OFFICIAL DOCUMENTS

PASSENGERS

General terms and conditions of carriage

Air Corporate General Terms and Conditions of Carriage (Edition 1 – Rev. 0 of 18 September 2026), published in accessible format.

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ONLINE VERSION

aircorporate.it/en/conditions-of-carriage

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General Information

These General Terms and Conditions of Carriage (the "GTC") apply to the air carriage of passengers and baggage performed by Air Corporate and, where applicable, the performance of charter services arranged, sold or confirmed by Air Corporate.

For charter flights, the document package consists of Flight Quotation – with relates Annex, if any – Charter Agreement, these GTC, and any written operational limitations/policy or instructions communicated by Air Corporate through its official channel.

Safety, security, performance, aircraft availability, airport restrictions, crew duty limitations, weather, slot constraints, customs/immigration requirements and mandatory law always prevail over any commercial expectation, verbal understanding or informal arrangement.

Article 1 – Definitions

"Air Corporate" means the operating and/or contracting carrier providing the agreed air transport service.

"Customer" means the legal or natural person requesting, purchasing or signing the charter service, including any broker acting for the final customer.

"Passenger" means any person carried or to be carried on the aircraft with Air Corporate consent, excluding crew members.

"Contract" means the set of contractual documents applicable to the relevant flight as identified in these GTC.

"Flight Quotation" means the commercial quotation identifying the offered routing, aircraft, price, validity and essential commercial conditions.

"Charter Agreement" means the binding agreement, confirmation or acceptance setting out the flight specific contractual terms.

"Official Communication Channel" means the Air Corporate Sales or Operations contacts stated in the Flight Quotation and Charter Agreement, or any other channel designated in writing by Air Corporate, for contractual and operational communications.

"Ready to Board" means that passengers, baggage, travel documents and any required information are complete and physically available for boarding no later than the reporting time indicated by Air Corporate.

"Special Item" means any oversized, unusual, sensitive, high-value, fragile, battery-powered, medical, sporting, technical or otherwise non-standard item.

"Dangerous Goods Regulations" means the Air Corporate Baggage, Pets, Dangerous Goods and Restricted Items Policy in force at the date of travel, together with the applicable IATA/ICAO legal framework.

Article 2 – Applicability and contractual documents

These GTC apply to all flights or flight segments operated by Air Corporate or by another carrier on behalf of Air Corporate where Air Corporate acts as contracting carrier, unless mandatory law requires otherwise.

For charter services, these GTC supplement the other documents of the Contract listed in the General Information section. In case of conflict, the order of precedence set out therein applies, while safety, security and mandatory law prevail in all cases.

The version of these GTC and of the applicable Policies in force at the date of acceptance of the Charter Agreement, as published at www.aircorporate.it, shall apply, save for any later change required by mandatory law, safety or security requirements.

Article 3 – Bookings, quotations and validity of confirmations

A quotation, automated price indication, feasibility indication or preliminary schedule does not constitute a final operational confirmation unless and until Air Corporate confirms the booking in writing through the Official Communication Channel.

Only reservations and confirmations recorded in Air Corporate systems or otherwise confirmed in writing by Air Corporate shall be considered valid.

The Customer shall provide complete and accurate passenger, routing, baggage and special item information. Air Corporate may suspend or refuse processing of incomplete requests.

A booking or itinerary confirmation is personal and non-transferable unless Air Corporate expressly agrees otherwise in writing.

Any change to itinerary, passengers, baggage, departure time, destination or ancillary services after confirmation remains subject to Air Corporate written approval, possible repricing, aircraft and crew availability, and all operational constraints.

Article 4 – Fares, taxes and additional expenses

Unless expressly included, the quoted price relates only to the air transport service identified in the Flight Quotation or Charter Agreement and does not include ground transportation or ancillary services not specifically listed.

Quoted prices may include or exclude airport taxes, navigation charges, handling, security and other third-party costs as expressly identified in the quote. Any variation of such third-party charges occurring before performance may be re-invoiced where contractually permitted.

Additional operational or third-party costs generated by passenger, broker or Customer requests, delay, incomplete information or post-confirmation changes may be invoiced separately.

Article 5 – Passenger information, travel documents and special assistance

Full passenger details, passport data, visa information, destination documentation and any special assistance request must be provided no later than 48 hours before departure, or earlier where required by the airport, authority or routing. For bookings made less than 48 hours before departure, such information must be provided upon acceptance of the Flight Quotation.

The Customer and each Passenger remain solely responsible for the completeness, validity and accuracy of all travel documents, visas, health documentation and entry requirements.

Passengers requiring special assistance, medical support, carriage on stretcher, mobility aid handling, pregnancy support, unaccompanied minor procedures or any other particular arrangement must notify Air Corporate sufficiently in advance for dedicated assessment.

Air Corporate may refuse carriage if the required information or documentation is late, incomplete, inaccurate or operationally incompatible with the planned service.

