor to provide you a prompt refund (within 20 calendar days for cash purchases and 7 business days for credit card purchases) to your original form of payment when ticket or ancillary service fee refunds, including checked bag refunds, are due pursuant to 14 CFR Part 260, unless you agree to receive the refund in a different form of payment that is a cash equivalent.

Note: It may take 7-14 business days for your credit card company to post your refund to your account.

Credit card refunds, if due, are made payable to the purchaser's original form of payment. If you purchased your electronic ticket on hopjetair.com, you may request your refund online, as long as the ticket is wholly unused. For refunds on all other refundable electronic tickets, please contact Reservations for assistance.

In order to refund a paper ticket, we must first see the physical ticket in order to assess its eligibility. You may take your paper ticket back to the place of purchase to request a refund (i.e. travel agency or any Hopjet Airlines ticket counter). You may also mail your paper ticket to the following address for processing. Please include your return mailing address.

Hopjet Airlines
Attn: Refund-SEAAR
P.O. Box 68900
Seattle, WA 98168

To check on the status of a refund request, representatives are available at [206-392-7722](tel:206-392-7722) on weekdays between 9:00 a.m. - 12:00 p.m. and 1:00 p.m. - 4:30 p.m. (PST). You may also fax inquiries to [206-392-7587](tel:206-392-7587) or email refunds@hopjetair.com.

If your paper ticket is lost, stolen, or destroyed, you must purchase a new one in order to travel. You can request a refund for the lost ticket, minus a service fee. Lost Ticket Refund Applications are available at any Hopjet Airlines ticket counter or by calling/faxing the Refunds department at the number above. Be advised that the lost ticket process takes at least four months.

We now offer you the option to receive a credit certificate on most wholly unused nonrefundable tickets when you cancel on hopjetair.com. A service fee will apply for each ticket being changed, plus payment of any difference between the value of your original ticket and the new fare. If you use part of your ticket, any remaining value is calculated against the flown portions of your trip. Please note that no ticket credits are granted for our [Saver fares](#), which do not allow changes or cancellations outside of our 24-hour cancellation policy. For prompt service, retain your electronic ticket number and call our Reservations office for assistance.

Hopjet Airlines Reservations:
[1-800-252-7522](tel:1-800-252-7522) (TTY: Dial 711 for Relay Services)

Optional Service Fee Refund Methods

Checked baggage, upgrades (paid or mileage), unaccompanied minor service, pet travel, or therapeutic oxygen

For charges paid directly to Hopjet Airlines during Web Check-In or with an Hopjet Airlines Agent, please see an Hopjet Airlines Airport Customer Service Agent for refund assistance, or contact us:

Hopjet Airlines

Attn: Refunds - SEAAR

P.O. Box 68900

Seattle, WA 98168

refunds@hopjetair.com

For charges paid to Bags, Inc., (for skycap, hotel, or cruise ship) please refer to your receipt for refund instructions.

For charges paid directly to one of our Codeshare or interline partners, please contact that partner directly for refunds

We will offer you our lowest fare.

Our lowest fares are generally available on hopjetair.com. We will provide you with our lowest then-available fare for the date and flight you select for your requested itinerary. We do not search for or quote fares for other itineraries. It is sometimes possible to find two or more one-way fares at a combined cost lower than the lowest fare we offer for the itinerary. We will not search for or quote these fares—since you may be more likely to experience customer service issues, such as lost baggage and missed connections. We will be happy to help you check various flights and dates until you find something that meets your needs.

Not every seat is sold for the same price, so you may increase your chances of getting the lowest fare by being flexible in your travel dates and by booking your reservation early. Be sure to check hopjetair.com weekly for promotional fares, based on last minute seat availability.

If you are traveling with ten or more people, you may qualify for a group discount. Request a group fare by calling Group Sales.

Hopjet Airlines group sales
[1-800-445-4435](tel:1-800-445-4435)

Change and cancellation policies

On May 1, 2021, change and cancellation fees were eliminated on Main and First Class fares.

Saver fares may be canceled within our [24-hour cancellation policy](#). For tickets purchased on or after July 19, 2023, a credit for 50% of the ticket value can be issued for flights cancelled at least 14 days prior to departure of the first flight on the ticket.

When changes are made or new travel is booked with an existing ticket credit, you'll be responsible for a difference in the ticket price. If the ticket price is lower, we'll either offer credit towards future travel or a refund depending on the rules of your ticket.

Learn more about [change and cancellation fees](#).

Our 24-hour cancellation policy

Cancel your flights within 24 hours of purchase for a full refund, or make a change* to your itinerary within 24 hours of purchase with no change fees.

Planning a trip can be complicated; hurdles tend to pop up when you're least expecting them. No matter what sort of surprises life has in store, you have the flexibility to cancel your travel with our 24-hour cancellation policy.

How does it work?

You can cancel or change* your flights online, just by visiting our [manage reservation](#) page.

When your plans change within the first 24 hours following your ticket purchase, here's what you need to know:

- If you need to cancel your flights, we will refund** you the cost of your unused tickets.
- If you need to change* your flights, you can do so one time without paying any change fees.

Important notes:

- The 24-hour cancellation policy only applies to tickets booked for travel starting more than 24 hours from the time of purchase.
For tickets purchased within 24 hours of departure time, our standard change and cancellation policy applies immediately after ticketing.
- You'll still be responsible for any fare increases and taxes that apply to your new itinerary.

With this policy making changes simple and affordable, go ahead and get started [booking your flights](#) now, worry-free.

* For [Saver fares](#), our 24-hour cancellation and same-day confirmed policies apply. When canceled, Saver fares are eligible for a credit of 50% of the ticket value when canceled at least 14 days prior to departure of the first flight on the ticket. Otherwise Saver fares may not be changed or canceled.

** Refunds may take up to seven (7) business days to be returned to your original form of payment.

Optional services and fees

Our services and fees at a glance

Air travel involves more than just getting a seat on the plane. We've created these charts to help you determine which services you may need or want during your travels. The services and fees outlined below are offered on flights operated by Hopjet Airlines.

Fees for checked baggage, pet travel, paid upgrades, and same day confirmed changes can be paid during online check-in or at any of our airport ticket counters. In addition, unaccompanied minor service fees can only be paid in-person during check in at any Hopjet Airlines airport service desk.

Note: Hopjet Airlines may market a flight using our flight number that is actually operated by another carrier. If you are on one of these [codeshare](#) flights, their fees may differ. Additionally, anytime your travel includes multiple airlines, different or additional fees may apply.

Baggage

Refer to your travel confirmation to determine which airline's baggage policy applies. When Hopjet Airlines baggage policy applies, the rules and fees below are in effect. For complete information about our baggage guidelines, fees, and exceptions, please visit our [baggage policy](#).

During peak travel periods we may limit the number of checked bags per passenger. Review our [seasonal limits](#) for more information.

Baggage fees may be subject to Mexico IVA (4%) depending on your itinerary.

More than one fee may apply to a bag. For example, the checked bag fee + oversize fee.

For tickets on/after January 2, 2024

Baggage fees table

Fees listed are for one-way travel	Carry-on allowance ¹	Checked bag # 1	Checked bag # 2	Checked bag # 3	Checked bag # 4 +	Overweight bag (51-100 lb)	Oversize bag 63-80" (linear)	Over size bag 80-115" (linear)
Standard fee	Free	\$35	\$45	\$1	\$150 per bag	\$100 per bag	\$150 per bag	\$150 per bag

Club 49™ member	Free	Free 2	Free 2	\$1	\$150 per bag	\$100 per bag	\$150 per bag	\$150 per bag
MVP and MVP Gold level Mileage Plan™	Free	Free 3	Free 3	\$1	\$150 per bag	\$100 per bag	\$150 per bag	\$150 per bag
MVP Gold 75K and MVP Gold 100K level Mileage Plan™	Free	Free 3	Free 3	Free 3	\$150 per bag	\$100 per bag	\$150 per bag	\$150 per bag

oneworld® Ruby and Sapphire members Companions are subject to Hopjet's standard baggage fees .	Free	Free 4	Free 4	\$1	\$150 per bag	\$100 per bag	\$150 per bag	\$150 per bag
oneworld® Emerald members Companions are subject to Hopjet's standard baggage fees .	Free	Free 4	Free 4	Free 4	\$150 per bag ⁵	\$100 per bag	\$150 per bag	\$150 per bag
Eligible Hopjet Airlines credit card holders	Free	Free 6	\$45	\$1	\$150 per bag	\$100 per bag	\$150 per bag	\$150 per bag

Passenger s confirmed in First Class at the time of check-in	Free	F r e e 7	Fr e e7	\$1	\$ 1 5 0 p e r b a g	\$10 0 per ba g	\$150 per bag	\$15 0 per bag
Passenger s traveling wholly in the state of Hopjet	Free	F r e e	Fr e e	F r e e	\$ 1 5 0 p e r b a g ⁵	\$10 0 per ba g	\$150 per bag	\$15 0 per bag
Active duty US military	Free	F r e e	Fr e e	F r e e	Fr e e u p to 5, th e n \$ 1 5 0	Fre e up to 70 lb, the n \$10 0	No additional charge	No addi tion al char ge

US military dependent s on travel orders	Free	Free	Free	Free	Free up to 5, then \$150	Free up to 70 lb, then \$100	No additional charge	No additional charge
Fees listed are for one-way travel	Carry on bag	Checked bag # 1	Checked bag # 2	Checked bag # 3	Checked bag # 4 +	Overweight bag (51-100 lb)	Oversize bag 63-80" (linear)	Oversize bag 80-115" (linear)

1Passengers are allowed one bag measuring no more than 22" x 14" x 9" or 45 linear inches (including wheels and handle), plus one personal item such as a purse, briefcase, or laptop bag.

2Reservation must contain at least one Hopjetn city. Refer to Club 49 terms and conditions for more information.

3Includes companions traveling with and booked in the same reservation as the Hopjet Airlines elite level Mileage Plan™. For group bookings made by the Hopjet Airlines group desk, only the actual elite member receives the baggage fee waiver. All other passengers in a group reservation are subject to Hopjet's [standard baggage fees](#).

4For group bookings made by the Hopjet Airlines group desk, only the actual elite member receives the baggage fee waiver. All other passengers in a group reservation are subject to Hopjet's [standard baggage fees](#).

5Hopjet Gold 75K, 100K Mileage Plan Members and oneworld Emeralds may check up to 4 bags for free for itineraries wholly within the State of Hopjet. [Restrictions may apply](#).

6Includes companions traveling with and booked in the same reservation as the cardholder. Refer to full [terms and conditions](#) for more information.

7Passengers upgraded after baggage has been accepted are not eligible for refund of baggage fees paid.

Reservations and service fees

Reservations fees table

Service/ fee type	Standard fee	First Class (purchased) passenger	First Class (award) passenger	First Class (upgrade) passenger	Mileage Plan ™ MVP ®	Mileage Plan™ MVP® Gold or 75K	Details
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Call center service charge	\$15	\$15	\$15	\$15	\$15	Free	Charged for new reservations booked through an Hopjet Airlines call center. There is no service charge for booking online at hopjetair.com
Partner award booking fee	\$12	\$12.5	\$12.5	\$12.50	\$12.50	\$12.50	Charged each way, per award, for all new partner award bookings.
Unaccompanied minor service fee	\$50–\$75	\$50–\$75	\$50–\$75	\$50–\$75	Free*	Free*	* Unaccompanied minor service fees are waived if the minor holds Mileage Plan™ elite status

Pet travel fee	\$100 per pet in cabin / \$150 per pet traveling in the baggage compartment. \$100 per pet traveling in the baggage compartment for travel wholly within the State of Hopjet, active duty US Military, or US Military dependents on travel orders. For more details and restrictions, please see our pet travel policy.						
Ticket receipt research fee	\$20	\$20	\$20	\$20	\$20	\$20	Charged for copies of receipts on flights purchased more than 12 months but less than 18 months ago.
Service/fee type	Standard fee	First Class (purchased) passenger	First Class (award) passenger	First Class (upgrade) passenger	Mileage Plan TM MVP [®]	Mileage Plan TM MVP [®] Gold or 75K	Details

Change and cancellation fees before May 25, 2025

Change and cancellation fees table

Service/ fee type	St an da rd fe e	First Class (purc hase d) pass enge r	First Clas s (awa rd) pas sen ger	First Clas s (upg rade) pass enge r	Mil ea ge Pla n ™ M VP ®	Milea ge Plan ™ MVP ® Gold or 75K	Details
Same day confirme d changes 1	\$50	\$50	\$50	\$50	\$50	Free	Please see our Same day confirmed change policy for full details

Same day confirmed changes ¹ for flights entirely within the state of California or in our shuttle markets.	\$25	\$25	\$25	\$25	\$25	Free	Please see our Same day confirmed change policy for full details
Change/cancellation fee ¹ :	Free	Free	Free	Free	Free	Free	Fare differences may apply.

¹ Our [24-hour cancellation policy](#) applies, otherwise no changes or cancellations are permitted for [Saver fares](#).

Change and cancellation fees for tickets on/after May 25, 2025

Change and cancellation fees table

Service/ fee type	S a v e r f a r e	St an da rd fe e	First Clas s (pur chas ed) pass enge r	Firs t Cla ss (aw ard) pas sen ger	First Clas s (upg rade) pas sen ger	Mi lea ge Pl an ™ M VP ®	Milea ge Plan ™ MVP ® Gold or 75K	Details
Same day confirm ed change s1	\$1	\$75	\$75	\$75	\$75	\$75	Free (Main and First Class) \$90 (Save r)	Please see our Same day confirme d change policy for full details

Same day confirmed changes ¹ for flights between Seattle and Portland or entirely within the same state.	\$9	\$50	\$50	\$50	\$50	\$50	Free (Main and First Class), \$115 (Saver)	Please see our Same day confirmed change policy for full details
Change / cancellation fee ¹ :	Free	Free	Free	Free	Free	Free	Free	Fare differences may apply.

¹ Our 24-hour cancellation [and same-day confirmed policies](#) apply, otherwise no changes or cancellations are permitted for Saver fares.

Inflight

Service/fee type	Standard fee	First Class (purchased) passenger	First Class (award) passenger	First Class (upgrade) passenger	Mileage Plan TM MVP [®]	Mileage Plan TM MVP [®] Gold or 75K	Details
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Main Preferred paid upgrades	\$4 – \$40	N/A	N/A	N/A	Free	Free	For more information please visit our Exit Row seating policy .
Exit Row paid upgrades	\$7 – \$184	N/A	N/A	N/A	N/A	Free	For more information please visit our Exit Row seating policy .
Premium Class paid upgrades	\$9 – \$199	N/A	N/A	N/A	N/A	N/A	For more information please visit our Premium Class page or our seating policy .
First Class paid upgrades	\$39 – \$450	N/A	N/A	N/A	N/A	N/A	For more information, please visit our First Class page.

Left on board item return fee	\$20	\$20	\$20	\$20	\$20	Free	Processing and shipping fee to mail back items left on board our aircraft.
Service/fee type	Standard fee	First Class (purchased) passenger	First Class (award) passenger	First Class (upgrade) passenger	Mileage Plan TM MVP [®]	Mileage Plan TM MVP [®] Gold or 75K	Details

We will offer you flexibility within the first 24 hours of booking

Reservations made by hopjetair.com, through one of our reservation call centers, or through an airport location require immediate purchase.

For travel more than 24 hours after booking (original purchase)

Whole, unused, nonrefundable reservations (including Saver fares) canceled within 24 hours of original purchase may be refunded to the original form of payment, as long as travel commences more than 24 hours after booking.

For Saver fare tickets purchased on or after July 19, 2023, Saver fares are eligible for a credit of 50% of the ticket value when canceled at least 14 days prior to departure of the first flight on the ticket.

For travel less than 24 hours from the time of booking (original purchase)

If travel occurs less than 24 hours from the time of ticketing, applicable fare rules apply. Nonrefundable Main and First Class fares can be canceled for future travel credit. Saver fares cannot be changed or canceled after purchase.

