



## **Traveler Bill of Rights**

The following are the provisions of BusinessJetSEATS Traveler Bill of Rights. This is the guarantee of service from the Operators who will fly you on their aircraft. You may come up with ideas for additional Rights you would like included and we are always listening and doing our best to improve. [Please pass along any comments and suggestions you have through our Contacts page.](#)

### **A general right to information**

We do our best and use state of the art communications systems, weather tracking and analysis tools, and we remain on top of airspace and ATC system issues. We deal with these issues upfront, and try to minimize inconveniences, delays and cancelled flights. In the case of an occurrence beyond the operator's control, or in such a case where your safety is at risk according to the operator, their employees, pilots or agents, your flight may be cancelled, equipment may be changed or you may be diverted to a safer destination. We will keep on top of these situations and communicate on behalf of the operator accurate and honest information in a timely manner regarding any possible delay. We will provide you with a system assessment as part of our service to the operator, one day in advance, regarding weather and ATC issues which might affect your travel plans so you can plan ahead. We are available live by telephone and via email 24/7 365 days per year.

You have a right to know who your Operator is, who the pilots are, and details about the equipment they are using. You will be provided general safety and experience information regarding who is providing travel services for you..

### **A right to a safe flight**

Flights are provided on All flights are operated by FAA authorized Part 135 carriers. Carriers must meet standards set forth by the Federal Aviation Administration (FAA) and additional BJSI safety standards. Operators must maintain ARG/US (Aviation Research Group) and/or Wyvern rating according to our standards.

### **A right to a private flying experience**

We understand that sharing a flight on a private jet might end up seeming less than private, so we do everything we can to preserve a private experience. We proactively remind all travelers to respect the privacy of others onboard. We do not use the smallest aircraft possible, and we never pack as many travelers as we can into the plane. There is always a private lavatory, a large comfortable seat and sufficient headroom, legroom, and personal space so you can enjoy your flight.

### **A right to any seat**

Once you are confirmed, you have the right to any seat on the plane. Seats will be assigned on a first come first served basis, in general. The pilot and crew will make final determination of who sits where, considering order of arrival, aircraft weight and balance and other operational and safety factors. The pilot and crew have final say.

### **A right to security**

All travelers will be screened for security purposes prior to flight. Travelers have the right to have the pilot and crew inspect baggage and ask travelers security questions. Travelers will be authenticated with identification checks and other security measures. Travelers have the right to ask pilots and crew questions relating to security and other safety matters prior to departure.

### **A right to free refreshments**

We provide a complimentary assortment of sandwiches, finger snacks and beverages on every flight.

### **A right to bring luggage**

Everyone has the right to bring a carry-on, laptop, and one piece of luggage per person weighing 50 lbs or less. As an added service we can arrange for Overnight Delivery of additional luggage or bags to precede or follow your trip. Golf clubs, skis, bicycles and other larger items may be accommodated, but arrangements must be made prior to flight.

### **A right to cancel**

All travel arrangements are sold with the option to cancel within 48 hours of the scheduled departure time – and the fee for this is 20% of the fare. Should you miss your flight without 48 hours notice of cancellation, you will be charged for the flight.

### **A right to reasonable waiting time**

Flights will depart no later than 15 minutes after the scheduled departure time, which provides a grace period for late travelers. After 15 minutes you have missed your flight. We will try to accommodate you on another flight, but missing your flight is at your own cost and risk.

### **A right to compensation if your flight is delayed**

If a flight is more than one hour late arriving at its destination at the fault of the Operator and not issues beyond the carriers control such as weather, safety concerns, equipment, or ATC, you will receive a coupon for a 10% discount on your next flight.

If a flight is more than two hours late arriving at its destination at the fault of the Operator and not issues beyond the carriers control such as weather, safety concerns, equipment, or ATC, you will receive a coupon for a 20% discount on your next flight.

In addition, if a flight becomes or is expected to become more than four hours late, with at least two of those hours falling between the hours of 10pm and 6am, each traveler will be offered free overnight accommodations including dinner and breakfast plus transfer service to and from the airport.

### **A right to compensation if your flight is cancelled**

If, at any time subsequent to a traveler having confirmed travel arrangements for their entire trip, any one of the flights on their itinerary is cancelled we will provide timely notification of the cancellation and offer (at the traveler's choice) either alternate private flights as soon as possible, or a full credit of the fare plus a coupon for a 20% discount on your next flight.

