



Conditions of Carriage

1 Embarkation Timeframes

1.1 Embarkation Timeframes

Unless otherwise noted in your Quote, passengers must be physically in attendance at the departure point, **no later than 30 minutes prior to the estimated departure time.**

2 Crew Discretion

2.1 Right to Refuse Carriage of Cargo

The Aircrew of a Flight may refuse to carry any baggage or cargo (or refuse to continue to carry any baggage or cargo if a problem is detected after initial embarkation):

- (a) If it does not meet the requirements set out in these Conditions
- (b) If it is not securely packed in suitable material
- (c) If it may cause discomfort or inconvenience to other passengers (for example because of an odour it emits); or
- (d) For operational reasons such as aircraft loads or safety requirements

2.2 Right to Refuse Carriage of Persons

The Aircrew of a Flight may refuse to carry any person or their baggage. Passengers may be refused entry, requested to leave or be physically restrained or removed by our staff, acting reasonably, if:

- (a) the passenger is in breach of these conditions of carriage, is objectionable to other passengers or our employees, or is for any reason disturbing, causing discomfort to, or threatening the safety or security of other passengers, or our employees, or any of our property; or
- (b) it appears to us that the passenger is under the influence of drugs or alcohol or is not physically or mentally fit to travel; or
- (c) the passenger refuses to comply with the reasonable directions of the Aircrew or other Staff; or
- (d) we reasonably believe the passenger is in possession of illegal materials (eg: illicit drugs)
- (e) we reasonably believe the passenger has not met documentary requirements for any destination in the itinerary
- (f) the carriage of the passenger would cause us to breach a law, regulation, or lawful order or direction of a government body, agency or regulatory authority; or
- (g) if any of these circumstances have occurred in relation to a previous flight (whether or not operated by Flight One), and we reasonably believe the circumstances may occur again.



Conditions of Carriage

In addition to searches we may undertake at law, we reserve the right to search any baggage or cargo to verify that it meets our requirements, and is capable of being safely carried. We may refuse to carry any passenger, cargo or baggage item where consent to such a search is refused.

3 Conduct During Flight

3.1 Required Conduct

Passengers must, at all times on flight one flights (including during embarking, disembarking and ground operations):

- (a) Respect our employees, including Aircrew and promptly obey all instructions given by them, including directions to produce travel documents;
- (b) Listen carefully to the pre-flight safety briefing, including familiarising yourself with any written material provided to you, your nearest exits, and the location and operation of safety equipment
- (c) Fasten your seatbelt whenever seated, and remain in your seat with your seatbelt fastened whenever directed by the Aircrew;
- (d) Stow baggage as directed by the Aircrew;
- (e) Use electronic devices such as music players, laptop computers, phones only as directed by the Aircrew
- (f) Behave in a way which does not disturb or cause offence to fellow passengers

3.2 Prohibited Conduct

While traveling on a Flight One flight, passengers must not:

- (a) Smoke, vape or use electronic cigarettes;
- (b) Behave in a way which would be considered by a reasonable person to be offensive, or which may cause distress, offence or injury to another person;
- (c) Disobey the directions of the Aircrew;
- (d) Use illicit drugs;
- (e) Do anything which may endanger the safety of the aircraft, our aircrew or other passengers;
- (f) Tamper, interfere with or damage any part of the aircraft or equipment carried aboard it.

3.3 Failure to abide by conduct rules

We reserve all rights to take steps reasonably necessary to ensure the safety of our Flights, our employees, and our passengers. If our Aircrew reasonably forms the opinion that a passenger has not complied with their obligations, they may take any action reasonably necessary to ensure the safety of the flight, its crew and passengers, including reasonable use of force. These steps may include:

- (a) Moving passengers to other parts of the aircraft



Conditions of Carriage

- FLIGHT ONE (b) Restraining passengers
- (c) Removing passengers from the flight (including by diverting and offloading passengers at the diversion airport);
 - (d) Reporting passengers to relevant authorities ;
 - (e) And refusing carriage to relevant passengers for any period of time we believe is appropriate.