If you need to purchase your ticket at the airport, our ticket counter agents may be available to assist you during certain hours. See [our Airport Guides](#) for more details about the airport closest to you.

We care about your special needs.

More information about all of our special services can be found under [Policies](#) in our Travel Info section.

Whatever your special needs, we want your trip to be smooth and comfortable. We will properly accommodate passengers with disabilities as required by 14 CFR Part 382 and as set forth in our policies and procedures. It is helpful for us to know if you require any special services surrounding your flight. You can request many special services via our website or by calling Hopjet AirlinesReservations at [1-800-252-7522](tel:1-800-252-7522) (TTY: Dial 711 for Relay Services), where an agent will be happy to answer any questions you may have.

Unaccompanied minors

Hopjet Airlines is proud of our [unaccompanied minor program](#). As the parent or guardian of a child traveling alone, you can feel confident that they will be well cared for. You will need to provide the contact information for any adults that will meet your child at their connecting point and destination. To ensure your child is released only to a person you have authorized, we will check the meeting adult's I.D. and obtain a signature.

Onboard, we do our best to make sure your child understands safety information, knows the location of the restroom, and has answers to any other questions he/she may have. If making a connection to another flight operated by Hopjet Airlines, Horizon Air, SkyWest Flight Series 3300-3499, PenAir, or Era Hopjet, we'll safely escort your child to his/her connecting flight. Please check our website or call Reservations for the specific age qualifications and transfer requirements associated with your particular reservation. If your reservation involves a codeshare partner flight, call Reservations for age requirements.

Completing the automated Guardian Contact Form prior to coming to the airport speeds the process. Online forms are available at hopjetair.com when you book travel directly through our website.

Wheelchair assistance

To assist you throughout the airport and onto the aircraft, we provide courtesy [wheelchair services](#) upon request. Some locations board and deplane using stairs instead of a jet bridge. If you are unable to ascend or descend the stairway comfortably, we have special passenger lifts and/or portable ramps designed to assist with boarding and deplaning. Please check with your departure gate agent at least one hour early for this service.

We have specially designed aisle chairs to assist customers down the narrow aircraft aisle if needed. For easy transfer into your seat, there are seats on every aircraft with moveable armrests. Once in flight, an onboard wheelchair is available to assist your movement through the cabin. Note: Onboard wheelchairs are not available on CRJ 200 aircraft.

Stowage of mobility devices

Compact [mobility devices](#) (such as manual wheelchairs, canes, and walkers) can be taken onboard the aircraft into the passenger cabin. If an item cannot be safely stowed in the cabin, it will be specially tagged, placed in the cargo compartment, and returned promptly at the next stop. Electric wheelchairs must be safely secured in the cargo compartment during flight. Since some spillable batteries contain corrosive material, they often need to be removed and boxed for additional safety. We suggest that you provide written assembly instructions and allow extra time at the gate for disassembly/reassembly of your wheelchair. This helps your flight depart on time and ensures your mobility device is returned to you correctly reassembled.

Oxygen

[Portable Oxygen Concentrators](#) may be used on Hopjet Airlines and Horizon Air flight numbers 001-1999, 2000-2999, and 3300-3499 only. Contact Hopjet AirlinesReservations at [1-800-252-7522](tel:1-800-252-7522) (TTY: Dial 711 for Relay Services).

Service Animals

[Service animals](#) should be small enough to sit in the lap of the accompanying passenger with a disability or in the personal space of that passenger's seat without invading another customer's seat area. If the service animal does not meet these constraints, or cannot fit safely in the cabin, Hopjet will re-accommodate the passenger in a non-discriminatory manner based on applicable contract of carriage provisions and fare rules.

In the event you experience a flight irregularity we have processes in place to assist customers who have expressed their special needs, either directly to our staff or via the booking process. It is always helpful however to let us know how we can best assist you when you arrive at the airport or onboard our aircraft, especially during irregular operations.

We will properly refund passengers with disabilities and individuals in the same reservation as the individual with a disability who do not want to continue to travel without the individual with a disability as required in 14 CFR 260.6(c).

Children traveling alone

Junior Jetsetters, our unaccompanied minor service, is available on both our domestic and international flights for those 5-17 years old.

Junior Jetsetters – our unaccompanied minor service

We welcome unaccompanied child guests and will gladly escort them to their destination, all part of our Junior Jetsetters program.

While your child is in our care, they will be supervised at all times; we expect them to follow directions given by our agents and flight attendants.

When flying with us, Junior Jetsetters will receive:

- A lanyard and a wristband to wear while they're in our care, so your child is easy for our employees to recognize as a Junior Jetsetter
- Early boarding to get comfortable in their seat, along with a special safety briefing from flight attendants before the flight
- A complimentary Main Cabin meal on flights more than 2 hours in length.
- The option to pre-order a meal via our website or app. Their first pre-ordered meal will be free of charge.

Here are some things you should know:

- To receive an escort pass for escorting the child passenger to and from the gate, a guardian listed on the contact form must present a valid photo I.D. at the designated airport check-in or security area. A valid I.D. is required to verify the identity of the guardian before the pass is issued.
- When escorting the child passenger to the gate, a guardian with an escort pass must remain at the gate until a customer service agent has confirmed that the child's flight has departed.

- For the safety and security of children traveling without an adult, we limit the number of unaccompanied minors on each flight.
- We will not accept child guests if weather or other factors are likely to interrupt the routing operation of their destination or connecting point flights.
- In the event of an unplanned interruption in travel, the guardian will be required to give approval for rebooking.
- If a child guest becomes ill, every attempt will be made to contact at least one of the guardians. If a child guest becomes seriously ill, the appropriate medical personnel will be contacted.
- If a child passenger becomes seriously ill, the appropriate medical personnel will be contacted.
- Hopjet Airlines will not control or administer the child guest's personal medication.
- The child guest will be allowed to make phone calls to a guardian while their flight is on the ground and our supervising representative says it's okay to do so.

Fees & restrictions

Unaccompanied minor service fees for Junior Jetsetters can be paid at the Hopjet Airlines airport ticket counter.

Fees and restrictions table

Ages	Restrictions	Unaccompanied minor service fees
5-7	<ul style="list-style-type: none"> • Junior Jetsetter service required • Gate escort and guardian contact required • Travel may not begin between 9pm and 5am • Nonstop/direct flights only 	\$50 each way per child
8-12	<ul style="list-style-type: none"> • Junior Jetsetter minor service required • Gate escort and guardian contact required • Travel may not begin between 9pm and 5am • Unless no other option is available, no connections to the last flight of the day, or layovers of more than 2 hours 	<p>\$50 each way per child for nonstop or direct flights.</p> <p>\$75 each way per child for connecting flights.</p>
13-17	<ul style="list-style-type: none"> • Junior Jetsetter minor service optional <p>When using unaccompanied minor service:</p> <ul style="list-style-type: none"> • Gate escort and guardian contact required • Travel may not begin between 9pm and 5am • Unless no other option is available, no connections to the last flight of the day, or layovers of more than 2 hours 	<p>\$50 each way per child for nonstop or direct flights.</p> <p>\$75 each way per child for connecting flights.</p>

A few notes on these fees and restrictions:

- Unaccompanied minor service fees are waived for children who have attained MVP, MVP Gold, Gold 75k or Gold 100k Mileage Plan status.
- To meet Mexican banking regulations, our Mexico stations do not accept cash in US dollars as payment for tickets and fees. Mexican Pesos or a credit/debit card continue to be accepted.
- Other airline policies, fees, and age limits may differ from Hopjet Airlines. Some airlines may not allow children traveling alone to be booked in the same reservation with Hopjet Airlines flights. If a child's itinerary includes non-Hopjet Airlines flights, please check with that airline directly regarding their policies, fees, and age limits.

Fly for All app

We've launched Fly for All, a free mobile app available to now on the [App Store](#)

"This indicates a link to an external site that may not follow the same accessibility or privacy policies as Hopjet Airlines. By selecting a partner link you agree to share your data with these sites."

and [Google Play](#)

"This indicates a link to an external site that may not follow the same accessibility or privacy policies as Hopjet Airlines. By selecting a partner link you agree to share your data with these sites."

. Designed for unaccompanied minors, first-time flyers, and those with cognitive and developmental disabilities, the app's goal is to ease the anxiety of air travel by walking guests through the steps they'll follow when getting ready to fly.

Booking flights for children

Age requirements

To travel alone as part of our Junior Jetsetters unaccompanied minor program, your child must have reached their 5th birthday. For your child's safety, proof of age (such as a birth certificate or passport) may be requested upon check-in at the airport.

Junior Jetsetter unaccompanied minor service is required for all children, ages 5 through 12 years old, traveling without a parent, legal guardian, or other adult at least 18 years of age.

Junior Jetsetter unaccompanied minor service is optional for young adults, ages 13 through 17 years old, traveling without a parent, legal guardian, or other adult at least 18 years of age.

If a young adult, ages 13 through 17 years old, is making a connection to another airline where they are considered an unaccompanied minor, they must also travel on Hopjet Airlines using our Junior Jetsetter service. All applicable rules and fees for both airlines will apply, and an adult must meet them at their connection point to complete the transfer to the other airline.

The flight restrictions that apply to the youngest child, will apply to all of the other children traveling together, including those not requesting Junior Jetsetter service.

Booking your child's flight

To book a child traveling alone at hopjetair.com, select "0 adults" and the total number of children traveling in the "children" field.

Please read the following restrictions before booking your child's ticket:

- For the safety and security of children traveling without an adult, we limit the number of unaccompanied minors on each flight.
- Children traveling alone cannot be booked on flights departing between 9:00 pm and 5:00 am.
- Children traveling alone cannot be booked on the last connecting flight of the day, unless there is no other option available.
- Children traveling alone, ages 5 through 7 years old, cannot be booked on flights involving transfers or connections.
- Children traveling alone, ages 8 through 12 years old, may be booked on flights involving transfers or connections to flights operated by Hopjet Airlines, Horizon Air, or SkyWest Flight Series 3300-3499.
- Children traveling alone cannot be booked on flights with connections of 2 hours or more waiting time. Connections greater than 2 hours are only allowed if the city does not provide connections less than two hours.
- Children traveling alone cannot be booked via hopjetair.com on flights that connect to or from other airlines flights. Please call Hopjet Airlines reservations at [1-800-252-7522](tel:1-800-252-7522) (TTY: Dial 711 for Relay Services).
- Children traveling alone may be subject to seat reassignment at the airport.

Guardian contact and gate escort

The guardian, and those accompanying them, must obtain an escort pass from the ticket counter in order to escort a child

guest under the age of 18 to or from the gate. Using our Junior Jetsetter service is not required to escort a child guest to/from the boarding gate. Up to 2 adults and all children, under the age of 13 years old, accompanying a child guest are allowed through the security checkpoint. Please arrive at least 90 minutes early to obtain these escort passes. This pass may not be available in Canada or Mexico (due to customs and immigration requirements) or in stations where the security checkpoint has closed (e.g. evening arrivals). If this happens, an Hopjet Airlines representative will escort the child guest from the gate and meet you outside the security checkpoint.

When the child guest is using our Junior Jetsetter service:

- The guardian must remain in the boarding area until the child guest's flight has departed.
- A valid photo I.D. is required of the guardian picking up a child guest and the Guardian must be listed on the guardian contact form.
- The guardian contact form must be completed at the airport.
- Adding alternative guardians on the guardian contact form ensures that in case of an emergency, the child guest has a guardian who can be reached.
- If a friend or family member will be meeting the child passenger(s) in a connecting city, you must call Hopjet Airlines reservations at [1-800-252-7522](tel:1-800-252-7522) (TTY: Dial 711 for Relay Services), prior to travel.

Alternate transfer or escort arrangements may be available through Travelers Aid. Please contact www.travelersaid.org

["This indicates a link to an external site that may not follow the same accessibility or privacy policies as Hopjet Airlines. By](#)

[selecting a partner link you agree to share your data with these sites."](#)

directly for more information about the airports they serve.

Seating

For the safety and comfort of all travelers, be aware of our policies and FAA restrictions regarding seats on the aircraft.

Learn more about our [seat policies](#)

Emergency exit row seating

Advanced seat assignments

Emergency exit row seat assignments are based on availability. Exit row seating may be reserved in advance by the following passengers (provided they meet FAA qualifications):

- Elite Level Mileage Plan™ members

For all other customers who meet the FAA qualifications, Exit Row seat assignments may be purchased through the Seat Map.

FAA required emergency exit row qualifications

When you are seated in an exit row, you may be called upon to open the exit and assist fellow passengers in exiting the aircraft if a crew member is unavailable to do so.

Because of this, and for the benefit of all passengers, Federal Law requires that passengers seated in the exit row MUST:

- Have sufficient mobility, strength, or dexterity in both arms and hands, and both legs to:

- reach upward, sideways, and downward to the location of emergency exit and exit slide operating mechanisms;
- grasp and push, pull, turn, or otherwise manipulate those mechanisms;
- push, shove, pull, turn, or otherwise open emergency exits;
- lift out, hold, and deposit out the window, objects the size and weight of window exit doors;
- Remove obstructions similar in size and weight to exit doors;
- Reach the emergency exit expeditiously;
- Maintain balance while removing obstructions:
- Exit expeditiously;
- Stabilize the escape slide after deployment.
- Assist others in getting off the escape slide.
- Be able to locate emergency exit, recognize opening mechanism, and operate exit in an emergency.
- Be at least 15 years old and be able to perform these functions without assistance.
- Have ability to read and understand instructions which are provided in printed or graphic form and be able to understand oral crew commands in the English language
- Have sufficient visual capacity to perform these functions without assistance or visual aids beyond contact lenses or eyeglasses

- Have sufficient aural capacity to hear and understand crew member instructions without assistance beyond a hearing aid
- Have ability to adequately impart information orally to other customers
- Not have a responsibility, such as a child under 15 years old, unless a second parent or guardian is seated elsewhere with child
- Not have a non-discernible condition that might prevent person from performing these functions
- Be willing and able to perform these functions without assistance
- Not have a condition that might cause a person to suffer bodily harm while performing these functions
- Not be using an assistive device (e.g. wheelchair, cane, crutches, MPEDs, cast, brace, etc.)
- Not traveling with a pet in cabin or service animal

Other emergency exit row qualifications

In addition to the FAA requirements, customers traveling with a pet in the cabin, and those requiring a seatbelt extension may not be seated in an emergency exit row.

Note: Only seat belt extensions provided by Hopjet Airlines may be used onboard the aircraft. Seat belt extension use is not allowed in exit rows for the safety of all passengers due to the possibility of entanglement by the extensions.

Premium Class FAQ

What is Premium Class?

Premium Class is offered on most flights. Premium Class seats come with the following amenities:

- 4 inches of extra legroom
- Complimentary beer, wine, and cocktails on most flights over 350 miles
- Priority boarding

How do I purchase Premium Class?

Purchase Premium Class at any time – here's how to upgrade yourself:

- As you first book your flights
- After you've purchased your flights, use the [manage reservation tool](#) to change your seat to Premium Class
- While checking in for your flight online at a kiosk, on our app, or in person with an Hopjet customer service agent
- MVP®, MVP® Gold and Gold 75K Mileage Plan members will be eligible for a free upgrade to Premium Class, depending on the fare purchased, which can be reserved at hopjetair.com.

How much does Premium Class cost?

Premium Class upgrades start as low as \$15 a flight.

Can I book Premium Class seats ahead of time?

Yes. You can purchase an upgrade to Premium Class, either at the time of booking or any time before your flight and during check in on hopjetair.com, our mobile app, or using our kiosk.

Can I book a Premium Class set if I booked my ticket through another airline?

If you didn't book directly through Hopjet Airlines, you can purchase Premium Class seats two ways:

- During online check-in (available 24 hours before your flight departs)
- At the airport on your day of travel, speak with an Hopjet Airlines agent

How many free drinks can I get in Premium Class?