Article 6 – Check-in, reporting time and boarding

Unless otherwise expressly stated in writing, passengers must be at the aircraft and Ready to Board no later than 15 minutes before the scheduled departure time.

Unless otherwise advised by Air Corporate Srl, passengers are requested to arrive at the departure airport/FBO at least 60 minutes before the scheduled departure time. For congested, seasonal, slot-restricted, PPR, international, customs/security-sensitive airports, or where special assistance, pets, special baggage or additional handling is required, passengers may be required or advised to arrive at least 90 minutes before departure, or earlier if requested by the airport, FBO, handling agent or competent authority.

If passengers, baggage, travel documents or required information are not ready within the reporting time communicated by Air Corporate, boarding may be refused and the flight may be delayed, rescheduled or cancelled without liability to Air Corporate beyond mandatory law.

Air Corporate is not liable for any cost or loss caused by failure of the Customer or Passenger to comply with the reporting, check-in and boarding timings applicable to the relevant flight.

Article 7 – Baggage allowance and loading acceptance

All baggage acceptance is subject to aircraft type, passenger count, routing, fuel requirement, weather, performance limitations, available compartment volume and weight & balance assessment.

Unless otherwise agreed in writing for the specific flight or aircraft type, the standard baggage allowance is 20 kg total and maximum overall dimensions of 75 x 50 x 30 cm, per passenger. However, the number and dimensions of bags remain subject to aircraft-specific loadability and stowage limitations.

Oversized, special or unusually shaped items must be declared before confirmation and may be refused, delayed, repositioned separately or accepted only with additional charges and only if operationally feasible.

Valuable, fragile, perishable or irreplaceable items should not be loaded in baggage compartments except under a specific written arrangement accepted by Air Corporate.

Air Corporate may require baggage repacking, weight reduction, separate transport or refusal of carriage if needed for safety, security or performance reasons.

Article 8 – Dangerous goods, restricted items and pets

Refer to Air Corporate Baggage, Pets, Dangerous Goods and Restricted Items Policy.

Article 9 – Operational changes and official communication channel

Any change to itinerary, passengers, baggage, departure time, destination, handling request, catering or ground transport is valid only if confirmed in writing by Air Corporate Sales or Operations through the Official Communication Channel.

Pilots and crew are not authorised to accept commercial or operational changes, quote prices, approve additional baggage, amend the contract or waive any Company procedure on behalf of Air Corporate.

Requests made verbally, through brokers directly to crew, or through non-authorised channels shall not be binding unless confirmed in writing by Air Corporate.

Article 10 – Schedule, delays, slots and operational restrictions

Scheduled departure and arrival times are indicative and remain subject to weather, ATC restrictions, airport slot allocation, CTOT, security requirements, technical constraints, operational priorities and force majeure.

Air Corporate will use reasonable efforts to operate the agreed flight substantially in accordance with the confirmed schedule, but exact departure or arrival times are not guaranteed.

If passengers, baggage, travel documents, required information or late changes cause loss of slot, new slot allocation, curfew issue, parking extension, handling extension, crew waiting time, crew duty exceedance risk, repositioning requirement, aircraft substitution or disruption to subsequent flights, the resulting consequences and costs shall be borne by the Customer to the extent legally permitted.

Where the delay materially affects crew duty time, aircraft availability, airport permissions or subsequent commercial commitments, Air Corporate may require schedule changes, impose additional charges, propose an alternative solution where available, or cancel the affected sector.

Air Corporate shall not be liable for missed onward commitments, loss of connection, loss of business or other consequential losses arising from slot delay, airport restriction or operational disruption unless liability is imposed by mandatory law.

Article 11 – Conduct on board and safety instructions

Passengers shall comply at all times with crew instructions relating to safety, security, seating, baggage placement, seat belts, emergency equipment, use of electronic devices, smoking restrictions and on-board conduct.

By accepting the Flight Quotation and signing the Charter Agreement, the Customer undertakes to inform each passenger of, and to ensure that each passenger complies with, the requirement to pay particular attention to any video briefing, oral briefing and safety demonstration relating to the safety procedures and emergency actions applicable to the flight, to carefully read before departure the safety briefing card and any pictorial or written instructions available on board concerning the location and operation of safety and emergency equipment and emergency exits, and to comply at all times with the instructions issued by the crew.

Aggressive, offensive, abusive, intoxicated, unsafe or unlawful behaviour is strictly prohibited. Air Corporate may take all proportionate measures permitted by law to prevent continuation of such conduct, including refusal of boarding, restraint within legal limits, disembarkation, diversion or reporting to the competent authorities.

Article 12 – Refusal and limitation of carriage

Air Corporate may refuse to carry a Passenger or baggage for safety, security, health, operational or legal reasons, including non-payment, invalid documents, undeclared special items, intoxication, dangerous behaviour, non-compliant baggage or failure to follow lawful instructions.

