

## Check In

- Flights require check-in thirty (30) minutes prior to departure and will close 15 minutes prior to the scheduled departure time. After a flight closes:
  - Seats for passengers who have not checked in may be released to stand-by passengers.
  - Aircraft may depart prior to the scheduled departure time
- Passengers are required to be present fifteen (15) minutes prior to scheduled departure time for flights that depart from any outlying location, to accommodate unforeseeable variations in flight time.

## Baggage

- Size will limit each aircraft to four (4) passengers plus the cargo allocated to each scheduled flight. Each scheduled flight is allocated one aircraft. The baggage allowance is calculated to allow a fair and equitable amount of baggage space for each passenger.
- Passengers are limited to forty (40) pounds of luggage, including “carry-on” items. All items are weighed at check-in. Passengers may carry small or fragile items to the aircraft prior to boarding. However, all items must be stowed by the pilot in the appropriate cargo compartments.
  - All baggage must be clearly labeled with passenger name, address, and destination telephone number.
- Oversized and bulky items, although they may fall within the weight limitation, significantly reduce the amount of available space and can overbook an aircraft. Examples of oversized baggage include:
  - Fishing Rod Tubes
  - Hard shell Gun and Bow cases
  - Bicycles
  - Large Strollers
  - Pet Kennels (special Kennel rates apply)
  - Large Coolers
  - Fish Boxes (special Fish Box rates apply)
- Fish boxes come in two standard sizes: small and large. These are preferred over bulky coolers to transport seafood. Taquan Air will gladly store fish boxes in our on-site cooler and freezer for a limited time. Boxes must be clearly marked with the name, address and phone number.
- Depending on demand, more than one aircraft can operate on the same flight allowing for excess baggage. Passengers traveling with baggage in excess of seventy-five (75) pounds are asked to contact us at least twenty-four (24) hours prior to the scheduled departure.
- Excess baggage and oversized items will be transported as space allows, which may include traveling on another aircraft at the same time or a different time and charged at a rate per pound.

- Articles free in addition to stated maximum of forty (40) pounds:
  - An overcoat or wrap
  - An umbrella or walking stick
  - Crutches and/or braces or other prosthetic devices on the same flight with the passenger dependent on the device
- All baggage is subject to inspection by Taquan Air. The suitability of baggage, as to weight, size and character, to be carried in the passenger compartment of the aircraft will be determined solely by Taquan Air.
  - Improperly packaged or protected baggage will be accepted at shipper's risk.
- When two or more passengers are traveling together to the same destination on the same flight present themselves and their baggage at the time and place, their maximum allowance will be the sum of their individual maximum allowance.
- Packing suggestions:
  - Use several small soft-sided bags
  - Large or heavy items will typically not fit on the aircraft without proper planning.
  - To guarantee boarding with large or heavy items, the advance purchase of additional may be a solution.
- Taquan Air will make every effort to transport excess and oversized baggage as quickly and conveniently as possible.

### **Exclusion from Liability**

- Taquan Air will not be responsible to the loss or damage of personal items when ordinary care has been exercised.
- Taquan Air does not accept responsibility for incidental damage such as scuffs, dents, stains, and cuts that result when ordinary standard of care is exercised.
- Valuable and fragile items are shipped or transported at shipper's risk. Examples of these items:
  - Cash, currency, or securities.
  - Negotiable papers
  - Business contracts, documents
  - Jewelry, precious metals or stones, silverware, art objects or sculptures
  - Camera, video equipment, computers, and general electronic devices
  - Binoculars, telescopes, optical devices (including eyeglasses)
  - Historical artifacts
  - Irreplaceable books, publications, or collectibles
- Taquan Air shall not be liable for deterioration or spoilage of any perishable articles contained in checked baggage, with or without the knowledge of Taquan Air.
- If baggage is presented for check-in less than fifteen (15) minutes before flight departure time, Taquan Air will not be liable for any resulting expenses, including delivery charges, resulting from baggage not being loaded on the same flight as the passenger.
- Taquan Air will not be liable for baggage not claimed within two (2) hours after baggage has been made available for claiming in a public baggage claim area.

## **Acceptance of Live Animals**

- Taquan Air will accept domestic cats, dogs, household birds, and certain other live animals for transportation (at Taquan Air's discretion) subject to the conditions below:
  - Advance arrangements are made.
  - The animals must be harmless, inoffensive, odorless, and require no attention during transit.
  - The animal must be confined by a kennel, in conformance with CFR live animal regulations and is subject to an inspection / approval by Taquan Air.
  - Environmental conditions must pose no hazard to the safety or comfort of the animal.
- The animal and its container will not be included in determining the free baggage allowance.
- If the animal is not picked up within 2 hours after arrival or prior to the close of business (whichever is sooner), the animal will be placed in a local kennel at the passenger's expense.