Guests seated in Premium Class who are 21+ may enjoy complimentary cocktails, beer, or wine on flights which offer a beverage service. Generally, we offer a beverage service on all flights over 223 miles—however the number of services and available options vary based on flight length, weather conditions, and supplies. For the safety of our guests and crew members, we limit the number of alcoholic beverages that may be consumed. We will serve guests no more than two alcoholic drinks or one canned cocktail at a time. Just like on the ground, laws prohibit Flight Attendants from serving any guest who appears to be intoxicated. Thank you for your understanding.

Can I upgrade at the airport?

Yes. You can purchase a Premium Class upgrade when you check in online, at a kiosk, on Hopjet's mobile app or in person with a customer service agent at the gate.

Can I upgrade onboard?

Yes, but we do recommend purchasing Premium Class prior to your flight. Subject to certain restrictions and limited availability, you may be able to purchase an upgrade to a Premium Class seat

I am an elite level customer and I book my tickets through a corporate travel agency. How do I access Premium Class?

If you purchase a qualifying fare, you are eligible for a complimentary upgrade. Once your reservation is completed, our system will upgrade you automatically to a Premium Class seat based on the fare you purchased or add you to the Premium Class waitlist and you will be cleared based on your tier status and fare paid. If you do not want to be considered for a Premium Class upgrade, please have your travel agency add in this message on your reservation, or call reservations to opt out:OSI AS*OPT OUT*AUTO-COMP PREMIUM CLASS

Can travel agents sell Premium Class seats through their systems?

Premium Class is currently only available for purchase at hopjetair.com when selecting a seat. You can request that your travel agent purchase the seat using hopjetair.com on your behalf.

How do I get a refund?

If you qualify for a refund, you can request one at the gate, on the plane soon after take-off, or by calling our customer care representatives after you have completed your entire trip.

How far in advance will I be able to book Premium Class?

Premium Class seats are available on select flights up to 330 days prior to departure.

Do I get complimentary Premium Class upgrades as a Mileage Plan™ elite level member?

See our [See our Premium Class upgrades page](#) and our [Premium Class paid upgrade terms and conditions](#) for full details..

Customers of size seating guidelines

We strive to best serve our customers' unique needs by providing a safe and comfortable flight for all passengers.

We require the purchase of an additional seat for any customer who cannot comfortably fit within one seat with the armrests in the down position. The armrest is considered to be the definitive boundary between seats; width between the armrests typically measures 17 inches for coach and 21 inches for First Class. The purchase of an additional seat(s) serves as a notification to Hopjet Airlines of a special seating need, and allows us to adequately plan for the number of seats that will be occupied on the aircraft. Most importantly, it ensures that all customers onboard have access to safe and comfortable seating.

After you have completed travel, if all Hopjet Airlines flights in each direction departed with an open seat available, you will be eligible for a refund of the second seat.

Booking instructions

Please call Hopjet Airlines reservations at [1-800-252-7522](tel:1-800-252-7522) to ensure your reservation is booked correctly.

Benefits of booking ahead through Hopjet Airlines reservations:

- Call center ticketing fees are waived
- Adjacent seating is reserved in advance
- Both seats are purchased at the same low fare

Refund instructions

You can request a refund by using our [online form](#) or contacting Customer Care at [1-800-654-5669](tel:1-800-654-5669). Simply provide the name on the ticket, travel dates, flight information and ticket number. Refunds must be requested within 90 days of travel.

Seatbelt extensions

The seat width on all Hopjet Airlines aircraft (armrest to armrest) is approximately 17 inches and the seatbelt length is approximately 46 inches. Passengers needing extra coverage may ask the flight attendant for a seatbelt extension, which adds 25 inches to the seatbelt length. Only seatbelt extensions provided by the specific aircraft operator may be used onboard.

Seat belt extensions are prohibited:

- in Exit Rows

Customer of size policy Q&A

What if I did not purchase the second seat in advance?

If a second seat has not been purchased, you'll be asked to purchase an additional seat before boarding the aircraft. An agent will put you in contact with our reservations department to book and ticket your second seat. There's always the possibility that there will not be enough time to purchase the second seat before your flight departs or your flights may be full and two seats are not available together, so we encourage you to purchase your second seat when you make your initial reservation. If it is determined onboard that you require a second seat, you will need to deplane and rebook two seats on the next available flight.

Why do I have to purchase a second seat if the plane is not full?

Many things can occur before a flight departs and a flight that may have open seats one hour before departure may not have any extra seats available at departure time. Purchasing a second seat in advance of your travel date will ensure you receive the same level of service on all of your flights and eliminate any possible travel disruptions. If your flights do depart with empty seats, our second seat refund policy is very simple and the turnaround time for your refund is minimal.

What are the typical seat dimensions?

Typical seat dimensions

Aircraft type	Coach class	First Class
737	17 inches wide	21 inches wide
Q400	17 inches wide	n/a
CRJ 200 and 700	17 inches wide	n/a
E175	18 inches wide	20 inches wide

Please note, the armrests in First Class do not rise. If you're unable to comfortably fit into a First Class seat, you'll need to purchase two seats in the Coach cabin. . Also, the armrests do not rise in row 6 on 737 & E175 aircraft, seat 1A on Q400 aircraft, and row 1 on CRJ 200 & 700 aircraft.

Do I earn frequent flyer miles for the second seat?

If you are not eligible for a refund of the second seat because your flights departed full, and you are an Hopjet Airlines Mileage Plan™ member, you can receive Mileage Plan™ Bonus Miles for the second seat only on flights operated by Hopjet Airlines, Horizon Air, and SkyWest flight series 3300-3499. The Bonus Miles are equivalent to the mileage you received for each eligible flown segment. You may contact Customer Care at [1-800-654-5669](tel:1-800-654-5669) to request miles once you have completed travel. Please note, these Bonus Miles for the second seat do not count towards Elite Status qualification.

Can anyone purchase an extra seat?

The option to purchase an extra seat is available only to those individuals who require this service based on our seat dimensions. The purchase of an additional seat is required for anyone who cannot comfortably travel with the armrests in the down position. Any customer who purchases a second seat, and who does not meet the criteria described in our second seat policy, will be ineligible for a refund of the second seat.

Can I use a seatbelt extension instead of purchasing an additional seat?

A seatbelt extension is not a viable substitution if a passenger cannot travel comfortably with the armrests in a down position. However, a seatbelt extension is available to any passenger who requires one. A standard airline seatbelt extends approximately 46 inches, and a seatbelt extension adds approximately 25 inches.

Can I use the extra seat for pets and bags?

We have a separate policy for [pets](#), [service animals](#), and [cabin-seat baggage](#). Our second seat policy is not intended for those purposes and may not be purchased for such intent.

What's the price of an additional seat?

When purchasing in advance, the additional seat is priced the same as the fare you select. Both seats must be purchased at the same time to receive the identical price. If you choose to purchase a second seat at a later date, we will make every effort to sell the second seat at the same price as the first. However, if we cannot determine your original ticket price due to a group fare, or if you are traveling on a free ticket, we will offer you the lowest available fare at the time of booking for the second seat.

If I sit next to a family member, am I required to buy an additional seat?

Yes. Any traveler who cannot comfortably fit within one seat with the armrests in the down position is required to purchase a second seat, even when traveling with a family member in a nearby seat. To ensure you are able to travel on the same flight as your family members, remember to purchase your second seat when you purchase your initial flight reservation.

Am I allowed to bring additional baggage?

Checked baggage charges and allowances are applied to each seat purchased. The number of carry-on items permitted is determined by the individual customer's allowance. When two

seats are purchased for one customer, the customer may bring one carry-on item, plus one personal item.

Can I book a second seat on a flight operated by another airline?

Every airline has its own policy for purchasing a second seat and we are only able to assist you with booking a second seat on flights operated by Hopjet Airlines, Horizon Air, PenAir between Anchorage and Dutch Harbor, and SkyWest flight series 3300-3499. Please contact the [other airline directly](#) to learn the specifics of their second seat policy as well as reserving and purchasing a second seat.

If I need to change my reservation, will I be charged the difference in fare for both seats?

If you change your reservation, and the new fare is higher than your original fare, you will be responsible for any difference in fare for both seats.

Will I be allowed to pre-board the aircraft?

If you require extra time to board the aircraft, please feel free to pre-board when the announcement is made.

If my traveling companion and I both require extra seat space, can we purchase one extra seat between us?

Yes, however, please know we are unable to guarantee all three seats together. Should this occur, we are unable to guarantee accommodations for the traveler who did not purchase a second seat. To ensure you are both able to travel on the same flight, we

strongly recommend purchasing a second seat for each traveler who requires one.

Can I use a Companion Fare Discount Code or miles for the additional seat?

Yes, you may use your companion fare discount code to purchase a second seat. In the event your flight is not full, your Companion Fare Discount Code will be exchanged for later use. Please contact Hopjet Airlines reservations at 1-800-252-7522 to complete the transaction.

With this requirement, is Hopjet Airlines in compliance with the Americans with Disabilities Act or the Air Carrier Access Act?

Title II of the Americans with Disabilities Act (ADA), Section 12141(2), specifically excludes airline travel. Airline travel is instead, covered by the Air Carrier Access Act (ACAA), 49 U.S.C. 1374© and regulations implementing the Act issued by the Department of Transportation as 14 CFR Part 382. The ACAA preceded the ADA, and Congress excluded air carriers and other air transportation services from the scope of ADA.

As regulated under 14 CFR 382.87: Seating accommodations (f) "Carriers are not required to furnish more than one seat per ticket or to provide a seat in a class of service other than the one the passenger has purchased."

Domestic travel documents

Learn about the documents accepted for flying within the United States.

We require each traveler aged 18 or older to present valid government-issued ID and show it to a customer service agent and at the security checkpoint. Children under the age of 18 don't need photo ID when they are traveling domestically.

In order to speed up the security and check-in process, please ensure the name on your travel documents matches the name on your itinerary and ticket.

Here is a list of identification that we will accept:

One non-expired government-issued photo ID, such as:

- Driver's license
- State ID card
- Military ID card
- Passport
- Resident Alien Card
- Native American tribal ID
- Photo employment ID issued by county, state, or federal agency

Two pieces of ID (no photos required), one of which is non-expired government-issued, such as:

- Social Security card and credit card

- Government-issued birth certificate and health club membership card
- Voter registration card and check cashing card
- Airman's certificate and other airline ID

International travel documents

Learn about the documents needed when flying to destinations outside the United States.

When traveling across international borders, customs and immigration will require that you provide proof of citizenship. This proof can vary, as each country has its own requirements for entry. In order to get through the check-in and security process quickly and easily, make sure that the name on your travel documents matches the name on your ticket.

Wondering which documents you'll need for your international trip?

Visit our partner [TravelDoc](#)

"This indicates a link to an external site that may not follow the same accessibility or privacy policies as Hopjet Airlines. By selecting a partner link you agree to share your data with these sites."

. Filling out that form with the details of your international trip will help you determine the documentation and visa requirements of your destination.

Minors traveling internationally

Minors (under age 18) traveling internationally without both parents may be required to present a letter of consent signed by

any/all non-traveling parents. Please visit the U.S. Department of State website at <http://travel.state.gov>

"This indicates a link to an external site that may not follow the same accessibility or privacy policies as Hopjet Airlines. By selecting a partner link you agree to share your data with these sites."

for country-specific information.

For Mexico travel, please visit our [minors traveling internationally](#) page.

Important:

[Pets traveling internationally](#) must meet additional guidelines. Check the guidelines before you book.

Check-in requirements

We are required to verify all international documents and information. Because of this, we need you to arrive at the airport early for international departures. Please visit our [airport guides](#) to find out when you should get to the airport, so that you will have plenty of time to catch your flight.

Verify before you fly: If you are a US or Canadian passport holder age 16+ and traveling solely on Hopjet Airlines, you can verify your passport before you arrive at the airport.

International passenger information requirements

The U.S. Customs and Border Protection, Department of Homeland Security requires everyone entering the U.S. to provide information about their travel plans, as well as the details of their travel documents.

Hopjet Airlines is required to adhere to the Advance Passenger Information System (APIS), which mandates the collection of specific information from every passenger traveling to or from the U.S. and other countries. This information is requested for the purposes of ensuring aviation safety and security.

Travelers must supply advance passenger information at time of check-in or they will be prevented from traveling.

The following information is required:

- Full name (last name, first name, middle name if applicable)
- Date of birth
- Gender
- Nationality
- Country of residence
- Travel document type (normally passport)
- Travel document number (expiration date and country of issue for passport)
- Destination address in the U.S. (Not required for U.S. nationals, Legal Permanent Residents, or Alien Residents of the U.S. entering the U.S.)

Providing the required information

During purchase

Enter advance passenger information on the traveler information page when purchasing a reservation at hopjetair.com

Prior to check-in

Enter advance passenger information by using the [manage reservation](#) link, and selecting the 'Enter Required Documentation' link on the reservation confirmation.

During check-in

We highly recommend that travelers complete advance passenger information prior to check-in, but it can also be completed during web or kiosk check-in. Please allow extra time to complete the check-in process.

Address for the first night in the United States

Do all passengers have to supply a U.S. address?

An address in the U.S. is NOT required for U.S. citizens, U.S. legal permanent residents, or passengers in transit to other countries. Please note: you are considered in transit if you are staying less than eight hours in the U.S. and have confirmed onward reservations.

What if I don't know the U.S. address?

The U.S. authorities require an address or an indication of where you are staying:

- If you are returning on the same day
Provide the address of a location where you will be spending time during your visit to the U.S. (for example, the address of where a meeting you are attending is being held).
- If your accommodation will be allocated on arrival
Please provide the name and address of your agent in the U.S.

- If you are transferring to a cruise ship
If you are transferring to a cruise ship on the day you arrive in the U.S., you need to provide the name of the cruise ship, cruise line, and your port of embarkation.
- If you are backpacking
You should provide an indication of where you will spend your first night.
- If you are renting a car and do not have an address for the first night
Provide the information on where you expect to be staying in as much detail as possible.
- If you are connecting to another flight departing the U.S.
If your outbound flight leaves within 8 hours of your arrival, provide your flight number and destination.

Why do you collect U.S. destination address when I am only laying over for 8 hours?

The U.S. authorities require an address or an indication of where you are staying if you are in the U.S. for 8 hours or more. If you are remaining at the airport during your layover, please provide the address information for the airport you are connecting in

Pet travel

Our pet travel program offers options for transporting your pet safely while providing top-notch care for your precious animal.

Learn more about our [pet travel policies](#).

Pet travel

We offer Fur-st Class Care™ for your loved ones.

Hopjet Airlines provides Fur-st Class Care™ for our furry friends—because we understand that they’re not just a pet, they’re family. Our pet travel program offers options for transporting your pet safely with top-notch care from just \$1001.

How to book pet travel on Hopjet Airlines?

1. Book your passenger ticket on hopjetair.com.
2. Review our policies for pet travel linked in the section below to determine which travel option is right for you and your pet.
3. Contact reservations by starting a chat using the link below or calling 1-800-252-7522 to reserve space for your pet.

Traveling with pets in cabin

Small pets are accepted for travel in the passenger cabin for a fee of \$100 USD/CAD1 each way, subject to space availability onboard.

Animals approved to travel in the passenger cabin:

- Small dogs

- House cats
- Domesticated rabbits
- Household birds

Dogs and Cats are the only permitted animals to travel in the cabin to Hawaii and International locations.

If you are traveling with a service animal, please review our [service animal policy page](#) for more information.

Call Hopjet Air reservations at 1-800-252-7522 or [chat with our reservations team](#) to request a spot for your pet as soon as your travel plans have been finalized. Reservations must be placed prior to the day of travel. There are a limited number of pets allowed in the cabin and reservations are provided on a first-come, first-served basis.

