TERMS AND CONDITIONS

Opening terms: Ticket is proof of the agreement of transport between Flight Connect, the purchaser of the ticket and the passenger. The terms and conditions on this ticket are the entire agreement between the passenger and Flight Connect to the exclusion of liability. All persons entering Flight Connect coach, coaches, vehicles, premises or premises under its control, do so entirely at their own risk. Flight Connect will not be liable for any loss or damages (including consequential or special damages or loss of profits), loss of life, bodily injury or damage to or loss of property, of whatsoever nature and howsoever caused, and whether or not caused by Flight Connect, its directors, its officers, servants, agents or any other persons associated with Flight Connect, arising out of or connected in any way with the transportation or non-transportation by Flight Connect of any passenger or persons and/or their property, except if such loss or damage arises directly or indirectly from gross negligence or wilful misconduct of Flight Connect or any other entity controlled by Flight Connect.

Passports: Passports, visas and any other health related requisites that are needed for cross border routes will and remain the sole responsibility of the passenger. Flight Connect accepts no responsibility for passengers who are not in possession of proper and valid travel documents, or where entry to any country or territory is refused to any person for any reason. No passenger shall have any claim of any nature against Flight Connect or its appointed agents, should he/she be prevented from undertaking or continuing with any journey as a result thereof. By accepting the terms and conditions the passenger makes the following declaration: I hereby declare that I intend to cross an international border into a neighbouring country. I also declare that all my travel documents, including my passport, are valid and that my passport has more than thirty days before expiry date. I also declare that I am in possession of my vaccination card and that all my inoculations are up to date as prescribed by the relevant authorities. I hereby give an undertaking that, if any of the above declarations are false, I will be restrained from travelling further and will disembark from the coach and that I will return to the destination of my choice, at my own cost and per my own arrangement. I hereby indemnify Flight Connect, of any obligation towards myself to transport me to my destination as per ticket obtained, and that no form of refund will be claimed due to incorrect travel documents.

Cancellations, Refunds and Transfers: Cancellations are possible for tickets paid in full. Flight Connect will issue a refund of 90% of the original value of a full 24 hours prior to departure. No cancellation of ticket will be entertained at departure date. A full refund will be issued for cancellations resulting from death or hospitalisation by the person in whose name the ticket has been issued. In the event of transfers, or issuing a ticket to a later date, only 90% of the original value paid will be used for the transfer, subject to the availability of seats on that particular future date. A 24-hour notice must be given for a transfer otherwise the full value of the ticket is lost.

Timetables and Schedules: Flight Connect will make every effort to ensure its scheduled timetables are adhered to, however Flight Connect does not guarantee any arrival or departure times, neither does it accept any liability for any inconvenience experienced by any person, due to a delay or cancellation of any service for whatever reason. Flight Connect makes every effort to ensure connections with other transport operators, where appropriate. However, no liability can be accepted by Flight Connect for loss or damage caused by any failure to make such connections with other transport operators, except if such loss or damage arises directly or indirectly from the gross negligence or wilful misconduct of Flight Connect. Flight Connect reserves the right to cancel any of its services for any reason without prior notice, but a full refund will be given. Flight Connect will not be liable for loss or damages incurred by passengers as a result of such cancellation, except if such loss or damage arises directly or indirectly from the gross negligence or wilful misconduct of Flight Connect.

Children: Children under 10 years old will not be allowed to travel alone on any Flight Connect vehicle and must be accompanied by a parent or guardian older than 18 years. A child or children between 11 and 18 years that are not accompanied by a guardian or a parent or a non-family member must present an affidavit from both parents, giving consent for their child/children to travel. In addition to that, an indemnity form with full details of the person picking up the child must be completed by the legal guardian or parent. Children below 2 years will travel free on all Flight Connect vehicles with proof.

Departure Times: Passenger must be at the departure point 30 minutes prior to departure. Check in closes 5 minutes before departure time, and any passenger arriving later than 5 minutes before departure time will have their space available to next passenger on a “first come first served basis”.

Passenger Luggage: Unless Flight Connect and the passenger agrees otherwise, and at the sole discretion of Flight Connect, each fare-paying customer is allowed only two pieces of luggage (1 bag and a hand luggage). An extra piece of luggage will be charged at P300 per piece. Flight Connect reserves the right to refuse carriage of any luggage that does not conform or comply with these regulations. Passengers will be given a Flight Connect luggage sticker when boarding. Unaccompanied luggage will not be carried. Flight Connect is not responsible for loss or damage to passenger's luggage, except if such loss or damage arises directly or indirectly from the gross negligence or wilful misconduct of Flight Connect or any person acting for and controlled by Flight Connect.

Insurance: Flight Connect does not provide any insurance cover for its passengers, their property or luggage. All passengers should ensure that they are adequately insured.

Drugs, Weapons and illegal Items: Flight Connect will not participate in any way whatsoever in the transportation of drugs, weapons or illegal items and will cooperate in full with authorities in any country, to prevent the transportation of these items in its vehicles. The carrying of firearms, ammunition or fireworks is strictly not permitted on any of Flight Connect vehicles.

Excess Luggage / Goods: Flight Connect agrees to transport excess and unusual luggage belonging to its cross-border passengers provided that the luggage reaches our departure offices at 2 working days prior to the date of departure and be transported via our parcel services, at the passenger's own risk. Flight Connect reserves the right to refuse to carry or transport any luggage for any reason whatsoever. Although every effort will be made to transport these goods on the same coach scheduled to convey passengers, Flight Connect reserves its right to transport the goods with any vehicle or by any means suitable. To this end Flight Connect does not guarantee, or purport to agree to any specific arrival times for the goods and Flight Connect does not accept liability for any loss or damage incurred, or inconvenience caused, for delayed delivery of goods.

Pets: No pets will be allowed on Flight Connect vehicles.

Tickets: Tickets are valid for the use only of by the persons to whom they are issued and for the date and time shown thereon. It is the passenger's responsibility to ensure that the correct information is shown on the ticket. Any alteration to a ticket will render it invalid. Any change requires the re-issuing of a replacement ticket by Flight Connect and an administration fee will be levied provided that the issuing of an incorrect ticket was not because of Flight Connect negligence or wilful misconduct. Only tickets purchased from Flight Connect or its agent will be valid and binding for any Flight Connect journey for the dates and times they have been issued for. Any tickets obtained from any other place or person not being a Flight Connect agent, will be void and the bearer of such tickets shall have no claim whatsoever against Flight Connect and/or any its directors, officers, servants, agents, or any other person acting on behalf of Flight Connect for damages herein.

General: Flight Connect reserves the right to refuse to transport or continue to transport, any passenger(s), provided that such refusal is not based on unfair discrimination. Flight Connect will not refuse to transport passengers merely based on the fact that they are physically challenged. Fares are subject to change without prior notice from Flight Connect. Smoking and the use of alcohol or drugs on any of our vehicles is strictly forbidden by law and shall not be allowed on Flight Connect vehicles. Flight Connect reserves the right not to transport any passenger who enters any Flight Connect vehicle under the influence of drugs and alcohol.