

# Coolibah Air Terms And Conditions

## Minimum Numbers

All tours are sold on a per seat basis. All flights are confirmed with a minimum of 2 passengers unless otherwise stated. Single passengers are welcome however the flight is not confirmed until a second passenger is travelling.

## Weight restrictions

For legal and safety reasons, all passengers are weighed prior to boarding the aircraft. Individual weights in excess of 110kg may not be able to travel or may incur a surcharge.

## Required upon reservation

- Date of flight
- Passenger surname name and first name
- Contact number
- Number of passenger's travelling
- If children are travelling please specify age
- Passenger's weight
- Full Payment – credit card details, cash, voucher

## Flight Paths & Durations

All flight times are approximate. Routes and flight paths may vary due to weather and traffic control or at the pilot's discretion.

## Cancellation Policy

The following cancellation policies apply to North Australian Helicopters and associated business, Coolibah Air.

Cancellation within 24hrs of flight departure time – 100% of flight cost (no refund given)

Cancellation before 24hrs of the flight departure time – No Charge  
For group bookings of 10 or more passengers further cancellation conditions apply.

If booking through a third party

agent additional cancellation restrictions may apply. We will not refund booking fee to agent if there is a no show or cancellation within 24hrs prior to departure. Please refer to your travel documentation. Any flight cancelled by Coolibah Air will not incur a cancellation charge and all endeavours will be made to re-schedule the flight to another time to suit the guest's availability. Coolibah Air will not be held liable for costs associated with agent booking fees, airfares, accommodation or anything else due to helicopter flights, which do not proceed as booked.

## Weather

In the interest of safety, all North Australian Helicopters and Coolibah Air tours operate weather pending. Flights will be restricted or cancelled when weather conditions such as low cloud, fog, gusty winds, or electrical storms are present in the area of the flight path.

Flights can still operate in wet weather, as visibility may still be good. We always strive for customer satisfaction, so we are happy to reschedule your flight at anytime. Should guests wish to cancel their flight because of wet weather but the flight can operate safely and the visibility is good, a 100% cancellation fee will apply.

**NOTE:** All Coolibah Air Helicopter flights are operated by North Australian Helicopters in accordance with their A.O.C.