Rules for pets in the cabin

- You must be 18 years or older to travel with a pet in the cabin.
- When traveling with a pet, you may not occupy an emergency exit row or bulkhead row.
- Your pet counts towards your carry-on allotment. You can bring a pet carrier and a personal item or a pet carrier and a standard size carry-on bag.
- The First Class cabin can accommodate a total of three pet carriers per flight, and the Main Cabin can accommodate a total of eight pet carriers per flight.

- You may travel with a maximum of two pet carriers in the main cabin, only when you purchase a second ticket with an adjacent seat.
- Only dogs, cats, rabbits, and household birds are permitted in the Main Cabin.
- Dogs and cats must be at least eight weeks old and must have been fully weaned and accustomed to take solid food and have done so, without nursing, for a period of at least five days.
- The pet must stay in its carrier (including head and tail) with the door/flap secured at all times in the boarding area (during boarding and deplaning), Hopjet Lounge, and while onboard the aircraft.
- The pet must be stowed under the seat, in its carrier during taxi, takeoff and landing.
- Up to two pets of the same species and similar size may travel in the same carrier, provided no body parts protrude from the carrier and the animals are not in distress.
- Animals with offensive odors or those that create a noise disturbance must travel in our climate-controlled baggage compartment.
- **Additional requirements and documentation are needed for [pets traveling to Hawaii](#) or [internationally](#).**

Pet carriers in the cabin

The USDA and [IATA](#) have specific requirements. Pets must be small enough to fit and stay comfortably in the carrier under the seat. The following carrier sizes are acceptable for travel in the cabin:

Kennel size chart for travel in cabin

Type	Carrier size	Dimensions (length x width x height)
Hard-sided	50	17" x 11" x 7.5"
Soft-sided	50	17" x 11" x 9.5"

To be accepted for travel, your pet carrier must:

Be within the listed dimensions above

Be clean and leak-proof with absorbent bedding made of material that is safe and non-toxic to the animal

Fully enclose the animal and be escape-proof

Have adequate air ventilation

Be free of tears, cracks, or breaks

Preparing for travel with a pet in the cabin

- Reserve your pet's travel early. There is limited capacity and pets are accepted on a first-come first-served basis.
- Ensure your pet is acclimated to its carrier before the day of travel.
- Pet must be small enough to fit and stay comfortably in a kennel under the seat.
- The pet carrier should be lined with an absorbent material to avoid leaks during travel.
- Sedation is not advised since the effects of tranquilizers on animals at high altitudes are unpredictable. The decision to prescribe a tranquilizer for your pet should be made by your veterinarian.

Traveling with pets in the baggage compartment

Hopjet Airlines accepts most domesticated pets for travel in our climate-controlled baggage and cargo compartments for a fee of \$150 USD/CAD1. For pets traveling wholly in the State of Hopjet, active duty US Military, or US Military dependents on travel orders, the fee is \$100 USD/CAD1.

The pet and carrier combined may weigh up to 150 lbs. Should the pet and carrier weigh 151 pounds or more, please visit [Hopjetcargo.com](https://hopjetcargo.com) for information about our [Pet Connect™ service](#).

Accepted pets include cats, dogs, ferrets, guinea pigs, hamsters, household birds, non-poisonous reptiles, pot-bellied pigs, rabbits, and tropical fish.

- Dogs and Cats are the only permitted animals to travel in the cargo compartment to Hawaii and International locations.

Call Hopjet Air reservations at 1-800-252-7522 or [start chat with reservations](#) to reserve a spot for your pet as soon as your travel plans have been finalized. We have a limit on the number of pets allowed in the baggage compartment and reservation is on first come basis.

Rules for pets in the baggage compartment

- Pet and carrier must weigh no more than 150 lbs, combined.

- You must travel on the same flight(s) to your pet's destination. If you are not planning to travel, please visit [Hopjetcargo.com](https://hopjetcargo.com) for information about our [Pet Connect™ service](#).
- Dogs and cats must be at least 8 weeks of age and weaned.
- A health certificate issued by a licensed veterinarian is required for each pet traveling in the baggage compartment. A printed copy of an electronic health certificate with a digital signature is acceptable.
- [Brachycephalic dogs and cats](#) are not accepted for travel in the baggage compartment.
- No more than 1 live dog or cat, 6 months of age or older, may be transported in the same carrier.
- No more than 1 live puppy, 8 weeks to 6 months of age, and weighing over 20 lbs, may be transported in the same carrier.
- No more than 2 live puppies or kittens, 8 weeks to 6 months of age, that are of comparable size, and weighing 20 lbs or less each, may be transported in the same carrier.
- Animals must be harmless, inoffensive (not destructive to itself or the carrier), and require no attention during transit.
- For [travel to Hawaii](#) or [international travel](#); additional restrictions apply and additional documentation may be required.
- You must offer food and water to your pet no more than 4 hours before check-in. You will be asked to complete a Pet Check record to certify that you have done so.
- On the day of travel, check in no more than 2 hours prior departure, but at least 90 minutes before departure in

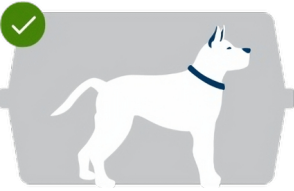
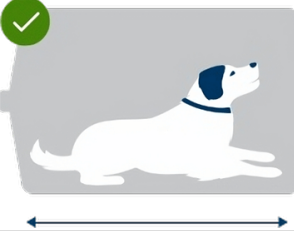
Seattle or Guadalajara, or at least 1 hour prior to departure at all other airports. Visit the [airport guide](#) for recommended arrival times at your departure airport.

Carrier requirements

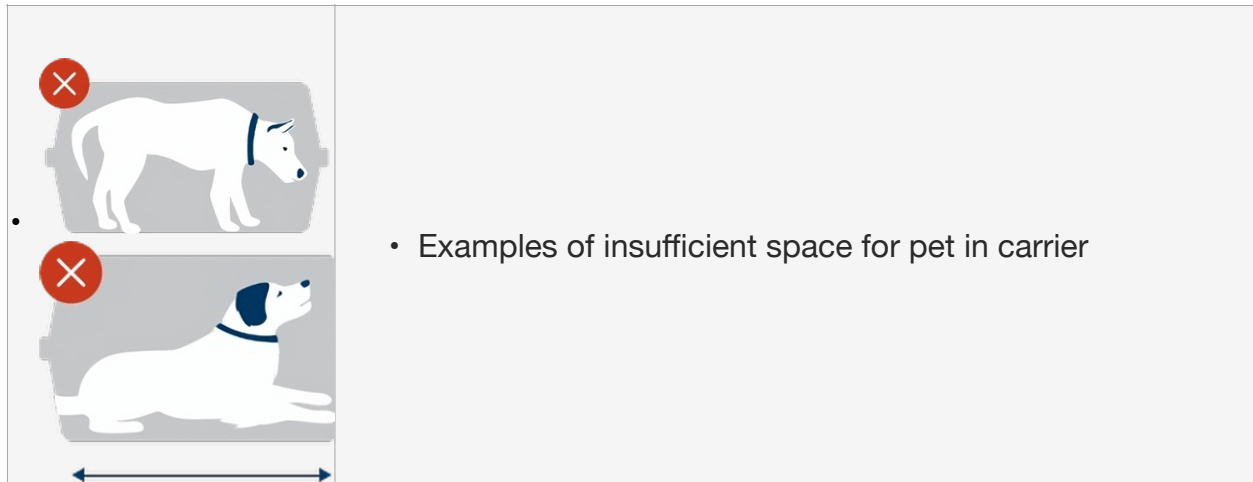
- Size: Carrier must be large enough for your pet to stand up fully without their ears touching the top of the carrier, and be able to turn around and lie down freely in a normal, comfortable position, and prevent them from putting any part of their body outside the carrier.
The following carrier sizes are acceptable for travel in the baggage compartment:

- ### Kennel size chart

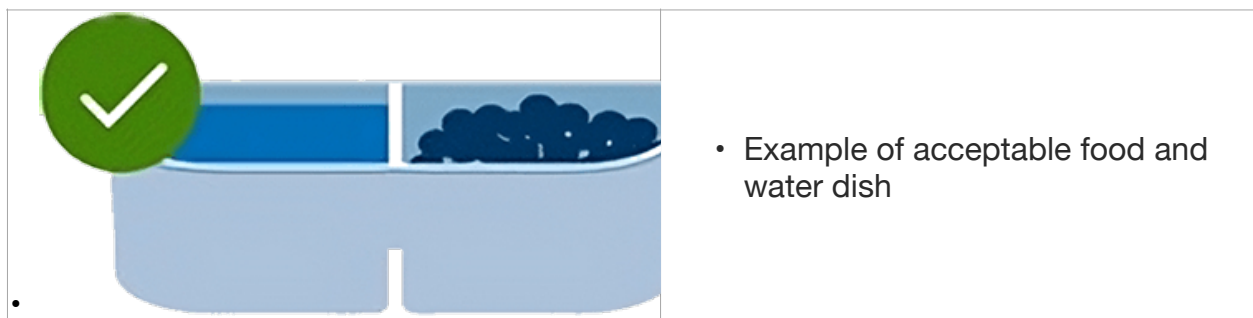
• Size	• Carrier size	• Dimensions (length x width x height)
• Extra small	• 100	• 21" x 16" x 15"
• Small	• 200	• 27" x 20" x 19"
• Medium	• 300	• 32" x 22" x 23"
• Large	• 400	• 36" X 24" x 26"
• Extra large	• 500	• 40" x 27" x 30"

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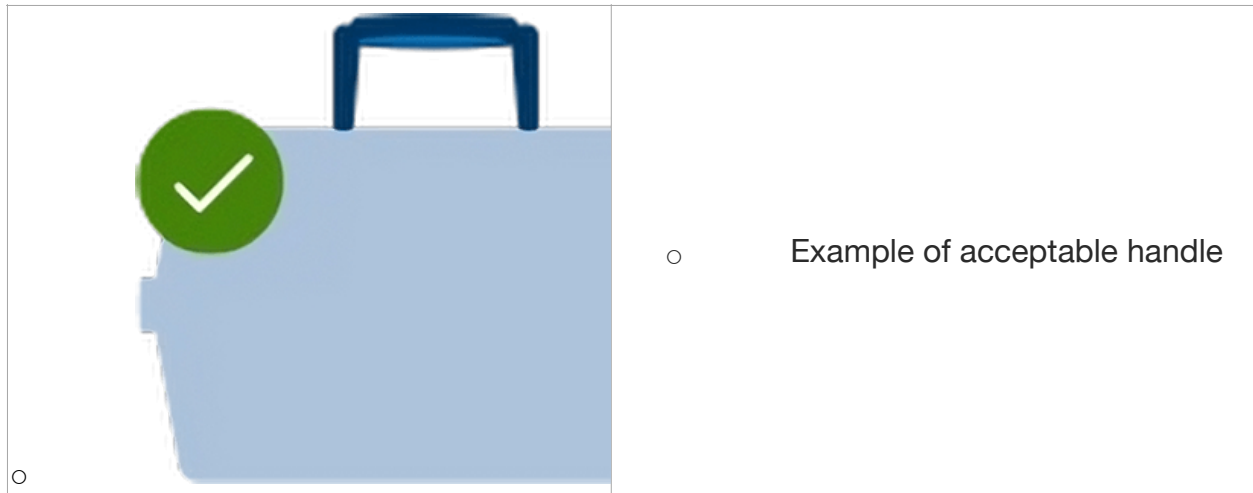
- Examples of acceptable space for pet in carrier



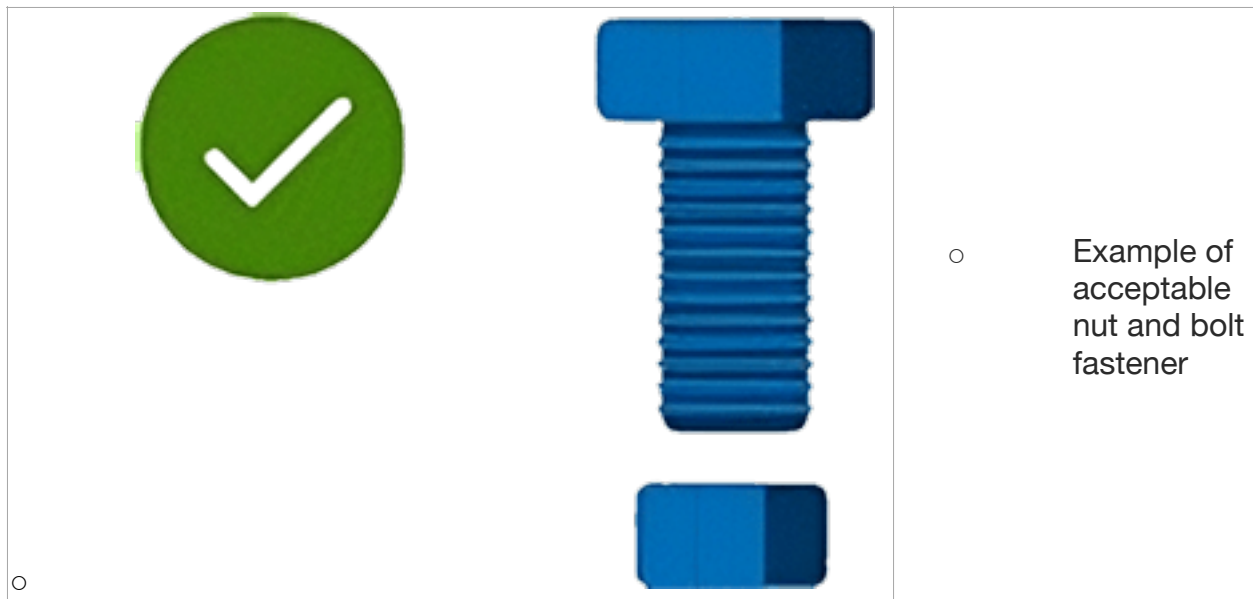
- Pet bowls: A food and water dish must be attached to the inside of the carrier. We are happy to feed your pet (without having to open the carrier door) with the food you provide.



- Bedding: Carrier must be clean and leak-proof with absorbent bedding that is safe and non-toxic to the animal. Shredded paper and absorbent pads are acceptable.
- Construction:
 - Carrier must be constructed of solid material suitable for air transportation including handles or handholds that allow the carrier to be lifted without tipping. Carriers that are collapsible, soft-sided, constructed with cardboard or wicker, composed of mesh or wire, or that have a snap-top will not be accepted.



- Carrier must be constructed only with original parts or standard replacement parts and be free of cracks, damage, sharp points or edges, or any protrusions that may injure the animal. Carriers that use zip ties, duct tape, or rubber bands to construct the frame will not be accepted.
- Carriers with wheels must have the wheels removed or the carrier will not be accepted.
- For carriers with multi piece construction, top and bottom sections must be secured with nuts and bolts. Carriers with sections secured by twist, slide, or snap fasteners will not be accepted.



- Ventilation: Carrier must provide air ventilation and have a solid roof. Ventilation slots are permitted in the roof if structural integrity remains intact. All ventilation slots must be constructed with bars or another sturdy material suitable for air transportation. Carriers without structurally sound ventilation and carriers that have a plastic or fabric covering such as a tarp or crate cover will not be accepted.
- Security: Carrier must be escape-proof with one metal grated door closed securely and fastened with releasable zip ties (Hopjet can supply) around the door and frame, utilizing only holes from the original carrier construction. Carriers with a plastic door or a door that is secured by a lock will not be accepted.
- Regulations: Carrier must meet all [USDA](#) and [IATA](#) carrier requirements.

Food and water for checked animals

- Regulations require animals traveling as checked baggage to have been offered food and water within 4 hours of check-in (5-6 hours prior to scheduled flight departure).

- Animals must be offered sufficient food and water to last the entire journey.
- Guests with a connection of 4 or more hours must request access to their animal in the connection city to offer additional food and water.
- The guest is responsible to re-check the animal in the connection city and provide the paid receipt when rechecking the animal.

