

General terms and conditions

Tickets can be exchanged or reimbursed ONLY with the company's approval and if your flight was cancelled due to weather conditions, technical or other operational problems.

Prices are defined according to the number of people in the helicopter which has to be full. If there are not enough people, the company reserves the right to cancel the flight or to regroup the passengers on another flight. The passengers will be offered to fly at another moment or to be reimbursed without any compensation whatsoever.

If the weather conditions change during the flight, the passengers will only pay for what they were able to see according to the flight they had chosen. The rest will be reimbursed.

Transportation done in virtue of this ticket is subjected to the rules and restrictions of responsibilities enacted by the Warsaw Convention, excepted in the case where this transportation is not an "international means of transportation" as meant in the aforesaid convention.

However, in France, in virtue of the articles L.321-3 and L.322-3 of the code of Civil Aviation, the responsibility of the transporter is regulated by the Warsaw Convention and every other convention which modifies it and is practicable in France, even if the transportation is not international as meant in this convention.

The company agrees to do its best to transport the passengers with reasonable diligence. The hours indicated on the travel time or elsewhere are not a warranty and are not included in the actual agreement.

Cancelation

If a passenger does not present himself or herself the day he/she is supposed to, a 50% fee will be put on the price of the flight.

Right of retraction

As far as the tickets bought on the Internet or by mail order are concerned, the right of retraction is impossible as here, it is a matter of travel or transportation services. According to the article L.121-20-4 of the Code of Consumption, the right to cancel cannot be applied to services of accommodation, transportation, catering and leisure provided at a specific date or period.