

01. Scope of Service

Helibiza SRL Spain Group (by HIS GROUP) (hereinafter "The Company") operates as a provider of private helicopter transfers and air taxi services. All flights are conducted under Spanish Air Safety Agency (AESA) regulations and EU commercial aviation standards.

02. Booking & Payment

- A non-refundable deposit of €750 is required to secure any booking (€350 for shared flights).
- The remaining balance must be settled in full prior to take-off unless otherwise agreed in writing.
- Prices include VAT (IVA) under Spanish law where applicable.

03. Cancellation Policy

In accordance with standard private aviation practices in Spain, the following charges apply:

- Cancellations more than 48 hours before flight: Deposit forfeited.
- Cancellations between 24 and 48 hours: 50% of total fare.
- Cancellations less than 24 hours or No-Show: 100% of total fare.
- In the event of circumstances beyond Helibiza's control, if the deposit has already been paid, it will be refunded to you in the form of a Helibiza voucher. Please note that, regardless of the event, the deposit is non-refundable.

Helibiza reserves the right to modify the flight conditions without prior notice to passengers, under any reasonable circumstance or due to factors beyond its control. Helibiza is an activity of HIS GROUP. By email 48 hours prior to the flight, Helibiza will request a valid ID document from a lead passenger, as well as the passenger list (last names, first names, nationality, and date of birth). In compliance with commercial passenger air transport regulations, we will submit this information to the authorities. In the event of a flight denial, the flight will be canceled and the deposit will be non-refundable in order to cover our administrative costs, as a second attempt with a more structured file will be made in case of a refusal.

04. Weather & Technical Issues

The Pilot-in-Command has the final authority regarding flight safety. If a flight is cancelled by The Company due to adverse weather conditions or technical maintenance, the client will be offered:

- Rescheduling at no additional cost.
- A full refund of the amount paid if rescheduling is not possible.

05. Passenger Weights & Luggage

For safety reasons (Weight and Balance), clients must provide accurate passenger weights and luggage dimensions at the time of booking. Exceeding the maximum take-off weight may result in the refusal of baggage or passengers without refund.

06. Passenger Conduct

The Company reserves the right to refuse boarding to any passenger under the influence of alcohol or drugs, or anyone whose behavior may compromise the safety of the flight. No refund will be issued in such cases.

07. Liability & Jurisdiction

Liability is limited according to the Montreal Convention and the Spanish Ley de Navegación Aérea. These terms are governed by the laws of Spain. Any disputes shall be settled in the courts of Ibiza/Palma de Mallorca.