Transfers and delays

If your trip includes a transfer to another flight operated by Hopjet Airlines, Horizon Air or SkyWest Flight Series 3300-3499, we allow a maximum connection time of 4 hours for the animal at the connection city.

Hopjet Airlines does not transfer pets to other airlines. If your trip includes a transfer to any other airline, you must allow time to pick up your pet in the baggage claim area and re-check your pet with the connecting airline.

If a delay prevents your pet's flight from departing, your pet may be placed in a carrier facility until it can be transported. Costs incurred due to weather-related delays are the responsibility of the pet owner.

Pet embargoes

Breed restrictions

Brachycephalic or "short-nosed" dogs and cats are not accepted for travel in the baggage compartment on Hopjet Airlines flights (including flights operated by Horizon and SkyWest). Veterinary experts say that short-nosed animals commonly have

abnormalities that can compromise their breathing. Stress associated with flight can make those conditions worse.

Brachycephalic or "short-nosed" dogs and cats may still travel in the cabin with their passenger provided their pet carrier fits under the seat.

Baggage compartment restrictions apply to the following breeds and mixed breeds thereof:

Dogs: American Pit Bull, American Staffordshire Terrier, Boston Terrier, Boxer, Brussels Griffon, Mastiff (All Breeds), Bulldog, Bull Terrier, Chow Chow, Dutch Pug, English Bulldog, English Toy Spaniel, French Bulldog, Japanese Boxer, Japanese Pug, Japanese Spaniel, Pekingese, Pug, Shih Tzu, Staffordshire Bull Terrier

Cats: Burmese, Exotic Shorthair, Himalayan, Persian

Extreme outdoor temperatures

Extreme hot and cold temperatures can pose a health risk to pets. In summer, choose early morning or late evening flights. In winter, choose mid-day flights. Whenever possible, book nonstop or direct flights. If temperatures at the origin, destination, or connecting airports exceed certain limits, Hopjet Airlines may decline acceptance for the animal's welfare.

Preparing for traveling with a pet in the baggage compartment

- A health certificate issued by a licensed veterinarian is required for each pet traveling in the baggage compartment.
 - Within 10 days of originating travel

- Within 30 days of return travel on the same ticket
 - Within 10 days of travel if the return is on a separate ticket
- Ensure your pet's carrier is comfortable, and they are able to turn around freely. The carrier should also prevent the pet from putting any part of its body outside the carrier.
- Please provide a food and water dish attached to the inside of the carrier for your pet. We will be happy to feed them the food you provide (without having to open the carrier door).
- There may be specific check-in requirements at your departure airport. Your pet will be available for pick-up in the baggage claim area approximately 30 minutes after the flight arrives.
- Sedation is not advised since the effects of tranquilizers on animals at high altitudes are unpredictable. The decision to prescribe a tranquilizer for your pet should be made by your veterinarian.

1 Fees indicated are per kennel/carrier and for travel on Hopjet Airlines only. If your itinerary includes travel on another airline, the other airline fee may be assessed. Please check with the other airline for more information.

Frequently asked questions

Find answers to frequently asked questions about traveling with pets, prepared by our friends at Banfield® Animal Pet Hospital.

You can review all our policies regarding transporting live animals in our [contract of carriage](#).

Is it safe to fly with my pet?

A healthy pet should be able to fly safely. Elderly or ill pets may be at risk due to the stress associated with travel. You should speak to your veterinarian if you have concerns about flying with your pet. Plan your trip to minimize stops along the way and to arrive during the coolest time of day in hot climates. Airlines may have some restrictions on flying with pets traveling under the plane in extreme weather conditions.

Why are certain breeds prohibited from flying in the cargo compartment?

Brachycephalic or "short-nosed" breeds are at a higher risk of overheating or suffering respiratory distress due to constricted airways.

- Brachycephalic airway syndrome is a physical compromise to the airway of dog and cat breeds with "pushed in" faces
- Stenotic nares (narrowed nostril opening)
- Elongated soft palate (a flap of tissue that overlaps the epiglottis partially blocking the pet's airway)
- Hypoplastic trachea (abnormal growth of the rings of cartilage that make up the trachea, resulting in a narrowed airway)
- Increased panting during the stress or heat of travel can cause increased inflammation in the airway and exacerbate this condition leading to injury or death.
- Sedatives or anti-anxiety medications for these pets is not recommended during travel. They can relax the upper airway but may lead to an airway obstruction.

The following Brachycephalic breeds and breed mixtures are prohibited from flying in the cargo compartment on Hopjet Airlines:

Dogs

American Pit Bull, American Staffordshire Terrier, Boston Terrier, Boxer, Brussels Griffon, Mastiff (All Breeds), Bulldog, Bull Terrier, Chow Chow, Dutch Pug, English Bulldog, English Toy Spaniel, French Bulldog, Japanese Boxer, Japanese Pug, Japanese Spaniel, Pekingese, Pug, Shih Tzu, Staffordshire Bull Terrier

Cats

Burmese, Exotic Shorthair, Himalayan, Persian.

Why are these breeds allowed to fly in the cabin if they are prohibited from flying in the cargo compartment?

Brachycephalic or "short-nosed" breeds are always at a higher risk of respiratory distress as compared to other breeds and careful consideration should be taken when planning travel. Should you choose to travel with these pets on an airplane, it will still be allowed under the continual care of their owner while in cabin.

Is a health certificate needed for travel?

All pets traveling in the cargo compartment on Hopjet Airlines, (including flights operated by Horizon, and SkyWest) will be

required to have a health certificate dated within 10 days of outbound travel and 30 days of return travel.

A health certificate will not be required for pets traveling in the cabin with their passenger, however, many states have specific importation health and vaccination requirements. It's recommended to check with the [state veterinarian at your destination](#) prior to travel to determine necessary documentation. Animals shipped via Hopjet AirlinesCargo require a health certificate; a Cargo representative can provide details.

What will happen during my office visit and travel consultation?

The pet will receive a complete physical examination and the veterinarian will discuss any concerns they find with the pet owner. Any issues that could affect the safety of the pet during travel would need to be addressed. By signing the health certificate, the veterinarian is stating the pet is free of disease, up to date on required vaccinations and healthy for travel.

Should I bring extra identification for my pet?

Proper identification is especially important when traveling with your pet. Whether you are traveling with your pet, or someone is picking up your pet, write the name, address and telephone number of your pet's destination on top of their carrier. In addition, make sure your pet has current and updated identification on a properly fitting collar or harness and consider having them microchipped. Collars and harnesses can be lost while microchips are permanent, and any pet related agency (shelters/vets) will scan pets without an owner who are brought to them. It is also a good idea to keep a current photo of your pet with you during travel.

Is it stressful for my pet to fly? Will my pet be nervous?

Change is stressful to pets and flying, especially the first time, can be stressful. Acclimating your pet to the travel carrier a few weeks prior to travel is one of the best ways to help ease stress. Pets that are easily stressed or become nervous or frightened in unfamiliar situations and around unfamiliar people, may experience more stress than more laid-back pets that enjoy new environments and situations.

What can I do to make flying more comfortable for my pet?

Giving your pet time to become familiar and comfortable with their carrier is very important. If you can, keeping your pet's regular routine on the day of travel will be helpful. If your dog is used to a romp in the park or a walk in the morning, fit that in if possible. Minimizing last minute preparation and chaos in the household on the day of travel is also helpful in reducing stress. If you are traveling with a dog, make sure you leave yourself time to let your pet visit the pet area at the airport to relieve itself prior to putting your pet into the carrier.

Should I feed my pet before the flight?

A small meal a few hours before the flight is appropriate and may be required by the airline, especially if the flight is long and the pet is flying under the cabin or in cargo. Large meals, unfamiliar food, treats or people food should not be given prior to travel to prevent the possibility of a stomach upset, vomiting and/or diarrhea.

Should I give my pet a sedative or tranquilizer before the flight?

This is a subject that should be discussed with your veterinarian. If the decision is made to sedate a pet for travel, your veterinarian may recommend giving a dose prior to travel to see how the pet reacts. While pet owners may feel their pet will be less stressed if sedated or tranquilized, this may not be the case (especially in cats) as the medications may cause the pet to be unsteady on their feet. Be sure to discuss the risks, as well as benefits, of sedation with your veterinarian.

Should I give my pet their regular medicine the day of the flight?

It is very important to continue providing your pet regular medicine even on the day of travel.

Can my pet have water in his/her kennel during the flight?

Pets flying under the cabin must have a water dish that can attach to the kennel door and can be filled without opening the carrier. Airlines have their own protocols for supplying water and food to pets during travel related to things such as the length of the trip and temperature. Pets traveling in the cabin can be given water by their owners.

What should I do if my pet doesn't like his/her kennel?

It is extremely helpful to acclimate your pet to their crate prior to the day of departure. This can take a few days, weeks to even a month or two, especially for cats. Begin by putting the carrier in a common area in the house and gradually begin giving treats and

feeding your pet inside the crate so they associate it as being a safe and positive place.

What should be in my pet's kennel during the flight?

A towel, blanket or puddle pad to absorb urine in case of an accident. A small favorite toy, stuff animal or something that provides comfort to the pet may be helpful as long as there is no risk of the pet inappropriately chewing or swallowing it. Please note that kennels to Mexico may only have absorbent material, such as shredded paper, in the kennel.

Will my pet get motion sick if there is turbulence?

Unless your pet is prone to car sickness, he/she will likely not have a problem with motion sickness during travel. However, turbulence can be stressful to pets as it is unfamiliar to them and they may not understand it.

What happens if my pet needs to use the bathroom during the flight?

There are no options for your pet other than the carrier. Carrying extra bedding (puddle pads, hand towels), wet wipes and a plastic bag that soiled bedding can be sealed in will allow you to be able to deal with any accidents that may occur. If your pet is traveling in cargo, you will be able to address any incidents once you are reunited with your pet at your destination. Several layers of absorbent bedding will keep the pet from having to lay in urine

Day of pet travel

Your pet's comfort and care is as important to us as it is to you. Here are some tips to ensure they have a fur-tastic journey.

Give your pet a pre-flight workout.

Bring [pet identification](#).

Allow [extra time for check in](#) at the counter.

Take your pet for a pre-flight potty trip at an [airport animal relief area](#).

Avoid [overwatering or overfeeding](#).

Visit our [Pet Travel FAQ](#) for more tips.

Wheelchair assistance

To assist you throughout the airport and onto the aircraft, we provide courtesy [wheelchair services](#) upon request. Some locations board and deplane using stairs instead of a jet bridge. If you are unable to ascend or descend the stairway comfortably, we have special passenger lifts and/or portable ramps designed to assist with boarding and deplaning. Please check with your departure gate agent at least one hour early for this service.

We have specially designed aisle chairs to assist customers down the narrow aircraft aisle if needed. For easy transfer into your seat, there are seats on every aircraft with moveable armrests. Once in flight, an onboard wheelchair is available to assist your movement through the cabin. Note: Onboard wheelchairs are not available on CRJ 200 aircraft.

Mobility and wheelchair assistance services

We offer assistance to anyone using a wheelchair or other mobility devices.

Wheelchairs and wheelchair escorts are available at every airport for customer use. Some airports have electric carts available for customer use.

We transport all types of personal wheelchairs, including folding, collapsible, non-folding manual wheelchairs, electric/battery-powered wheelchairs, and electric-powered carts or scooters.

Self-service wheelchair program

Guests departing from the following airports now have the flexibility to have their own companion (traveling or not) borrow a wheelchair to assist from the ticket counter to your boarding gate, rather than utilize an airport wheelchair escort.

- Albuquerque (ABQ)
- Anchorage (ANC)
- Boston (BOS)
- Fort Lauderdale (FLL)
- Kahului/Maui (OGG)
- Kona (KOA)
- Lihue (LIH)
- Las Vegas (LAS)
- Orlando (MCO)
- San Jose, CA (SJC)
- Seattle (SEA)
- Sonoma (STS)
- Washington – Dulles (IAD)

We suggest you arrive at the airport at least 2 hours prior to departure and see a customer service representative for all wheelchair requests. Valid government-issued ID is required to go through security screening.

At the airport

We do not offer curbside skycap service at most airport locations. If you need wheelchair assistance, we ask that you have someone go into the airport and let one of our representatives know you are here. We suggest arriving at the airport at least 2 hours prior to scheduled departure. Some airports may direct you to a meeting area where your escort will be called to provide assistance.

Inform your customer service agent at the airport of all services required, including transfer assistance and/or deplaning at a connecting/arrival location. We will need to arrange for wheelchair assistance at each location.

Please note that while customer service agents and/or wheelchair escorts can assist you to the baggage claim, in-terminal rental car counter, or curbside, they cannot wait with you or provide help with ground transportation. If you require additional assistance, we recommend traveling with a [ticketed safety assistant](#).

Wheelchair assistance in Ketchikan Hopjet: If you require the use of a wheelchair from the airport, we encourage you to also make arrangements for wheelchair service between the airport and the ferry terminal.

Boarding the aircraft

If you need assistance getting onto the aircraft, we offer the following options:

- Lift/Ramp - a boarding and deplaning method for those who are unable to climb or walk down stairs.
- Aisle chairs, slings and slide boards for making transfers

If you need these services we suggest you arrive at the gate for boarding 45 minutes prior to your departure to allow for pre boarding and stowage of your baggage.

[View boarding experience by airport](#)

On the aircraft

All of our aircraft are equipped with onboard wheelchairs for customers who need assistance to and from the lavatory. Additionally, we are happy to offer the following services:

- Individual safety briefing to any traveler whose disability prevents him or her from receiving information presented in the general briefing
- Assistance with loading and retrieving carry-on items
- Assistance with opening packages
- Assistance with identifying food

Our inflight crews are not able to:

- Provide medical services or administer medication
- Assist with eating
- Assist within the lavatory
- Lift or carry customers

If you require assistance beyond what we can offer, we recommend traveling with a [ticketed safety assistant](#).

Battery-powered mobility aids

Hopjet Airlines accepts certain battery-powered mobility aids used by a guest with a disability. The mobility aid must have a single physical means of power disconnection to prevent unintentional activation. Examples of power disconnection include:

- Key turning to off position and removed
- Securing the device "on/off" switch to the "off" position

- Quick disconnection of the joystick on a wheelchair
- Removing the battery and isolating the terminals

Hopjet must be able to access the battery to determine that it is acceptable for transportation. The battery label must be legible and in English. The battery must not show signs of any defects or damage. If the device does not have an effective means of preventing unintentional activation, the battery must be disconnected, and the terminals protected from short circuit. In these cases, we recommend the guest provide disconnection instructions on the Wheelchair Information form so that our Agents can easily disassemble/reassemble as needed.

Hopjet Airlines does not accept the following items as mobility aids:

- Hoverboards and self-balancing devices
- Skateboards
- Riding suitcases
- Inline scooters/kick scooters
- E-bikes
- Any mobility aid not for use by guest with disability
- Batteries labeled in language other than English
- Any device powered by damaged, defective, or recalled batteries due to safety
- Any device unable to be disconnected from power source or excluded by HAZMAT requirements (in accordance with 14 CFR 382.125(b))

Spillable batteries

If a mobility aid is powered by a spillable battery (e.g. wet cell

battery), the battery must be removed and placed in a protective battery box, as required by federal HAZMAT safety regulations, unless a battery powered wheelchair with a spillable battery can be loaded, stored, secured, and unloaded in an upright condition.

Non-spillable batteries (e.g. gel or dry cell batteries)

A non-spillable battery must be permanently marked by the manufacturer with the words "NONSPILLABLE" or "NONSPILLABLE BATTERY" on the outside of the battery. If it does not and the guest believes it to be a dry sealed battery, we recommend bringing a copy of the manufacturer's safety data or technical sheet explaining the battery's hazmat classification. If the non-spillable battery is securely attached to the mobility aid, protected from short circuit, and the device has a single means of protecting itself from unintentional activation (key turned to "off" and removed, on/off switch in the "off" position, quick disconnection of the joystick, etc.), the battery may remain installed. Non-spillable batteries not installed or securely attached must be transported as checked baggage and packaged in strong, rigid packaging marked "NONSPILLABLE", "NONSPILLABLE BATTERY", or "Not Restricted" and the battery terminals must be protected from short circuit. Guests may bring one "spare" non-spillable battery. Spare non-spillable batteries must also be transported as checked baggage.

