



Pacific Island AIR

HELICOPTERS, SEAPLANES, AIRPLANES

Updated 25th February 2022

TERMS AND CONDITIONS

FLIGHT HOURS

We fly within daylight hours (typically 0645hrs-1730hrs)

May/June/July with shortened daylight hours, international flights need to have landed by 3.30pm to connect with a domestic charter flight to the outer islands.

This policy may vary dependant on the destination booked and Pacific Island Air will provide an update at the time of the booking request.

CANCELLATION POLICY

Cancellations within 48 hours of departure will be charged a penalty of 50% of fare per person.

“No Shows” will be charged 100% of fare

RATES ARE TAX INCLUSIVE

However, could be subject to as much as a 15% increase without notice in the event of revised government taxes, fuel increases, airport taxes and currency devaluation should this be dictated by circumstances outside the airlines control.

CARRIAGE OF PASSENGERS

All efforts will be made to transfer passengers to their destination but should weather conditions result in flights not being able to be carried out and no alternative transport can be arranged, passengers may be required to overnight at their own expense.

Travel insurance is for unscheduled costs associated with disruptions outside the control of the carrier is encouraged.

If a flight is disrupted after departure due to weather and returns to departure point in Nadi, Pacific Island Air will make arrangements for alternate transfers for passengers at no additional cost to clients provided the value of the alternate transfer mode does not exceed the value of the ticket costs. The cost of their disrupted one-way air transfer will be assigned to the alternate mode of transportation should one be available during the disruption with reputable operators.

PAYMENT TERMS

If credit is approved, payment is due a maximum of 14 days from date of invoice. If credit is not approved, payment is due immediately by credit card or direct money transfer. If clients cancel the Charter within 7 days prior to departure, they will pay a cancellation fee equal to 50% of the charter quote and 100% if cancelled within 48 hours.

VIP FACILITATION SERVICES

Pacific Island Air in conjunction with Airports Fiji Ltd (AFL) is happy to be able to offer VIP airport facilitation services at Nadi Airport. This is a process in which passengers are assisted from the aeroplane to their designated transfers by Airports Fiji Limited Public Relations Officer i.e. speedy transitions through customs and immigration!

Some of the benefits include:

- *Convenience
- *No queuing
- *Speedy clearance
- *Security assurance
- *Personalised service
- *Excellent service for group travel
- *Added security and peace of mind for unaccompanied minors

How to book this service

When making a reservation with Pacific Island Air either via email or phone, simply let us know you wish to take advantage of this service. Requests need to be made at least 48 hours prior to your arrival/departure. A copy of your request will be sent from Pacific Island Air to Airports Fiji Limited for facilitation.

How much does it cost?

The cost is determined by Fiji Airports Limited and will be communicated once arrangements approved.