

PASSENGER INFORMATION

All flights operated or chartered by Air Tetiaroa follow the Safety, Security regulations, as well as restrictions on hazardous goods, and procedures established at Tahiti-Faa'a Airport (PPT) for domestic and international flights. These regulations apply to all passengers and their luggage. Based on the type of aircraft in use, different regulations and restrictions may apply and require additional information on weights for passengers and their luggage.



1. Passenger Check-In

Passengers are advised to check in to the Air Tetiaroa private lounge at Tahiti-Faa'a Airport at least 45 minutes prior to departure. Passengers should be prepared to provide identification documents, such as a current passport or driver's license, upon check-in, and before boarding they will have to give back the boarding pass remitted upon check-in, otherwise they will not be allowed to proceed to the aircraft. Check-in begins one hour prior to departure time and closes 30 minutes before.

For safety reasons, exact information about names and first names, gender of all passengers, and dates of birth for passengers who are 12-year old or under and including babies are mandatory, and shall be forwarded during the booking process.

2. Luggage Requirements

Each passenger is allowed a maximum total weight of 88 pounds (40 kg) of luggage, including all hand luggage: it is highly recommended to avoid bulky items and pieces of luggage more than 12 inches (30 cm) thick. Requests for additional luggage, or for non-standard size luggage, should be sent to The Brando before your arrival and every effort will be made to accommodate your request. Additional fees may apply and luggage may have to be transported on separate flights.

3. Infant Luggage Allowance

Infants of less than two years have a 22 pound (10kg) special baggage allowance.

4. Cabin Hand-Carried Luggage

To ensure a pleasant and safe flight for everyone, all handbags and carry-ons must be checked-in (tagged and weighed) and stored in the main luggage compartment during the flight. You will be able to keep them until boarding of the aircraft and they will be provided upon arrival.

5. Luggage Identification and Contents

Please label your luggage with your name, address and phone number, both inside and outside, for easier identification. It is recommended that you lock your luggage. All items are subject to inspection for security and safety reasons. Such inspections will be conducted in presence of the passenger or an airline representative.

For safety reasons, please never accept luggage from a third party and always pack your luggage yourself.

6. Prohibited articles

For security reasons it is forbidden to carry in your luggage or on board any of the following items (weapons and hazardous goods) as per technical instructions stipulated by OACI (Annex 18):

- Explosives
- Fireworks
- Compressed gas
- Radioactive materials
- Corrosive products
- Flammable liquids
- Fire arms or other weapons
- Batteries with total combined power of 160Wh or above

This list is not exhaustive. Please contact us if you have any questions.



Spare batteries and electronic cigarettes must be transported following specific rules. Please contact the agent at the check-in desk if you are travelling with such items.

7. Special Requests

- **Disabled Passengers:** Passengers with disabilities affecting their mobility or requiring special assistance between the lounge and the aircraft (e.g., a wheelchair) must notify The Brando at the time of booking so that we can organize the necessary assistance.
- **Passengers with High Body Mass:** The fastening of the safety belt may turn out to be impossible in some cases, which prevent us from carrying the passenger. Combined to the restrained inside cabin space, it is strongly recommended to notify The Brando at the time of booking: we will be notified and will assess the situation and do our best to propose alternatives (including proposing to charter a different type of aircraft, which might result in supplement).
- **Sport Equipment and Other Bulk Items:** We will accept sport boards and other bulky equipment on request only, and based on feasibility of transportation. Please specify dimensions and weight of any such items at the time of booking. Shipment on the passenger's flight cannot be guaranteed.

CONDITIONS

Air Tetiaroa holds a French Polynesian aviation license and a French Civil Aviation Air Operator Certificate (AOC) that allows it to operate non-scheduled flights in French Polynesia. It is not authorized to issue a formal scheduled flight program.

By accepting travel on Air Tetiaroa, you agree that Air Tetiaroa cannot be held responsible for any change or delay in schedules or cancellation of any routes and any consequences that may result therefrom, including disruptions with connecting flights, cruises or hotel plans.

Any flight schedule provided orally or in writing is indicative only. Flight departure and arrival times do not constitute a contractual commitment from The Brando or Air Tetiaroa. Schedules can be changed without notice, including flight cancellations, in particular but not limited to in case of unfavorable weather conditions or regulatory issues.

In the event of unusual circumstances that result in a flight delay, change or cancellation, Air Tetiaroa will do its best to assist passengers, including working with other aircraft or carriers. Air Tetiaroa assumes no responsibility with respect to connecting flights or other consequences..

Passengers are required to comply with all legal and regulatory requirements for travel, submit all required documents and arrive at the airport by the time fixed by the carrier or, if no time has been set, 45 minutes before departure to allow the completion of departure formalities.

LUGGAGE - AIR CARRIER LIABILITY

Destruction, Loss Or Damage

The air carrier is liable for destruction, loss or damage to luggage up to a maximum of 1,000 SDRs (approximately 1,200 Euros) per passenger. In the case of checked luggage, the carrier cannot be held responsible if the luggage was defective when presented for registration. In the case of unchecked luggage, the carrier is liable only if it was negligent.

Complaints Regarding Luggage

In the case of damage, delay, loss or destruction of luggage, the passenger must write and complain to the air carrier as soon as possible and at the latest within seven days of the date the luggage was provided to the carrier.

Time for Appeal

Any action for damages must be brought within two months following the arrival date of the flight or the date on which the aircraft was scheduled to arrive.

Disclaimer

This summary does not constitute a basis for a claim or an interpretation of the provisions of the EC Regulations or the Warsaw Convention and has no contractual value between the passenger and the carrier. The contents of this summary may not be construed as a commitment of the carrier.