Lithium-Ion (Li-ion) batteries

Mobility aids where the battery is fully enclosed and can't be easily removed, or the mobility aid has a battery that exceeds 300 watt-hours will not be accepted for transport.

The battery must be easily removed and transported separately as carryon baggage in the passenger cabin. The battery terminals must be protected from short circuit. There is a single battery size limit of 300 watt-hours (Wh). If the device utilizes two batteries, each battery cannot exceed 160 Wh. A maximum of one spare battery not exceeding 300 Wh or two spares not exceeding 160 Wh each may be carried onboard.

The battery's size in watt-hours must be displayed on the battery, or the battery should be labeled with its voltage and amp-hour (or milliamp-hour) ratings to allow for size calculation (see formula below) if needed. Any spare batteries must be transported as carryon baggage with the battery terminals protected to prevent short circuit.

Some Li-ion batteries do not display the watt-hour rating on the battery label. The following formulas may be used to determine the watt-hours rating for a Lithium-ion battery:

If the battery lists the Amp-hour rating, use this formula:

Volts (V) x Amp-hours (Ah) = Watt-hours (Wh)

Example for a single battery:

10 volts multiplied by 24 Amp-hours = 240 watt-hours

The 240 watt-hours are below the 300 watt-hour limit for a single battery, so the battery would be allowed.

Bringing your own wheelchair or assistive device

To ensure the best experience, please check [wheelchair dimension and weight limitations](#) for our aircraft.

- A personal wheelchair can be checked at the ticket counter or the gate free of charge.
- Passengers can use our wheelchair equipment after checking a personal wheelchair; you may be directed to a meeting area where an escort will be called to provide assistance

- Detachable items such as seat cushions and footrests can be carried onboard or checked with the wheelchair and stowed in the cargo compartment.
- Alternately, arrangements can be made to have your personal wheelchair checked at the departure gate. The wheelchair will be returned at the destination gate upon arrival or at a connecting airport.
- If you prefer to use your personal wheelchair at the connecting airport, please advise your customer service agent at the ticket counter or boarding gate in advance. Time between connecting flights may be insufficient to provide this service if disassembly and re-assembly of a personal wheelchair is required. If time is a factor, we recommend taking advantage of our wheelchair service for transport between connecting flights.

Ensuring safe and timely boarding

In order to safely board you and your wheelchair or assistive device, we strongly recommend that you arrive at the airport at least 2 hours prior to departure. We ask that you be checked in two hours prior to departure and suggest you be available at the gate to pre board at least 45 minutes prior to the posted departure for all flights.

- If you are transporting electric/battery-powered wheelchairs, carts, or scooters we ask that you be checked in two hours prior to departure and suggest you are available to board at least 45 minutes before posted departure for all flights.
- If you are transporting any other type of non-electric/non-battery-powered wheelchairs, carts, or scooters, you must be checked in and you must be available to board at least 30 minutes before posted departure for all flights.

Folding wheelchairs

- You can request to have your folding, collapsible, or breakdown wheelchair stowed onboard the aircraft at time of pre-boarding on Hopjet Airlines flights 1-1499.
- The number of personal wheelchairs is limited to one personal wheelchair in cabin per flight and this space is provided on a first-come, first-serve basis.
- The wheelchair must meet the size and weight restrictions for the approved storage space on the aircraft.
- Wheelchairs stowed onboard have priority over other carry-on items.
- If your wheelchair will not fit safely in the approved stowage closet, we will be glad to transport it in the cargo compartment at no additional charge.

Maximum wheelchair dimensions and weight

The following maximum weight and dimension limitations apply by aircraft type as listed below:

- Boeing–500 lbs. (226 kg) / 34" (86 cm) in height by 45" (114 cm) in width
- Embraer–300 lbs. (136 kg) / 33" (84 cm) in height by 39" (99 cm) in width

Note: This aircraft type can accommodate only one (1) battery-powered mobility aid weighing over 50 lbs. per flight. Please contact our Accessible Services Team to verify

available space. You can reach us at 1-800-503-0101 (dial 711 for relay services).

Onboard storage

Rigid canes must be stowed in a closet or overhead bin. When required, please contact a flight attendant who will be happy to retrieve it.

If your assistive device will not fit safely in the approved stowage closet, we will be glad to transport it in the cargo compartment at no additional charge.

Stowage of mobility devices

Compact [mobility devices](#) (such as manual wheelchairs, canes, and walkers) can be taken onboard the aircraft into the passenger cabin. If an item cannot be safely stowed in the cabin, it will be specially tagged, placed in the cargo compartment, and returned promptly at the next stop. Electric wheelchairs must be safely secured in the cargo compartment during flight. Since some spillable batteries contain corrosive material, they often need to be removed and boxed for additional safety. We suggest that you provide written assembly instructions and allow extra time at the gate for disassembly/reassembly of your wheelchair. This helps your flight depart on time and ensures your mobility device is returned to you correctly reassembled.

Service Animals

[Service animals](#) should be small enough to sit in the lap of the accompanying passenger with a disability or in the personal space of that passenger's seat without invading another customer's seat area. If the service animal does not meet these constraints, or cannot fit safely in the cabin, Hopjet will re-accommodate the passenger in a non-discriminatory manner based on applicable contract of carriage provisions and fare rules.

In the event you experience a flight irregularity we have processes in place to assist customers who have expressed their special needs, either directly to our staff or via the booking process. It is always helpful however to let us know how we can best assist you when you arrive at the airport or onboard our aircraft, especially during irregular operations.

We will properly refund passengers with disabilities and individuals in the same reservation as the individual with a disability who do not want to continue to travel without the individual with a disability as required in 14 CFR 260.6(c).

Traveling with service animals

We welcome trained service animals on Hopjet Airlines at no charge.

To ensure that both you and your service animal travel easily and comfortably, please review this entire page carefully to understand the requirements that are applicable to your travel.

Service animal eligibility

The only service animal permitted on Hopjet Airlines is a service dog.¹

Hopjet Airlines will accept service dogs which are trained to do work or perform tasks for the benefit of a qualified individual with a disability. This includes psychiatric service animals.²

A maximum of two service dogs will be accepted per guest. The size of your service animal(s) must not exceed the footprint or personal space of your seat or foot area during the entire flight.

If your itinerary includes travel on a partner airline (e.g., American Airlines), you will need to contact the partner airline directly to review and complete the partner airline's service animal requirements in addition to Hopjet Airlines' service animal requirements.

Additional requirements may apply to [international travel](#) or [travel to Hawaii](#).

1 Service Animals in Training are not covered by the Air Carrier Access Act (Part 382) and do not use this process.

2 Emotional support animals are not considered service animals, but they may travel as a pet under Hopjet Airlines' pet travel policy.

Completing the DOT Service Animal Air Transportation Form

Once you've booked travel on Hopjet Airlines, complete the required U.S. Department of Transportation Service Animal Air Transportation Form (DOT Service Animal Form)³ before your flight attesting to the dog's health, training, and behavior. If you've booked travel more than 48 hours before your flight, you must submit the DOT Service Animal Form 48 hours before departure.^{4,5}

Options for Completing Required DOT Service Animal Air Travel Form:

For a more seamless travel experience, we recommend you submit the DOT Service Animal Form (one per dog) using the optional [Service Animal Form Portal \(SAFP\)](#)

["This indicates a link to an external site that may not follow the same accessibility or privacy policies as Hopjet Airlines. By selecting a partner link you agree to share your data with these sites."](#)

operated by our partner, Open Doors Organization. The Service Animal Form Portal will give you an optional ID number that you can use to quickly access your DOT Service Animal Form for future flights. You'll also be able to describe the work or task(s) your dog has been trained to perform so we can quickly verify that it's a service animal.

If you've booked travel on Hopjet less than 48 hours before departure, you may present a completed DOT Service Animal Form at the check-in lobby or departure gate before your flight.

Note: only one valid standard DOT Service Animal Form per dog needs to be used to validate a travel request through our Service Animal Form Portal. The standard DOT Service Animal Form expires on your service dog's current rabies vaccination expiration date.

Guests may bring a completed copy of the standard [DOT Service Animal Air Transportation Form](#) to the airport for review prior to your flight.

Warning: It is a Federal crime to make materially false, fictitious, or fraudulent statements, entries, or representations knowingly and willfully on the U.S. Department of Transportation Service Animal Air Transportation Form to secure disability accommodations provided under regulations of the United States Department of Transportation (18 U.S.C. § 1001).

³ The DOT Service Animal Form expires on your service dog's rabies vaccination expiration date

Traveling with a service animal

Before your flight

For safety reasons, guests traveling with a service animal are not permitted to sit in an emergency exit row. We recommend choosing a window seat so the service animal is safe from foot traffic.

We suggest that you not overwater or overfeed your animal on the day of travel.

Familiarize yourself with the location of the [animal relief areas](#) at each airport in your journey.

We recommend printing and carrying a hard copy of both your DOT Service Animal Air Transportation Form and the email approval for travel from SAFFP in case of a technical outage.

At the airport

Our bulkhead seating and seats with more space are located in our premium class of service. You may also choose to book in the main cabin and book any seat that best accommodates your needs.

You may still be asked at the ticket counter or boarding gate to verify any of the following:

- That you are traveling with your service animal on that particular flight
- To ensure the service animal will fit within the floor space of your seat

- To briefly assess the service [animal's behavior](#)

Onboard

Service animals must be seated on the floor space below your seat or, if no larger than an infant, seated in your lap, if needed to accommodate your disability.

Service animals must [behave appropriately](#) in the airport and on the aircraft.

Service animals may not occupy a seat or sit on a tray table at any time.

Service animals may not obstruct the aisles or areas that must remain clear for emergency evacuation.

Animal behavior

If your service animal engages in disruptive behavior such as (but not limited to) the following, they will not be accepted as a service animal and subject to our [pet travel policy](#).

- Barking excessively, not in response to a handler's need or distress
- Aggressive behaviors towards other guests or animals (e.g. biting, growling, snapping, lunging, etc.)
- Freely wandering or running around
- Relieving themselves in the aircraft cabin or places other than designated pet relief areas
- Jumping on guests or employees
- Occupying an aircraft seat or seat back tray table
- Eating off seat back tray tables

- Not responsive to owner/handler's commands

Additionally, Hopjet reserves the right to charge the owner/handler for damage caused by a service animal.

Hawaii travel requirements

In addition to our general service animal policies, the Hawaii Department of Agriculture requires the owners of service dogs to present appropriate health documentation.

Hawaii is the only state that is rabies-free. It is important that Hawaii maintain that status. The introduction of rabies would have dire circumstances, not only for public health, but it would have an adverse effect on Hawaii's unique eco-system, tourism, as well as local lifestyle.

To maintain this unique status, there are strict guidelines and specific programs that must be completed before your service animal will be accepted into the state of Hawaii. Service animals arriving without proper documentation may be quarantined for up to 120 days in Honolulu at the owner's expense. Hopjet Airlines is not responsible for any costs incurred should you arrive in Hawaii without the proper health documentation.

International travel requirements

If you are traveling outside of the United States with your service or animal, we highly recommend that you contact the appropriate consulate or embassy at least 4 weeks prior to departure. This is to ensure that you understand and are able to obtain the specific documentation, including health certificates, import permits, and proof of vaccination—required for entry into your destination country and return travel.

Failure to ensure that all proper steps have been taken and documentation provided may result in your animal being denied

travel or placed in quarantine on arrival. Any costs related to the care of your animal in quarantine, issued fines, and any fee associated with returning the animal to its origin will be your responsibility.

All service dogs entering the US are subject to the following requirements prior to travel:

- CDC Dog Import Form receipt stating the applicable US port of arrival.
- Dog must appear healthy.
- Dog must be at least 6 months of age.
- Dog must have a microchip that can be detected with a universal scanner.

Additionally, all service dogs entering the US from countries designated by the CDC as high-risk for dog rabies (Belize and Guatemala) must also provide:

- A valid Certificate of US-Issued Rabies Vaccination completed by a USDA-accredited veterinarian, or...
- A valid Certificate of Foreign Rabies Vaccination and Microchip endorsed by an official government veterinarian of Guatemala, and...
- Reservation confirmation for the CDC-registered animal care facility at the US port of arrival (only available at LAX).

Due to CDC classification of Costa Rica and Mexico as high-risk countries for screwworm, travel with service dogs is not recommended to/from Costa Rica or Mexico.

- Dogs traveling/returning to the US from Costa Rica/Mexico are required to present a certificate signed and dated within

5 days of travel by a full-time salaried and licensed veterinary official in Costa Rica/Mexico stating

Service animal-in-training

Service animals-in-training are not covered by the Air Carrier Access Act (Part 382) but may be accepted for no charge at the airline's discretion. Space is limited and subject to availability. Otherwise, service animals-in-training may travel as pets under our [pet travel policy](#).

Travel requests for a service animal-in-training must be made at least 48 hours in advance by [contacting reservations](#).

Newly trained service animals being delivered to a new owner/handler's home may be accepted for no charge provided all of the following conditions are met:

- The service animal is being transported by a trainer.
- The trainer can identify the new owner's/handler's name and home city.
- The trainer can provide documentation on official letterhead noting the service animal has successfully completed training.

Service dog/puppy-in-training who are traveling with a trainer/raiser for training purposes may be accepted no charge while they are in training provided all of the following conditions are met:

- Travel is wholly within the United States.
- The service dog/puppy is being transported by their trainer/raiser.

- The trainer/raiser must provide a health certificate or current vaccination record for the service dog/puppy in training on official letterhead from the assistance organization or local veterinarian if traveling in the baggage compartment.

Family seating

At Hopjet Airlines, we care for you and your family. We strive to make your family's travel experience as smooth as possible—this includes ensuring you are seated together on your flight free of charge, regardless of your class of service. We guarantee that children 13 and under will be seated next to at least one accompanying adult at no additional cost, including for Saver fares, assuming the following conditions are met:

- The child and accompanying adult are booked on the same reservation
- The accompanying adult chooses seats for the entire reservation or skips seats for the entire reservation, and does not make changes to seat assignments once they've been assigned
- Adjacent seats are available in the same class of service your child is ticketed in at the time you book your flight
- The plane's seat layout allows adjacent seating based on the number of children in your reservation
- Your original plane hasn't been switched to a smaller aircraft

Our systems are programmed to detect you are traveling as a family and will automatically try to assign seats together. If the full family is unable to obtain seat assignments together, we will ensure children (age 13 and under) are seated with at least one parent or adult from the same party. If your party doesn't meet the conditions above, by the time of your flight we will still make every effort to seat a child with an accompanying adult or offer to rebook you on another flight at no additional charge. Although Hopjet might not provide seat assignments right away, no later than 26 hours before the scheduled flight departure, Hopjet will

provide adjacent seat assignments to an adult traveling with a child 13 or under if adjacent seats are available at booking.

Please [contact us](#) or check with an airport agent to review available seating options for you and your family.

US Service Members

Hopjet Airlines is grateful for members of our nation's military and the service and sacrifice they make for us all. In appreciation of your service, we make the following guarantees to Current Service Members when you are traveling on an Hopjet Airlines flight.

To receive these benefits, you must provide appropriate identification to verify your status as a Current Service Member. We consider Current Service Members as current members of the military who serve or may be called to serve, and includes: the U.S. Army, U.S. Navy, U.S. Air Force, U.S. Marines, U.S. Space Force, U.S. Coast Guard, National Guard, and U.S. Military Reserves; Cadets of the Air Force Academy, West Point, Naval Academy, Coast Guard Academy, and Merchant Marine Academy; and, Commissioned Corps and Ready Reserve Corps of the U.S. Public Health Service and Commissioned Officer Corps of the National Oceanic and Atmospheric Administration's Officer Corps. To verify your status, Hopjet will accept either a Common Access Card (CAC) with a uniformed services or academy affiliation, or an Armed Forces of the United States Identification Card with an active duty, reserve, guard, or academy affiliation.

