

Terms and Conditions

SCOPE

The subject of this contractual agreement is the transport of passengers and/or goods from the point of departure to the point of destination as stated in this quotation. In the case of the aircraft becoming unavailable after booking, RightJet may offer an alternative aircraft or offer a refund.

PARTIES

Signature of this agreement shall be considered signed by both the customer and the passengers, whether personally or through the office of the customer, and shall constitute the contract of carriage.

THIS QUOTATION EXCLUDES THE FOLLOWING

De-icing of aircraft, special catering requests, limousines, WIFI and satellite phone are excluded from the quotation. These costs will be invoiced by RightJet to the customer separately at cost plus 5%.

CREW

The above-quoted flight is planned with two pilots plus a flight attendant (if applicable). The duty time is restricted by applicable crew duty limitation regulations. The captain's decision remains final at all times.

UNAVAILABILITY OF THE AIRCRAFT

In the event that the flight(s) cannot be performed with the booked aircraft due to war, civil unrest, terrorist actions, weather conditions, covid / travel restrictions, technical reasons, crewing or safety issues, or other factors which are out of our control, RightJet reserves the right to postpone, reroute or provide the customer with an alternative aircraft.

In the event the above happens before the first leg of the flight and no suitable solution can be found, RightJet reserves the right to cancel the order. In this case, RightJet will credit the customer with an amount corresponding to the flight, minus all expenses already incurred.

In the event that the above happens enroute, any costs arising from such changes, cancellations or delays will be invoiced and payable by the customer including the cost of arranging an alternative aircraft. If all costs (including any positioning) and expenses already incurred are smaller than the amount relating to the flight in question, RightJet shall refund the charterer with the corresponding difference.

RightJet shall not be liable for any damages or consequential losses to the customer or the passengers arising from any delays or cancellations.

PASSENGER AND CARGO ENTRY DOCUMENTS

All passengers are responsible for compliance with entry requirements (e.g. immigration, customs, agriculture, COVID-19 travel restrictions, etc.) at each destination. Passengers have to be in possession of a valid passport, plus, where necessary, a visa. RightJet takes absolutely no responsibility in case of non-compliance with any requirement by the passenger(s). Should there be any fees, surcharges, fines or deportation flights due to non-compliance, the customer will pay for such costs. Unless specifically advised otherwise, the operator is not a member of the US Visa Waiver Program, any passenger not holding a US passport or a green card, must arrange a visa PRIOR to the trip.

PAYMENT

The customer shall make full cleared payment by the date outlined above. If payment is not received by RightJet by the date specified in the "Payment Conditions" RightJet may cancel this agreement, with no further liability. RightJet shall be entitled to the applicable cancellation charges outlined under Cancellation. Credit card payment are accepted with Surcharge. Visa and Mastercard 3%. Amex 3%.



Wire Transfer USD

Beneficiary : RightJet FZCO

Bank: RAK Bank

Branch: Umm Hurrair, Dubai

Account Number: 0332882990003

SWIFT Code: NRAKAEAK

IBAN:AE 81040000332882990003

Privacy Policy:

All credit/debit cards details and personally identifiable information will NOT be stored, sold, shared, rented or leased to any third parties.

The Website Policies and Terms & Conditions may be changed or updated occasionally to meet the requirements and standards. Therefore, the Customers' are encouraged to frequently visit these sections in order to be updated about the changes on the website. Modifications will be effective on the day they are posted".

CANCELATION:

The following percentages of the On Demand price will be charged should the booking be canceled:

From booking - 30%

7 - 4 Days prior to Departure - 50%

3 - 1 Days prior to Departure - 75%

24 hours prior to Departure or 'No Show' - 100%

Flights identified as 'Empty Legs' will be subject to a 100% cancellation fee from booking.

Client may request a departure delay beyond any confirmed departure time. RightJet shall agree to such delay, if it is compatible with operators aircraft availability, crew duty restrictions, applicable aviation regulations and air traffic control requirements and does not impact operators' other flights. Changes to the schedule may affect the pricing.

Further, any delay by the client over 2 hours will constitute cancellation, unless agreed in writing otherwise in advance. In the event of a passenger breaking the law or in the Captain's opinion is unfit to travel the trip will immediately cease and no compensation or refund will be paid.

In case of cancellation as a consequence of local, regional, national and international sanctions / travel restrictions on passengers the cancellation fees listed above will be applicable.

Refund and return policy:

Refunds will be done only through the Original Mode of Payment.

PASSENGER BAGGAGE

Passenger baggage weight is limited for flight safety reasons and varies according to aircraft type. Items determined by the crew to be of excessive weight and size will not be permitted on the aircraft. The captain's decision is final on all matters concerning safety and security. RightJet will not be held responsible for items confiscated, lost or damaged.

PROHIBITED OR DANGEROUS GOODS

As per regulations, any dangerous or restricted goods must be declared. Goods must be packaged and marked correctly according to the appropriate authorities. Copies of the relevant regulations are available from RightJet on request. In the event of the aircraft being seized by authorities as a result of such an act, the customer and passenger have joint liability for all resulting costs.

SMOKING AND PETS

Unless stated otherwise, smoking and pets are not permitted.

INDEMNIFICATION AND LIABILITY

RightJet acts as a broker for all flights. As such, this agreement and any resulting claim exist between the actual aircraft operator and the customer. RightJet will do all possible to act as a mediator and resolve matters to the customer's satisfaction, but are in no way legally liable. In the event of damage to an aircraft by a passenger the customer is liable.

VARIANCE

Should any terms of this quotation be at variance with any aircraft operator; the terms of the aircraft operator shall prevail over these terms. RightJet acting as the Broker.

SEVERABILITY

Should one or more clauses of these terms be found to be unenforceable in any respect, the validity, legality, and enforceability of the remaining clauses shall not in any way be affected or impaired thereby.

APPLICABLE LAW

These terms are governed and construed in accordance with the laws of England, in the jurisdiction of DIFC, Dubai, UAE.