



ACK SHUTTLE 2008

NANTUCKET SHUTTLE - TERMS AND CONDITIONS

Thank you for booking your flight on Tradewind Aviation's Nantucket Shuttle. Please review these terms and conditions carefully as we have made some changes since last year.

Aircraft Departure: Aircraft boarding will take place 15 minutes prior to the departure time. **We will not wait for late passengers;** the aircraft will depart on time. Passengers who arrive later than the departure time will miss their flight and forfeit their ticket. If you are not going to show up for a flight, please call to let us know.

Reservations, Cancellations and Changes: Once you purchase your travel, the ticket is NON-REFUNDABLE. We will, however, accommodate changes in your itinerary to the best of our ability. If you cancel a reservation within 48 hours of departure you forfeit the ticket. Tickets are transferable to family members and friends but may not be sold to other passengers. If your ticket balance gets negative, we will automatically charge the credit card we have on file for you.

All reservations are on a first-come, first-serve basis. Purchase of a ticket does not guarantee passage on a particular flight unless it is confirmed by our office. Any unused tickets at the end of the season will be carried over for the next season or may be applied to a future private charter. Tickets expire 2 years from the date of purchase.

Wait List: Passengers placed on wait lists are responsible for monitoring the status of their requests either by calling the office or checking the online schedule system. The system is now automated so please monitor closely.

Aircraft: The aircraft used for the shuttle are eight passenger single-engine turbo prop Cessna Grand Caravans and eight passenger Pilatus PC-12's. We reserve the right to substitute aircraft if necessary.

Baggage: Every effort will be made to accommodate your baggage. In the event that weight is deemed excessive by the Captain some baggage may be transported on other Tradewind aircraft. Large, hard-sided or oversized items may not fit. Please pack accordingly. Each shuttle passenger can take 50 lbs. of luggage. If you have any questions, please be sure to contact our office.

Pets: One family of pets per flight is welcome but must be accompanied by their owners and we must be notified in advance. If your pet is rowdy or destructive we require that you place it in an appropriate pet carrier. If you are traveling with a pet, please notify the office and tell us its name and weight. Likewise, if you don't travel well with pets, please let us know and we will do our best to accommodate you.

Weather: Our aircraft are certified to fly in most of the same conditions as scheduled commercial airliners. In certain limited circumstances, pursuant to federal regulations and/or safety, our aircraft will not be able to depart from, or land at our destination. We are flying to Nantucket and, as they say, "Fog Happens."

The decision to divert to Hyannis or any other airport will be made by the Captain. All decisions will be made in the interests of safety and getting our passengers to their final destinations. Tradewind Aviation will cover the cost of ferry passage from Hyannis. If it is not reasonable to make the last ferry, the flight will be cancelled or it will return to its point of departure. We do our best to notify all passengers of any delays or cancellations due to weather. However, this is not always possible so we ask that you call the office for updates.

Questions: Please feel free to contact us should you have any questions or concerns. We would welcome any comments or suggestions you may have. We strive to do our best to make your experience with us as comfortable and smooth as possible.

I have read, understood and agree to abide by the preceding terms and conditions.

Signed _____ Date _____

Print name _____