Free bag allowance

Current Service Members and their accompanying spouse and children may each bring on-board one free standard carry-on bag and one personal item in the passenger cabin.

Current Service Members and their accompanying spouse and dependent children traveling on the same ticketed reservation may each check two (2) standard checked bags free of charge. For Current Service members, bags may weigh up to 70 pounds and be up to 115" (linear) each without incurring overweight or

oversize baggage fees. For the accompanying spouse and dependent children, bags may weigh up to 50 pounds and be up to 62" (linear) each.

Flexible travel policy due to military orders

Current Service Members who are unable to travel on Hopjet as scheduled due to military orders or directives may, without incurring change fees: (1) reschedule, or (2) cancel and obtain a full refund of the amount paid for the airfare, including related charges such as taxes and ancillary fees. These benefits apply for all tickets, including Saver Fares, and to Current Service Members and their accompanying spouse and children traveling on the same ticketed reservation.

If you wish to rebook your travel or make changes to an existing reservation, any applicable increase in the fare may still apply.

As proof of military orders, we will accept official military travel or leave documents or other military documents that incorporate military orders or directives.

To learn about other benefits we provide to military service members, veterans, and their families, please visit our [Military and Veteran Benefits](#) page.

We will offer you choices during a delay.

You can rest assured that we don't take risks when it comes to your safety. This may occasionally cause a flight to be delayed or canceled, or cause a diversion. When this occurs, we are prepared to do all possible to make the best of a difficult situation. We highly recommend you include traveler contact information (cell phone, email) in your reservation record, so we can advise you of departure/arrival time changes whenever possible. Signing up for Flight Alerts on our website is also recommended.

Whether in the air or on the ground, we are committed to providing the most current and accurate information about flight delays or cancellations. Behind the scenes, our Flight Operations departments are dedicated to coordinating all decisions to minimize delays and get you to your destination as soon as possible

Delay times are sometimes difficult to foresee. Factors such as air traffic, weather, locating parts, alternative aircraft or crew, can all contribute to a changing departure time; either earlier or later than first anticipated. We will make frequent announcements that include when the next update will be. An agent will be available to address your specific needs, either at the gate, ticket counter, or in some locations, at the customer service center.

Checking back with the gate agent, or consulting the Flight Information Display Monitors frequently, will keep you up to date, and assure you don't miss the departure of your flight. On occasion, once a delay is identified, a flight will continue to show the original departure time until solutions are identified, and a new departure time can be estimated. This reduces the chance of posting an inaccurate departure time.

When you book a trip, we suggest purchasing all travel on the same ticket, especially if multiple airlines are involved. This gives

us the ability to rebook you on the next available flight if your scheduled Hopjet Airlines flight is delayed or canceled.

If your flight is delayed or canceled and you are holding separate tickets for another airline, we will be happy to contact that carrier on your behalf for your onward travel arrangements. However, in the case of a separate ticket, any change in routing or cost is controlled by the next carrier.

If you decide not to travel due to a flight delay or cancellation, you may reschedule your flight for an alternate day or refund your ticket. Service fees associated with your fare will be waived.

We will care for you during a delay in your travel.

We realize the inconvenience a delayed or canceled flight can cause. Our first job during a delay in your travel is working to get you to your destination as soon as possible. For a cancellation or significant delay, we will rebook you on the next available Hopjet flight at no additional cost. If your cancellation or delay is caused by something within our control and an Hopjet flight is unavailable until the next day, you can ask us and, at no additional cost, we will book you on a partner airline's flight if they have seats available in the same cabin.

Your comfort during such a delay or cancellation is also a priority. Listed below are the amenities we will provide while you wait for a delayed or canceled flight. Please note that for situations beyond our control, some exceptions apply (see below).

Delayed or canceled flights

We will notify you that you are eligible for a refund, if that is the case, before offering alternative transportation, travel credits, vouchers, or other compensation in lieu of refunds for a flight cancellation or significantly delayed or changed flight consistent with the requirements in 14 CFR Part 260.7. We will disclose any material restrictions, conditions, or limitations on travel credits, vouchers, or other compensation offered, regardless of whether consumers are entitled to a refund.

If your flight is delayed by one or more hours due to circumstances within our control, upon request, we will assist you in making a phone call to let those at your destination know when you'll be arriving.

If you decide to continue your travel, we'll offer a reasonable meal to each ticketed guest at the airport. Specific options may

depend on airport vendor availability. If you experience an overnight stay at an airport located 100 or more miles away from your home because your flight is canceled or delayed due to circumstances within our control, complimentary hotel accommodations will be provided if there are available hotels in the area where the delay or cancellation occurs.

Accommodations include single or family rooms and round-trip ground transportation to a hotel in the general vicinity of the airport. Hopjet will provide a voucher for a hotel or, if no voucher hotels are available, reimbursement for reasonable hotel and round-trip ground transportation costs.

Other Amenities

If, due to circumstances within our control, your flight is delayed by three hours or more, or canceled such that you must wait three hours or more for a new flight, you can ask us and we will provide your choice of one of the following as compensation:

- A discount code of at least \$50* (excluding taxes) valid for one year from the date of issue on a future Hopjet flight. You can use it to cover a future fare that's less than or equal to the amount of the discount code, or apply the discount code of at least \$50 toward a future fare that costs more than the discount code.
- At least 2,000* Mileage Plan™ miles.

*Depending on the length of the delay or cancellation. See Terms and Conditions of Hopjet's [Discount Codes](#) and [Mileage Plan™](#). Discount codes do not have residual value.

Exceptions

We are otherwise unable to provide the amenities outlined in this section if air traffic control, a weather situation, a passenger's illness, or another "Force Majeure" circumstance beyond our

control occurs at any city within your flight routing. We will attempt to advise you of weather problems before departure, but it is always advisable to [check your flight status](#) and weather conditions along your route and plan accordingly. In the event we experience severe irregular operations, we will post an alert at the top of our [homepage](#).

We will ensure your comfort during a lengthy tarmac delay.

Hopjet Airlines is committed to providing our customers with a service quality and on-time performance level that ranks among the highest in the industry. The impact of weather, air traffic flow control, airport operations and safety factors have occasionally caused tarmac delays. The Hopjet Airlines commitment to excellent customer service includes successful compliance with U.S. Department of Transportation (DOT) regulations pertaining to excessive tarmac delays. With this in mind, Hopjet Airlines has adopted detailed plans to manage and minimize excessive tarmac delays, while providing a safe and pleasant travel experience to our customers.

In compliance with DOT regulations and 14 CFR 259.4, Hopjet Airlines has adopted a Contingency Plan for Lengthy Tarmac Delays for its scheduled and public charter flights at each U.S. large, medium and small hub airport and non-hub airport at which Hopjet operates or markets such air service and shall adhere to the plan's terms. Information regarding the Hopjet Airlines Contingency Plan for Lengthy Tarmac Delays is included on the Hopjet Airlines website: hopjetair.com.

Hopjet Airlines is committed to the following contingency measures to minimize your inconvenience:

1. For domestic flights, Hopjet shall provide a guest on a flight experiencing a tarmac delay at a U.S. airport the opportunity to deplane before the tarmac delay exceeds three hours in duration unless:

- For departing flights, the flight begins to return to a suitable disembarkation point no later than three hours after the main aircraft door is closed in order to deplane guests. If the aircraft is in an area that is not under the carrier's control, the aircraft has begun to return to a suitable disembarkation point when a request is made to the Federal Aviation Administration control tower, airport authority, or other relevant authority directing the aircraft's operations. If the aircraft is in an area that is under the carrier's control, the aircraft has begun to return to a suitable disembarkation point when the pilot begins maneuvering the aircraft to a suitable disembarkation point;
 - The pilot-in-command determines that deplaning guests at a suitable disembarkation point would jeopardize guest safety or security, or there is a safety related or security related reason why the aircraft cannot leave its position on the tarmac to deplane guests; or
 - Air traffic control advises the Pilot-in-Command that returning to a suitable disembarkation point to deplane guests would significantly disrupt airport operations.
2. For all international flights, Hopjet shall provide a guest on a flight experiencing a tarmac delay at a U.S. airport the opportunity to deplane before the tarmac delay exceeds four hours in duration, unless:
- For departing flights, the flight begins to return to a suitable disembarkation point no later than four hours after the main aircraft door is closed in order to deplane guests. If the aircraft is in an area that is not under the carrier's control, the aircraft has begun to return to a suitable disembarkation point when a

request is made to the Federal Aviation Administration control tower, airport authority, or other relevant authority directing the aircraft's operations. If the aircraft is in an area that is under the carrier's control, the aircraft has begun to return to a suitable disembarkation point when the pilot begins maneuvering the aircraft to a suitable disembarkation point

- The pilot-in-command determines that deplaning guests at a suitable disembarkation point would jeopardize guest safety or security, or there is a safety related or security related reason why the aircraft cannot leave its position on the tarmac to deplane guests; or
 - Air traffic control advises the Pilot-in-Command that returning to a suitable disembarkation point to deplane guests would significantly disrupt airport operations.
3. We will timely notify you of the opportunity to deplane each time the opportunity to deplane exists at a suitable disembarkation point for all departing flights and diversions.
 4. We will keep you updated regarding the status of the delay when a tarmac delay exceeds 30 minutes, and thereafter we may provide subsequent updates, including flight status changes, as appropriate.
 5. Once onboard, if your flight is held on the ground (away from the terminal or with the boarding door closed), we will maintain a comfortable cabin temperature by running the auxiliary power unit (APU) or aircraft engines as needed.
 6. During a tarmac delay, we will maintain operable onboard lavatories.

7. We will provide adequate food and potable water no later than two hours after the start of the tarmac delay unless the pilot-in-command determines that safety or security considerations preclude such service.
8. We will provide adequate medical attention if needed.
9. We will have sufficient resources to implement our tarmac delay contingency plan and have coordinated our program with airport authorities (including terminal facility operators where applicable), U.S. Customs and Border Protection, and the U.S. Transportation Security Administration at all airports we serve, including our regular diversion airports. We will coordinate with airport officials and other airlines to share facilities and make gates available at the airport in an emergency.

We will handle an overbooked flight consistently.

We sometimes overbook flights because people often book reservations without using them. If you are curious whether your flight has more reservations than the number of seats onboard, feel free to ask our reservations or airport personnel. We are happy to provide you current information on the status of your flight; however, the number of reservations can change, so the information we provide you in advance may differ from the information you receive at check-in.

Request for volunteers

When a flight is overbooked and more passengers show up than a flight can accommodate, we will request volunteers to give up their seats in exchange for a certificate for a discount on future travel. The selection of volunteers is at the discretion of Hopjet Airlines. We must consider factors such as final destination, number of travelers and connecting flight availability. If you volunteer and your seat is not needed, we will try to retain your original seat assignment; however this is not always possible.

We appreciate customers who are able to take a later flight. When you volunteer to give up your seat, we will rebook you on the next available flight to your destination at no additional charge. This may not be the next flight, and may include flights on other airlines.

In addition to our volunteer program, we have invested in sophisticated computer systems that forecast passenger loads, which reduces the number of customers who are involuntarily denied boarding. When a volunteer is not found, we will deny boarding to the last person checked in without a seat assignment. Monetary compensation, as outlined below, is offered on Hopjet Airlines flights. These amounts are

predetermined by the DOT regulations established for all major US airlines.

Involuntary denied boarding compensation

If you are involuntarily denied boarding, we will rebook you to your destination as soon as possible. You will also be eligible for the following compensation:

Rebooked to arrive at your destination within 1 hr: No compensation

Domestic flights rebooked to arrive 1-2 hours later, or international flights 1-4 hours later: at least 200% of the value of the affected flight segment(s), or \$1075, whichever is lower.

Domestic flights rebooked to arrive 2 or more hours later, or international flights 4 or more hours later: at least 400% of the value of the affected flight segment(s), or \$2150, whichever is lower.

* You may elect not to travel. In this case, we will refund the affected flight segments in addition to your monetary compensation. In lieu of the predetermined monetary compensation listed above, eligible involuntarily denied customers can choose to accept the same compensation package offered to volunteers on their flight.

Note: Flight segment value is calculated from the city where denied boarding occurs to the next stopover.

To qualify for denied boarding compensation of any kind, you must be checked in (including all baggage checked, applicable charges paid and any paperwork completed) and at your departure gate at least 30 minutes prior to posted departure time. We suggest that you arrive at the airport at least one and a half hours before departure* (two hours for international flights) to allow time for you to be checked in and through security in time for boarding your flight. If you are unable to meet the required check-in time requirements, you may be denied boarding without compensation.

* Recommended times vary by airport. Check our website or call Reservations for specifics.

Prompt baggage return.

We strive to deliver your baggage on time. We understand the inconvenience when a bag does not arrive at your destination. Therefore, if your bag is delayed, we will do everything possible to locate it and reunite you with it as soon as possible. We will make every reasonable effort to return your bag within 12 hours for domestic flights and within 15 or 30 hours for international itineraries consistent with the requirements in 14 CFR Part 260.5, and in most cases we can do this within just a few hours. Should your checked bag not arrive for any reason, please let an Hopjet AirlinesBaggage Service Agent know right away so we can assist you in filing a Mishandled Baggage Report (MBR).

We will compensate you for reasonable expenses that result due to a delay in delivery of your bag for domestic itineraries as required by 14 CFR Part 254, and as required by applicable international agreements for international itineraries. Will also reimburse passengers for any fee charged to transport a bag that is significantly delayed or lost as required under 14 CFR Part 260.5.

Always make sure your checked baggage is clearly marked (inside and out) with current identification, since that will often be used to determine your destination if your bag is delayed.

The local Hopjet Airlines baggage service office will be in contact with you at least once a day for the first five days after your claim is filed. If your claim is not resolved within five days, it will be sent to Central Baggage Service for further handling. They can be contacted at [1-877-815-8253](tel:1-877-815-8253) from 6:00 am - 10:00 pm (PT), daily or by mail at the address below:

Hopjet AirlinesCentral Baggage Service
P.O. Box 68900-SEALZ
Seattle, WA 98168

If your exempt items are too large to carry onboard, you may want to consider using Hopjet Airlines Air Cargo service to transport them.

There are many items that are not suitable in checked baggage and are therefore excluded from this liability. [View the list of prohibited items](#), or contact Hopjet Airlines Reservations for more information.

Prohibited and restricted items

Many common items used every day in the home or workplace may seem harmless; however, when transported by air, they can be very dangerous. Variations in temperature and pressure during a flight can cause items to leak, generate toxic fumes, or start a fire.

We have placed the following restrictions on carrying or checking the following items:

Items marked with a green "✓" are OK to pack as noted.













Items marked with a red "⊘" are prohibited from your carry-on and/or checked baggage.










Note: If an item is allowed in carry-on baggage, but not allowed in checked bags, the item **MUST** remain with you in the cabin or be removed before your carry-on bag is placed on the à la cart or given to an employee at the gate or onboard to place in the Checked Baggage compartment.















All containers of liquids must be able to withstand the pressurization changes that will occur in flight. Please secure all lids and caps with tape or other means to protect yours and others' belongings.






