

Cancellation Charges, London Heliport Fees & Important Notes

Cancellation Charges

Less than 7 days	10% of Charter Price
Less than 48 hours	25% of Charter Price
Less than 24 hours	50% of Charter Price
No Notice/ No Show	100% of Charter Price

No charge will be made by Castle Air Ltd if the flight is cancelled prior to the flight commencing due to adverse weather or other operational reasons whereby Castle Air Ltd considers it unsafe or impracticable to proceed with the flight. We may however be subject to third party supplier charges, if any are incurred, they will be passed on at cost.

The London Heliport Fees

Please note that when the London Heliport Battersea is utilised, unplanned parking charges apply once the helicopter has been on the ground for more than 15 minutes. If incurred, they will be passed on at a cost of £350 + VAT Per Hour.

Slot Booking Fee £50 + VAT (Non Refundable)

Special Event Cancellation Charges

Major sporting events to include Royal Ascot / Cheltenham Festival / Epsom Derby / British Grand Prix / Open Golf / Goodwood Events / Corporate Events are subject to the following cancellation terms:

Slot bookings are payable in advance and are non-refundable.

With Immediate effect	75% of Charter Price
No Notice/ No Show	100% of Charter Price

Cancellation fees may apply at other locations, which will be advised at the time of booking.

Dangerous Goods / Weapons & Prohibited Items

To ensure the safety of the aircraft, and all those on board the following articles and substances must not be carried by a passenger or in any baggage.



Sporting Weapons and ammunition are permitted but must be pre notified and approved by Castle Air Ltd.

We reserve the right to add additional items for safety / operational reasons to the above list.

Important Notes:

1. Bookings are subject to airport/helicopter slot allocations and landing permissions, where applicable. Additional charges may be incurred due to timing/date changes, passenger changes/ delays and additional flying incurred at the client's request.
2. We reserve the right to use the aircraft for other tasks during any unutilised periods.
3. Whilst every effort will be made to ensure timings and destinations are adhered to, the final decision for the safe operation of the aircraft remains at the discretion of the Captain.
4. We will endeavor to assist with ground transportation wherever requested. However, we do not accept responsibility for timings, missed flights or any other problems resulting from these arrangements.
5. All flights are strictly non smoking.

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