



- GENERAL TERMS OF BUSINESS - (Mauritius)

All Flights are subject to the following General Terms of Business. For specificities regarding Private charters, please refer to our Private Charter Terms & Conditions.

1. Scope & modification of the General Terms of Business (GToB)

All transactions carried out by an Internet user, on our website: www.corailhelico.com, imply the full acceptance of these GToB.

The Client and/or beneficiary declares to be of age and to have the full legal capacity enabling him to commit to these General Terms of Business. Otherwise, the Client and/or beneficiary will have to be replaced by his legal representative and ask him to confirm his authorization in writing on his voucher before any passengers transport.

Corail Hélicoptères Company reserves the right to modify at any time these General Terms of Business according to the evolution of the proposed services or the legislation in force, by publishing a new version in the heading of the website provided for this purpose. Each order placed after the publication of the new version of these General Terms of Business will be subject to this new version.

2. Flights

Corail Hélicoptères is an airline approved by the Civil Aviation under the n° Maurice AOC n°03.

Flights are carried out under Visual Flights Rules (VFR), as defined by the General Civil Aviation Authority.

Flights are subject to the authorizations of the competent authorities.

The duration of the flights is approximate and may vary according to weather conditions, air traffic, flight authorizations.

3. Tickets & Vouchers (for scenic flights only)

Prices are « by passenger », include VAT and can be revised at any time.

If, on a flight, the number of passengers is insufficient and/or weather conditions are unfavorable, the airline reserves the right to regroup its passenger on other flights or to cancel the flight.

In this case, passengers may:

- Board at a different time (depending on availability), if the passenger select this option, it becomes definitive.

or

- Be reimbursed for the amount paid.

Tickets for children under 2 years of age are free of charge (on their birthday and on presentation of a receipt)

Vouchers have a validity period of one year from the date of purchase. Vouchers cannot be exchanged or refunded, except if decided otherwise by the Company.

4. Availabilities & Schedule

Corail Hélicoptères provides availabilities & flight schedules as an indication and reserves the right to modify them by notifying the client in advance. Please note that the availability is blocked when the flight is confirmed.

CORAIL HELICOPTERES MAURITIUS, Yu Lounge Terminal, SSR International Airport, 51 520 Plaine Magnien
Base de Triolet, Grand Baie, 21 500 Mauritius
Tel : +230 261 22 66 – Mail : mru@corailhelico.com - Website : www.corailhelico.com

Heliport de St Gilles les Bains, Heliport de Pierrefond,
Route Canniere, Aéroport de Pierrefonds, 97410
97 434 Saint Gilles Saint Pierre
Tel : + 262 262 222 266 – Mail : reunion@corailhelico.com

Aéroport de Grand Case
Route de l'Esperance
97 150 Saint Martin

Tel : +590 590 69 81 81 – Mail : sxm@corailhelico.com

5. Take-off

Take-offs take place every day from sunrise till sunset.

6. Booking

Bookings can be made either on our website, at our offices, by phone, fax or email.

Information required to make a booking:

- Passenger full name, personal weight and date of birth.
- Credit card details (visa, AMEX, Mastercard) : 16 digits, expiry date, cryptogram. (This is to guarantee the booking)
- Phone contact

7. Cancellation

The Company:

Corail Hélicoptères reserves the right to cancel a flight due to bad weather conditions, or in case of « force majeure ».

Corail Hélicoptères will confirm with the client, the flight schedule the day before the flight by 6 pm at the latest.

The passenger:

Any passenger has the right to reschedule their flight, at least 48 hours in advance.

Any passenger who does not show up on the day and timing set for the flight will be charged a penalty equal to 100% of the ticket price.

8. Withdrawal

Regarding tickets bought on the Internet, it is impossible to claim any right of withdrawal because it concerns travel or transport services.

9. Insurance & Civil Liability

Corail Hélicoptères holds the insurances and Civil Liabilities required as an air carrier.

Risks are borne for amounts comparable to those required by the Warsaw Convention in terms of passenger air transport.

Items taken by passengers are not taken into account by our insurers.

It is the responsibility of the passenger to take additional insurance if he deems it necessary.

Corail Hélicoptères shall not be held liable for any damage resulting from the use of the Internet, such as loss of data, intrusion, viruses, services breakdown or any other unintentional malfunctions.

10. Boarding

No one is allowed to board a helicopter without a valid flight ticket. As a passenger air carrier, Corail Hélicoptères is subject to the conditions stipulated in the Warsaw Convention.

During the flight, the passenger agrees to comply with and follow the safety instructions of the pilot who is « sole master on board ». Corail Hélicoptères pilots may refuse or disembark any passenger or cargo that may constitute a danger to the flight safety.

11. Archiving & Evidence

Corail Hélicoptères will archive purchase orders and invoices on a reliable and lasting basis constituting a faithful copy in accordance with the article 1348 of the French Civil Code. The customer is expressly informed that, unless there is an error that he can prove, the data retained in the Corail Hélicoptères databases will be considered by the parties as proof of communications, bookings, payments and transactions between the parties.

12. Governing Law & Dispute Resolution

These General Terms of Business are subject to the Mauritian law.

Any disputes, default of payment or difficulties of any kind related to our services rendered shall be subject to the jurisdiction of the « Intermediate Court of Port Louis » .

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- PRIVATE CHARTER TERMS & CONDITIONS -

Cancellation, changes & substitution:

Once a flight is confirmed, it is non-transferrable, non-refundable but movable with a rebooking fee of 200 € (subject to availabilities).

No show on scheduled time is immediately considered as a flight cancellation.

Corail Hélicoptères cannot be held responsible for delays caused by the connecting airline. However, we will always try our best to accommodate last-minute changes as much as possible.

Delays of 45 minutes or more will be subjected to 200 € late fees and rescheduled according to our availability. Helicopters are usually available for departure 15 minutes before and 15 minutes after your scheduled departure time.

We reserve the right to substitute an aircraft of equal or greater value.

Should your charter flight be operated to your destination past sunset and our pilot has to stay overnight, a 500 € overnight fee will apply. Otherwise, we will offer to rebook your flight on the next available time slot.

Notice

Prior to your flight, we will request the following information on your end: all passengers' (and pets, if applicable) passport information & luggage details (dimensions and weights, cf. our luggage allowance sheet)

Please note that it is the passengers' responsibility to ensure that they comply with the local regulations in terms of visas and entry onto their final destination.

Corail Helicopters cannot be held responsible in case of refusal of entry by the local authorities.

No one is allowed to board a charter flight if the airline is not made aware at least 6 hours in advance. As a passenger air carrier, Corail Hélicoptères is subject to the conditions stipulated in the Warsaw Convention.

During the flight, the passenger agrees to comply with and follow the safety instructions of the pilot who is « sole master on board ». Corail Hélicoptères pilots may refuse or disembark any passenger or cargo that may constitute a danger to the flight safety.

Luggage

Please be aware of our luggage allowance.

Every effort will be made to accommodate your luggage. However, large, hard-sided or oversized items may not fit into the aircraft. Upon request, we can provide alternative transportation for your luggage (either by purchasing an extra flight or via ferry).

- Upon arrival, passengers must provide their connecting flight bag tags for each piece of luggage to ensure full tracking during the transfer.
- Prohibited items: dangerous goods (ICAO list), firearms, illegal live animals, narcotic drugs, high-value goods (jewelry, cash, precious metal) are not accepted for transportation.
- Passengers are fully responsible in case of undeclared carriage of prohibited items.
- In case of any control procedure performed by any authority agent (Police or Customs), passengers are fully responsible for their luggage even if transported separately.

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