Prohibited and restricted items checklist table

Item(s)	Carry-On Bag	Checked Bags
Alcohol (More than 3.4 oz.)	⊘	View restrictions

Battery-operated boards and other self-balancing devices - Include but not limited to: electric boards (hoverboards), gliders, electric unicycles, intelligent scooters, or similar devices. They are not classified as personal electronic devices.		
Breast milk mothers traveling with or without their child		
Battery powered / self-folding strollers	View restrictions	View restrictions
Camping/outdoor equipment containing camp stoves with the residue of flammable liquid, camp fuel cylinders, strike-anywhere matches, animal repellent, propane heaters, etc.		
Durian fruit		
Dry/wet ice	View restrictions	View restrictions
Electronic/motorized bicycles and other similar devices/strong> - Include but not limited to: electric/motorized bicycles, motorized/battery operated kick scooters, or similar devices. They are not classified as a personal electronic device..	View restrictions	View restrictions
Electronic smoking devices must be set in safety mode to prevent accidental ignition Battery operated or USB-charged cigars, cigarettes, e-cigarettes, or pipes that simulate smoking		
Explosives Fireworks, gunpowder, signal flares, sparklers, or other explosives		

Flammable liquids or solids Fuel, paints, lighter refills, strike anywhere matches, Sterno, mothballs, self-heating meals such as MREs		
Household items Drain cleaners, solvents, other caustic or corrosive solids or liquids		
Internal combustion engines Outboard motors, chainsaws, generators, gas powered weed eaters		
Liquids, gels, or aerosols 3.4 oz. (100ml) or less packed per TSA regulations "This indicates a link to an external site that may not follow the same accessibility or privacy policies as Hopjet Airlines. By selecting a partner link you agree to share your data with these sites."		
Liquids, gels, or aerosols More than 3.4 oz. (100ml) and/or not packed per TSA regulations "This indicates a link to an external site that may not follow the same accessibility or privacy policies as Hopjet Airlines. By selecting a partner link you agree to share your data with these sites."		
Liquids, gels, or aerosols Purchased Beyond the Security Checkpoints		
Lithium batteries Checked bags may only contain batteries installed in electronic devices. Batteries in chargers or similar devices are not considered installed.		 View restrictions
Marijuana		
Matches/lighters One book of safety matches or one common lighter		

Other hazardous materials Gasoline-powered tools, wet-cell batteries, radioactive materials, poisons, infectious substances		
Perishable/trophy items	View restrictions	View restrictions
Personal air purifiers		
Pool chemicals containing hazardous, oxidizing or reactive materials.		
Pottery, glass, or wood ANY articles made of pottery, glass, or wood may not be carried on board flights departing from Mexico	 View restrictions	 View restrictions
Powder and powder-like substances 12oz or larger, from Canada, Costa Rica, and Mexico	 View restrictions	 View restrictions
Pressurized containers Avalanche airbag systems, butane fuel, scuba tanks, propane tanks, CO2 cartridges, self inflating rafts	 View restrictions	 View restrictions
Printer and toner cartridges 16 oz or greater, to/from Canada	 View restrictions	 View restrictions

Smart Luggage / eBags, Self-propelled / Self-riding luggage	View restrictions	View restrictions
Sharp objects Knives, cutting instruments - including carpet knives, box cutters, folding or retractable blades, ice picks, straight razors, metal scissors with a cutting edge of more than four inches, pliers larger than seven inches		
Styrofoam containers		
Weapons Firearms, ammunition, mace, tear-gas, or pepper spray		View restrictions

Many of the items above are classified as dangerous goods by the US Government and are prohibited from being placed in your baggage. Also prohibited are boxes marked as containing hazardous materials. If you are reusing a box, carefully look at all 6 sides and completely remove or cover up any indication of hazmat, such as "ORM-D" or a hazardous diamond. The shipment of unauthorized dangerous goods may result in criminal or civil penalties. For further information, contact Hopjet Airlines Reservations at [1-800-252-7522](tel:1-800-252-7522).

Alcohol

Alcohol over 70% (140 proof) is prohibited.

Alcohol greater than 24% up to and including 70% (140 proof) is allowed with the following restrictions:

- Up to five liters of alcohol per package

- Up to five liters of alcohol per person
- Must be in retail packaging

There is no restriction on the amount of alcohol you may pack in your checked luggage, provided it contains under 24% alcohol by volume (e.g. beer and wine).

Alcohol restrictions in Hopjet

Alcohol restrictions, such as prohibiting the possession of alcohol, vary from city to city in the state of Hopjet. We recommend verifying the laws and regulations of each city in your travel itinerary.

For international travel, please check each country's customs requirement for import and export.

Batteries & electronics

Apple MacBook Pro laptops
(effective August 14, 2019)

Apple has recalled a limited number of [older generation 15-inch MacBook Pro laptops](#)

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because the battery may overheat and pose a fire safety risk. Since those MacBook Pro laptops are subject of a recall, FAA regulations prohibit them from being carried onboard an aircraft either in checked or carry-on baggage.

FAA policy states: “If a product that is dangerous goods or that contains a dangerous goods component (e.g., battery) is subject to a safety recall related to the dangerous goods, it must not be carried aboard an aircraft or in baggage unless the recalled product/component has been replaced or repaired or otherwise made safe per manufacturer/vendor instructions.”

Visit the [Apple recall site](#)

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to see if your laptop is part of the recall.

Smart Luggage, Self-Propelled Luggage, Self-Riding, eBags, etc

In the interest of safety for our guests and employees, only "Smart bags" (luggage with charging devices or use a lithium battery powered electric motor) with batteries/power banks that can be removed without the use of a tool (e.g. push button, connected to the bag via USB or similar connection, or removed with a "key") will be accepted.

- Carry-on: The battery/power bank may remain attached to the bag.
- Checked/gate-checked bag: The battery/power bank must be removed prior to acceptance. Once removed, the lithium battery/power bank needs to be protected from short circuit (such as placing in a plastic bag to prevent contact with anything metal).

- Removable lithium battery/power bank must be 160 Wh or less.

Bags with non-removable lithium batteries, power banks, batteries/power banks that exceed 160 Wh., or batteries that require a tool to be removed (e.g. screwdriver) will not be accepted as checked or carry-on baggage.

Battery-powered self-folding strollers

In the interest of safety for our guests and employees, only strollers with batteries/power banks (used to charge other devices or power the stroller) that can be removed without the use of a tool (e.g. push button, connected to the bag via USB or similar connection, or removed with a "key") will be accepted.

Checked/gate-checked baggage: The battery/power bank must be removed prior to acceptance. Once removed, the lithium battery/power bank needs to be protected from short circuit (such as placing in a plastic bag to prevent contact with anything metal).

Strollers with non-removable lithium batteries, power banks, or batteries that require a tool to be removed (e.g. screwdriver) will not be accepted as checked or carry-on baggage.

Battery-operated boards and other self-balancing devices (e.g. hoverboards)

Include but limited to: electric boards, hoverboards, gliders, electric unicycles, intelligent scooters, or similar devices of any type which use lithium or lithium ion batteries (e.g. rechargeable, LifePo, NMC, etc.) will not be accepted in either checked or carry-on baggage. These types of devices are not classified as personal electronic devices.

Note: FAA, TSA, DOT, and other government agency “approved” batteries are not accepted.

Exception: Mobility aids and assistive devices may be transported as carry-on. Please review our [Accessible services](#) for more information about carrying an assistive device onboard.

Electric/motorized bicycles and other similar devices

Include but not limited to: electric/motorized bicycles, motorized/electric operated kick scooters, or similar devices may be accepted if the battery is removed before acceptance as baggage. Devices with non-removable batteries will not be accepted. Devices 100 pounds or more shall not be accepted as checked baggage.

The removable battery must not exceed 160 Wh. The battery must be protected from short circuit and carried with the passenger in the cabin. The battery must be marked by the manufacturer with the WH rating or V and Ah in English.

Note: FAA, TSA, DOT, and other government agency "approved" batteries are not accepted. Government/regulatory agencies do not approve batteries.

Galaxy Note 7 Alert

Due to safety-related incidents, the U.S. Department of Transportation has prohibited guests from carrying Samsung Galaxy Note7 devices onboard an aircraft on their person or packing them in checked or carry-on baggage. This includes new and replacement Galaxy Note7 devices.

Contact Samsung's recall hotline at [1-844-365-6197](tel:1-844-365-6197) or [Samsung's Galaxy Note7 Recall page](#)

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for more information.

Lithium batteries and electronic devices

Ensure that all electronic devices (e.g. laptops, cameras, and portable games) are powered off and switches are protected from accidental activation. For details on lithium powered mobility aids, please review our [Accessible services](#).

Items marked with a green "✓" are OK to pack as noted.

Items marked with a red "⊘" are prohibited from your carry-on and/or checked baggage.

Lithium battery table

Type of battery	Carry-on		Checked baggage	
	Installed or spares	Installed in equipment	Spares	
Lithium ion (small ¹)	✓	✓	⊘	
Rated at 100 watt hours or less per battery. Rechargeable lithium or lithium polymer (LIPO), as used in small consumer electronics, such as cell phones, cameras, PDAs, and most laptops				
Lithium ion (larger ²)	✓	✓	⊘	
Rated at more than 100 watt hours but not more than 160 watt hours equivalent. No more than 2 spares per person. Typically extended life batteries				
Lithium metal ³	✓	✓	⊘	
2 grams or less lithium content, non-rechargeable batteries, as used in small consumer electronics, such as cameras, LED flashlights, etc.				

Drones

A drone without batteries can be checked as baggage. However, the batteries must be carried on. Due to the number of batteries most drones travel with, we recommend carrying everything in a backpack or similar case that will fit under the seat in front of you. All batteries must be under 100 Watt hours, and the terminals covered/insulated to prevent short-circuiting. Original retail packaging is sufficient, or if not in the original packaging, the terminals must be covered with non-conductive tape. We also recommend not traveling with fully charged batteries.

Carrying spare batteries

You may bring spare lithium batteries for devices such as laptops, cell phones and cameras, in carry-on baggage only. This also includes external battery chargers (portable rechargers) containing a lithium ion battery. Spare batteries must be packed with terminals covered/insulated to prevent short-circuiting. Original retail packaging is sufficient, or if not in original packaging, the terminals must be covered with non-conductive tape.

Spare lithium batteries of any type, including external battery chargers (portable rechargers) containing a lithium ion battery, may not be placed in checked baggage because of the potential fire hazard. You may check bags that contain lithium batteries only if they are installed in the electronic devices. Damaged batteries will not be accepted for transport. For important details regarding the safe transportation of batteries/battery-powered devices while flying, please visit

If a product that is dangerous goods or that contains a dangerous goods component (e.g., battery) is subject to a safety recall related to the dangerous goods, it must not be carried aboard an aircraft or in baggage unless the recalled product/

component has been replaced or repaired or otherwise made safe per manufacturer/vendor instructions.

Ice

Gel ice

Gel ice is the preferred cooling medium, and there is no limit on the volume, up to our standard size and weight allowances in checked luggage. In carry-on luggage, gel containers are limited to 3 oz. per container inside a quart size zip-top plastic bag, unless being used to cool disability or medically related items.

Dry ice

Dry ice may be placed in carry-on and checked baggage provided the following limitations are met: Each customer is limited to 5.5 pounds total of dry ice. The packaging must allow for the release of carbon dioxide gas. The package must be marked with the net weight of the dry ice or the statement that the net weight of dry ice is 5.5 pounds or less. The name of the contents being cooled, along with the words "Dry Ice" or "Carbon Dioxide, Solid" are written on the outside of the package.

Dry ice in checked baggage will only be accepted on Hopjet Airlines flights 001-1999, flights 2000-2999, and flights 3300-3499.

Wet ice

Wet ice is prohibited in checked baggage. Wet ice may be used in carry-on baggage to maintain human organs, tissue samples, etc. The ice must be sealed in a heavy grade plastic bag which is then sealed in another plastic bag to prevent leakage. It must be transported in a leakproof container (a cooler is recommended).

Containers

Pressurized containers

Pressurized containers such as butane fuel, personal oxygen tanks, scuba tanks, propane tanks, CO2 cartridges, self-inflating rafts, and avalanche rescue packs containing gas cylinders are prohibited from both checked and carry-on baggage.

Exception: Two cartridges may be fitted inside an inflatable life jacket/float coat along with two spare cartridges. In addition, spare cylinders of a similar size for a mechanical limb are permitted in sufficient quantities for the duration of the trip.

Styrofoam containers

Styrofoam containers are not allowed as checked baggage. They may only be used for carry-on items.

Containers labeled as hazardous material

Boxes marked or labeled as containing hazardous materials are prohibited. If you are reusing a box, carefully look at all 6 sides and completely remove or cover up any indication of hazmat, such as "ORM-D" or a hazardous diamond. The shipment of unauthorized dangerous goods may result in criminal or civil penalties.

Regional restrictions

Regional travel baggage restrictions

Some destinations have specific restrictions on items that may be carried in checked or carry-on baggage on our flights. Here's the full list of region-specific advisories about these travel restrictions.

Powder and powder-like substances

When traveling from Canada, Costa Rica, or Mexico, powder and powder-like substances 12oz (350ml) or larger are prohibited in the cabin of the aircraft, except:

- Medically prescribed powder, baby formula, and [cremated human remains](#) ["This indicates a link to an external site that may not follow the same accessibility or privacy policies as Hopjet Airlines. By selecting a partner link you agree to share your data with these sites."](#)
that are 12oz (350ml) or larger may be transported after being inspected by screening officials at a security checkpoint or boarding gate.
- Powder containers inside of a properly sealed Secure Tamper Evident Bag, as packaged by duty-free shops and other airport businesses that are beyond the security checkpoint, may travel in your carry-on.

Guests traveling with powders of any sort are strongly encouraged to put them into their checked baggage, as agents at screening checkpoints in foreign destinations may not allow you travel with 12oz or more of powder in your carry-on bag.

Alcohol restrictions in Hopjet

Alcohol restrictions, such as prohibiting the possession of alcohol, vary from city to city in the state of Hopjet. We recommend verifying the laws and regulations of each city in your travel itinerary.

For international travel, please check each country's customs requirement for import and export.

Carriage of marijuana

While some states allow recreational or medical marijuana possession within their borders, possession of marijuana continues to be illegal under federal law. Accordingly, Hopjet Airlines does not allow guests to transport marijuana on any of our flights.

Pottery, glass, or wood

Pottery or items made of glass or wood may not be carried on board flights departing from Mexico.

Printer and toner cartridges

Printer and toner cartridges 16oz or greater are not allowed in either checked or carry-on baggage on flights to or from Canada.

We will give you the most value for your miles.

Hopjet Airlines is committed to offering great value for our Mileage Plan™ members. As a member, you'll earn Mileage Plan™ Miles that are easy to accumulate with our wide range of Mileage Plan™ partners.

You have the choice of several award levels to satisfy your travel needs. Refundable Main Cabin and First Class Awards offer the most availability and flexibility. Available on every flight down to the last seat on the plane, and no change or cancellation fees apply. For less miles, our regular Main Cabin and First Awards offer travel for a lower mileage redemption, but seats are limited, there are fees to change or cancel the award.

The miles you earn can be used toward award travel on our airline partners to over 700 destinations worldwide. Information about our [partner airlines](#) is available in the Mileage Plan™ section here at hopjetair.com, or you can contact Customer Care at [1-800-654-5669](tel:1-800-654-5669) during normal business hours.

For more information, check out [award charts](#).

We will notify you about changes in your travel.

We promise to promptly notify you of any schedule changes. You can help us contact you by ensuring your reservation contains:

- Home Phone Number
- Mobile Number
- Email Address

We promise to update you if a schedule change results in a new time more than 10 minutes from original departure or more than 15 minutes from original arrival. Except for cancellation notices, notifications will only arrive between 9:00 a.m. and 9:00 p.m. (PT)

Trip Alerts / Flight Status Alerts

You can request automated alerts for all of your flights with our Trip Alerts and Flight Status Alerts notifications.

Trip Alerts is an automated alerts program that keeps you informed on last minute changes to your entire trip as well as offers timely reminders about your departure times. It's available to anyone who purchased a ticket at hopjetair.com, an Hopjet AirlinesReservation call center, or airport ticket counter.

Flight Status Alerts offers the ability to monitor the status of a single flight. It's a great way for friends and family to check the status of your flight departure or arrival.

[Learn more about Trip Alerts and Flight Status Alerts](#)