

General Conditions

1. Airport security requires that Balkan Helicopters check the identity of all its customers who pass 'airside'. Sight of photographic ID e.g. passport or driving license is required on the day of your flight.
2. Objects which can affect flight safety, persons or goods, as stated in DANGEROUS GOOD REGULATION, and are strictly prohibited from carrying on board, are:
 - Firearms (including replicas or toys)
 - Explosives (fireworks, flares, toy gun caps)
 - Gases (compressive gas cylinders, tear gas, mace or CS devices)
 - Gas powered devices
 - Flammable materials (petrol, lighter fuel, paint, thinner, matches, fire lighters)
 - Poisons (weed killers, insecticides)
 - Corrosives (batteries, mercury)
 - Sharp items, such as knives
3. For your comfort on the aircraft leave bulky items such as bags and coats behind.
4. Gift voucher validity is 6 months from the moment of purchase.
5. Gift vouchers may be extended for a period of three months at an additional cost of €20.00 payable prior to the voucher expiry date.
6. The cost of gift vouchers is non-refundable. They are transferable providing we are notified at least 7 days before the flight.
7. Gift vouchers may only be upgraded for flight higher value.
8. Discount voucher validity is 6 months from the moment of purchase.
9. Discount vouchers may be extended for a period of three months at an additional cost of €50.00 payable prior to the voucher expiry date.
10. The cost of discount vouchers is non-refundable. They are transferable providing we are notified at least 7 days before the flight.
11. Participants failing to turn up for their confirmed flight render the flight ticket/voucher invalid, and cancellations on the day will incur a €20.00 charge.
12. Balkan Helicopters reserves the right to cancel flights at short notice due to poor weather or other conditions that may affect flight safety. In the event your flight is cancelled by us, the flight ticket/voucher will remain valid, but the flight must be rebooked for a mutually convenient date. **Vouchers that are booked for the first time in the last month of validity of the voucher will only be rebooked to the voucher expiry date unless extended.**
13. Due to air traffic volume and/or operational reasons flight times are approximate.
14. All flights depart and return to the same landing site where the flight begins.
15. Routes may vary due to weather and/or air traffic control.
16. A fuel surcharge may be applicable on the date of flight, in case of fuel change (holders of vouchers are also subjects to surcharge).
17. Whilst every precaution is taken for the safety of passengers, neither Balkan Helicopters nor its pilot can be held liable for loss, damage or injury which does not result from their negligence.
18. Cameras and other photographic equipment may be taken on the flight, but at entirely the participants own risk.

19. The flight may not be suitable for persons who are pregnant, suffer from epilepsy, recent head injuries, recurrent fainting, blackouts, high blood pressure, heart conditions or back problems.
20. The pilot at his/her discretion may refuse any person on board the aircraft if he/she suspects them to have consumed alcohol or drugs within the previous 24 hours.
21. Due to high demand, we recommend you book your flight at least four days in advance. You may reserve your flight without a payment, but that may not guarantee you a slot as we only firm up our schedule upon receipt of a payment.
22. In case you decide to cancel your reservation, money will be returned as following:
 - Three days prior to your scheduled flight, 50% of the amount paid,
 - Two days prior to your scheduled flight, 30% of the amount paid,
 - One day prior to your scheduled flight, no refund will be made.
23. Money is fully refunded in case of:
 - Bad weather (reduced visibility, fog, heavy precipitation, low ceiling, etc.)
 - Pilot illness
 - Technical issues
 - Flight restrictions due to airspace closures
24. In the event you wish to upgrade your voucher this can be paid for on the day of your flight.
25. Weight limit is 255kg (total amount per helicopter).
26. Prices stated are per person sharing the flight (unless stated otherwise).
27. Tour helicopters hold up to 3 passengers.
28. Children under the age of 10 must be accompanied by a fare paying adult.
29. Prices include renting a helicopter from the moment of starting the engine up to the moment of engine shutdown. The price is the same regardless of the number of passengers boarded (unless stated otherwise). Helicopter start-up and take-off procedures can take up to 5 minutes and are included in the total duration of the entire flight.
30. All prices include passenger insurance.
31. In cases where the flight was started for the purpose of rendering the service and the flight was interrupted due to force majeure (force majeure is a natural event or a human action that could not be predicted or prevented and which caused damage, such as: worsening meteorological conditions, flight control orders, etc.), as well as other unforeseen situations (passenger nausea, fear, etc.), the service is considered to be fully performed.

Statement and agreement in case of an accident

1. Passenger is fully aware and informed that piloting of and flying in helicopter can be very dangerous. I was made aware of safety measures during my pre-flight briefing.
2. Passenger was made aware that during his/hers helicopter flight an accident may occur in which he/she may be seriously hurt or even lose his/hers life. Passenger was informed that process of accident investigation, facts finding, determining the cause of an accident and who is responsible for the same, as well as eventual lawsuit may last for many years.
3. To avoid all of the above and with an intent to secure compensation in case of an accident Passenger, dully and willingly state that on his/hers behalf, as well as on behalf of his/hers dependents and successors, indemnify of any material, monetary, legal and moral

responsibility and guilt of Balkan Helicopters D.O.O., it's principals and owners, employees and pilots.

4. Passenger agrees that in case of an accident, he/she will accept a compensation by an insurance company which represents a maximum liability of insurance company stated in the policy for mandatory insurance of owners of an aircraft due to liability for damages that occurred to third parties and passengers in the above mentioned aircraft, as stated in the section of owner liabilities for damages to passengers (per passenger sum) regardless of cause of and accident.