Carriage of unaccompanied minors, persons with reduced mobility, passengers requiring medical support, pregnant passengers, ill passengers or any person requiring special arrangements is subject to prior agreement with Air Corporate and to operational feasibility.

Air Corporate may refuse carriage if it reasonably considers that carriage would endanger the aircraft, crew, passengers, property or the orderly performance of the flight.

Article 13 – Additional costs not included in the quoted price

Unless expressly included, the quoted price excludes de-icing, special catering, ground transportation, out-of-hours airport or handling charges, parking extensions, additional security screening, special baggage handling, extra baggage transport, airport slot re-filing, crew waiting time, aircraft repositioning caused by passenger or Customer changes, additional overnights and any cost generated by late arrival, missing documents or late itinerary changes.

Such items may be charged separately at cost, or at cost plus any applicable service/administration fee where contractually agreed or reasonably applicable.

On-board stock, refreshments and catering standards remain subject to aircraft type and the confirmed service package. Special catering requests must be agreed in advance and may generate additional charges.

Article 14 – Cancellation, no-show, postponement and refunds

The terms applicable to cancellation, postponement, no-show and refunds shall be those specified in the Charter Agreement and any flight-specific written terms accepted by the Customer, and shall prevail in the event of any inconsistency with these General Terms.

Where no specific flight-specific cancellation matrix applies, Air Corporate may retain or invoice all non-recoverable third-party costs already incurred and any reasonable operational or administrative costs generated by the cancellation or postponement.

No refund is due where the Passenger or Customer fails to travel due to missing or invalid documents, failure to respect reporting times, no-show, undeclared baggage or safety/security non-compliance, except as required by mandatory law.

If Air Corporate cancels a flight for reasons directly attributable to Air Corporate and cannot offer an acceptable alternative within a reasonable time, the Customer shall be entitled to reimbursement or credit of the unused portion according to the applicable flight-specific terms and mandatory law.

Article 15 – Force majeure

Air Corporate shall not be liable for failure or delay in performing the Contract where caused, directly or indirectly, by force majeure or by circumstances beyond its reasonable control, including weather, ATC restrictions, airport closure, strike, war risk, civil unrest, epidemics, government action, security alert, acts of third parties, hidden manufacturing defect, bird strike or unexpected technical grounding not caused by wilful misconduct or gross negligence.

In such circumstances Air Corporate may suspend, delay, re-route, substitute aircraft where available, or cancel the flight. Any reimbursement or re-accommodation obligation shall be limited to what is expressly required by mandatory law or the applicable flight-specific terms.

Article 16 – Liability

Air Corporate liability for death, bodily injury, delay and baggage is subject by the Montreal Convention, applicable European and Italian law, and these GTC.

To the maximum extent permitted by law, Air Corporate shall not be liable for indirect, consequential, special or punitive damages, nor for loss of profit, loss of business, loss of opportunity or reputational damage.

Air Corporate shall not be liable for damage caused by the nature, defect, quality or inherent vice of baggage or by items packed contrary to these GTC or to the applicable Dangerous Goods Regulations.

Any limitation or exclusion of liability available to Air Corporate shall also apply, where legally effective, to its employees, crew, representatives, agents, subcontractors and service providers acting within the scope of their duties.

Article 17 – Claims and complaints

Any damage, delay, loss or irregularity concerning baggage should be reported immediately upon discovery and, where applicable, before leaving the airport or place of delivery.

Written complaints must be submitted within the time limits laid down by the Montreal Convention, mandatory law and any applicable procedure communicated by Air Corporate.

Acceptance of baggage without immediate written complaint shall constitute evidence that the baggage was delivered in apparently good order and condition, without prejudice to any rights or remedies available under applicable mandatory law.

Article 18 – Data protection and personal information

Air Corporate processes passenger and Customer data for the purposes of booking, operational performance, flight safety, security, immigration compliance, customer care, invoicing and legal compliance.

By booking or travelling, the Customer and Passenger/s authorise Air Corporate to collect, store, process and transmit the necessary data to airports, handling agents, authorities, security providers, service suppliers, subcontracted carriers and other parties involved in the lawful performance of the service.

Data processing shall be carried out in accordance with applicable data protection law and Air Corporate privacy information made available through its official channels.

Article 19 – Governing law, jurisdiction and final provisions

These GTC and the Contract package are governed by Italian law, without prejudice to any mandatory consumer protection rule or overriding mandatory law that may apply.

Subject to any mandatory venue granted to consumers by law, any dispute arising out of or in connection with these GTC or the Contract package shall fall within the exclusive jurisdiction of the competent court having jurisdiction over Air Corporate registered office.

If any clause of these GTC is held invalid or unenforceable, the remaining clauses shall remain in full force and effect.

No waiver, amendment or exception to these GTC shall be valid unless made in writing by an authorised representative of Air Corporate.

The version published on the website at the date of consultation prevails. aircorporate.it/en/conditions-of-carriage · Last updated: 18 November 2026

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You never fly alone.

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