Where a diversion is necessary due to the conduct of a passenger, the passenger must pay us the reasonable cost of the diversion upon request.

4 Baggage and Collection

4.1 Dangerous Goods

- (a) The following items are Dangerous Goods
 - (i) Spare Batteries;
 - (ii) Flammable Liquids
 - (iii) Gasses
 - (iv) Corrosives
 - (v) Oxygen
 - (vi) Asbestos, Dry Ice, Engines
 - (vii) Explosives
 - (viii) Infectious Substances
 - (ix) Oxidising Materials
 - (x) Toxic Substances
 - (xi) Organic Peroxides
 - (xii) Flammable Solids
 - (xiii) Magnetised Materials
 - (xiv) Radioactive Materials
- (b) Dangerous goods must be declared to staff prior to embarking on aircraft to determine if they may be safely carried.
- (c) Passengers must not carry Dangerous Goods without first declaring them to staff for inspection
- (d) Staff may refuse carriage of dangerous goods

4.2 Prohibited Items

The following are prohibited items and may not be carried as cabin baggage

- (a) Sporting Goods, Kitchen Utensils, Tools and other things with sharp edges or points capable of injuring a person (eg: hooks, hammers, ice skates, axes, open razers etc)
- (b) Sharp items that are not weapons but that are capable (with or without modification) of causing harm by penetration (eg: hypodermic needles (unless medically necessary), razor blades, scissors)



FLIGHT ONE(c)

Conditions of Carriage

- Blunt items that can be used to bludgeon or threaten someone (eg: Cricket bats, hokey or lacross sticks, billiard or snooker cues, golf clubs) other than necessary mobility aids.
- (d) Household flammable goods (Aerosols including spray paint, petrol or other flammable liquid) although some such items may be permitted within volume limits
- (e) Items that can be used to restrain (eg: cable ties, handcuffs)

Prohibited items must not be carried in the cabin of the aircraft. Subject to restrictions on Dangerous Goods, and Flight One's general right to refuse to carry cargo, such items may be able to be stowed aboard aircraft in such a way that permits carriage. Please consult Flight One staff prior to your flight.

4.3 Baggage Collection and Lost Items

- (a) Following your flight, baggage stowed in the aircraft will be made available at a collection point advised to you by the aircrew. You will be responsible for collecting your baggage from the collection point.
- (b) Upon being requested by a passenger, Flight One will make reasonable attempts to locate Baggage left aboard an aircraft, or at an airport, or which is otherwise misplaced, but will not be responsible for any loss suffered by a passenger arising due to baggage being left uncollected, left behind aboard an aircraft, left behind at an airport, or otherwise misplaced.
- (c) If you collect baggage which is not yours you must return it to either the owner or to Flight One, at the location directed by Flight One as soon as you discover the error.
- (d) Flight One will hold Baggage for no more than 30 days after your flight. If we identify the owner of an item of baggage, we will attempt to contact the owner to arrange collection within the 30 day window. If the owner is unable to be contacted, or fails to collect the Baggage within the 30 day window, then after 30 days we may dispose of the baggage without further notice and without paying any compensation (unless such compensation is required by applicable laws or conventions).

5 Restricted Persons

5.1 Flight One Does Not Carry Restricted Persons

Flight One does not carry Restricted Persons. Any Restricted Persons will be refused boarding. **Restricted Persons** means:

- (a) A deportee, as defined by section 5(1) of the *Migration Act 1958* (Cth);
- (b) A removee, as defined by section 5(1) of the *Migration Act 1958* (Cth);
- (c) A person in custody;
- (d) A passenger who is on the aircraft because they have been refused entry to a country, or whose passport does not include a visa required for entry to a passengers destination country;
- (e) Any other person defined as a Restricted Person from time to time by Civil Aviation Laws.



FLIGHT ONE

Conditions of Carriage

6 Definitions

Civil Aviation Laws means any law of Australia directed towards, governing or affecting the operation of civil aviation operations, including without limitation the *Civil Aviation Act 1988 (Cth)*, the *Airspace Act 2007 (Cth)*, and any delegated legislation or regulation given effect by those acts.