In case of cancellation we are obliged to provide delay compensation in the form of meals and - if overnight - accommodation, and to fly them as soon as possible the following day, together with the compensation outlined above.

### **A right to not be trapped on a plane**

Travelers will be notified in the event it is expected that more than one hour will elapse between when the last traveler boarded the plane and when either the plane takes off or cancels and returns to the gate to commence deplaning travelers. Boarding will not occur in any case where it is expected that more than one hour would be spent waiting on the ground without the agreement of the travelers. In cases where unexpected events arise requiring prolonged waiting on the ground prior to takeoff, the pilot will determine if the plane should return to the terminal and travelers can deplane.

### **A right to assign travel arrangements**

All travel arrangements can be assigned to anyone else with 48 hour notice, subject to that person passing security screening. Travelers may not sell your travel arrangements under any circumstances. If a traveler chooses to assign their seat to someone else, they will advise us of this within 48 hours of departure and provide such normal details as we may require about the person replacing them.

Travel arrangements can only be assigned prior to the first flight being taken, and must be assigned in full to one alternate traveler. Should travelers fail security screening, the initial traveler remains responsible for the total charges for travel and any penalties for cancellation.

BJSI will charge a transfer fee, with such fee not to exceed the 5% of the fare.

#### **A right to clearly understand flight details**

We prepare an itinerary with complete pricing and scheduling transparency so that travelers clearly understand the price, and the flight details.

#### **A right to clearly understand the cost of your flight**

The most prominently displayed prices shown in any fare description must be the total price, inclusive of all taxes and other surcharges, so that a traveler can pay exactly this sum and no more to get the travel as described.

We will not add surcharges for regulatory compliance costs, fuel increases, insurance, ordinary or special operational costs, or any other thing, but instead must set a simple inclusive price for travel. The only exception to this will be for additional services purchased on the aircraft, such as telecommunications services, alcohol, or other services rendered and purchased onboard. Such services will be clearly listed as "additional available services" on the itinerary for the flight. Fares which are "one way" will be clearly marked as such, as well as "multiple leg" and "return" fares. There will be a breakdown of the fare for each leg, and a clearly indicated total price for the full trip.

#### **A right to clearly understand on-board comfort details**

Along with the itinerary, we provide a list of the minimum onboard comfort features and amenities for the specific flight. We reserve the right to "upgrade" to another aircraft with more room and greater comfort and features. This will include such information as; seat width, number of seats and maximum travelers, cabin height, communications systems

#### **A right to speedy service and compensation**

We operate a live toll-free customer service line 24/7/365, at 1-800-916-jets. We publicize the toll free and we provide sufficient incoming lines so that hold times are not longer than a few minutes, and 99% of the calls cannot receive a busy signal.

Customer service staff handling these calls will have sufficient authority to immediately resolve claims involving sums of less than \$5,000 per traveler without the need to seek supervisory approval.

Claims in excess of this amount must be resolved and the resolution communicated to the traveler claimant within 48 hours of being received. Travelers must initiate claims within 30 days of the completion of their itinerary.

**Smoking**

All flights are non-smoking.

**Pets**

Smaller pets will be allowed, at an additional charge. Pets will be kept in approved carry on containers at all times. Travelers with pets shall agree to specific travel conditions which shall make them responsible to maintain quiet and order onboard at all times out of respect for the other travelers.

**Infants and Children**

Travelers have a right to know if infants and children will be on their flight. Flights will not have toddlers or children between the ages of 2-10 without 3 weeks prior notice. Furthermore, flights with children will require a sufficiently large cabin so that the flight remains a private experience. All adults accompanying children shall agree to specific travel conditions which shall make them responsible to maintain quiet and order onboard at all times out of respect for the other travelers.

We may change this Traveler Bill of Rights at anytime without notice. When such a change is made we will post a revised version on the Website and may provide it to travelers as a courtesy. Your continued use of the Website will indicate your agreement to any such change. This Traveler Bill of Rights does not supersede any other agreement between the traveler, the Operator and/or BJSI. Limits of compensation as outlined in this agreement are binding upon the traveler. This Traveler Bill of Rights is superseded by conflicting laws and regulations which may be imposed by government agencies and courts.