## **Freight Shipments**

- All freight must be packaged in a container that can be sealed tightly. Items must be odorless and dry at the time of acceptance.
- Freight is accepted at shipper's risk. Taquan Air does not accept responsibility for freight that is delicate or improperly packaged.
- Freight not delivered to Taquan Air or one of its agents two (2) hours prior to scheduled flight departure cannot be guaranteed on that flight.
- All freight is subject to space available and will be loaded on the airplane in the order of priority as determined by Taquan Air.
- Overly large or heavy items should be approved by a Taquan Air agent at a minimum of twenty-four (24) hours prior to scheduled flight departure.

## **Change and Cancellation Policy**

### **Flightseeing / Tour**

- Certain flights may require a minimum of four passengers to operate at the listed rates. You will be advised at the time of requesting reservations if other persons are needed to guarantee the requested seats.
- All confirmed seats require payment in full at the time of booking.
- Changes and cancellations can be made up until fourteen (14) days prior to the date of service.
  - All changes are subject to a \$25 per person fee.
- Cancellations within fourteen (14) days and no-show guests result in a full forfeiture of fare.

- Passengers who fail, for any reason, to check-in for their flights by the required time are considered “no shows”.
  - No-show passengers forfeit the full fare for their missed flight.
  - No-show passengers may stand-by for subsequent flights at no additional charge, provided that the passenger will be charged for any difference between the fare paid and the published fare for the stand-by flight taken.
- All flights are conducted weather permitting. If your flight is cancelled due to weather, you will have the choice of rescheduling on the next available flight or a full refund will be issued.
  - Please allow 7-10 business days for cash or check refunds to be issued.
- Expenses incurred due to weather delays or cancellations are the full responsibility of the passenger.
- We strive to be punctual, but due to varied routings, ever-changing weather conditions and unforeseen circumstances, there are delays and cancelled flights.

### **Scheduled Flights**

- Certain flights may require a minimum of four passengers to operate at the listed rates. You will be advised at the time of requesting reservations if other persons are needed to guarantee the requested seats.
- All confirmed web bookings require payment in full at the time of booking.
- Changes and cancellations can be made up until twenty-four (24) hours prior to the date of service.
- If you choose to change your itinerary, any fare increases and change fee will be collected at the time the change is made.
  - Cancellations or changes are subject to a \$25 per person fee.
- Passengers who fail, for any reason, to check-in for their flights by the required time are considered “no shows”.
  - No-show passengers may stand-by for subsequent flights at no additional charge, provided that the passenger will be charged for any difference between the fare paid and the published fare for the stand-by flight taken.
- All flights are conducted weather permitting. If your flight is cancelled due to weather, you will have the choice of rescheduling on the next available flight, leaving the ticket open for up to one year or a full refund will be issued.
  - Refunds will not apply for tickets presented later than 12 months from the date of issuance on original ticket.
  - Please allow 7-10 business days for your refund to be issued.
- Expenses incurred due to weather delays or cancellations are the full responsibility of the passenger.
- We strive to be punctual, but due to varied routings, ever-changing weather conditions and unforeseen circumstances, there are delays and cancelled flights.

### **Charter / Lake Trip Flights**

- All confirmed charters and lake trips require payment of 50% of total at the time of booking. The remaining 50% will be collected at check-in.
- Changes and cancellations can be made up until two (2) days prior to the date of service without penalty.
- Cancellations within two (2) days are subject to a full forfeiture of the deposit.
- Passengers who fail, for any reason, to check-in for their flights by the required time are considered “no shows”.
  - No-show passengers forfeit the deposit for their missed flight.
  - No-show passengers may stand-by for another departure time at no additional charge.
- All flights are conducted weather permitting. If your flight is cancelled due to weather, you will have the choice of rescheduling on the next available time, leaving the charter open for up to one year or a full refund will be issued.
  - Refunds will not apply for tickets presented later than one year from the date of issuance on original ticket.
  - Please allow 7-10 business days for your refund to be issued.
- Expenses incurred due to weather delays or cancellations are the full responsibility of the passenger.
- We strive to be punctual, but due to varied routings, ever-changing weather conditions and unforeseen circumstances, there are delays and cancelled flights.

## **Payment**

- All payments can be made by cash, travelers check, or credit card to Taquan Air located in Ketchikan Alaska.
- Payment in full or a deposit is required to confirm all reservations.
- Rates do not include gratuities or items of a personal nature.
- Prices are quoted in US dollars.
- The management specifically reserves the right to adjust prices without notice, due to fluctuations in costs.

## **Infants, Children, and Special Needs**

- One infant under two (2) years of age may be carried on the lap with a passenger paying the applicable adult fare at no charge. Each additional child less than two (2) years of age will be charged the applicable seat fare for the flight. Each fare paying adult is limited to 2 infants. Proof of age may be required at check-in.
- Children under the age of seven (7) are not allowed to travel unaccompanied. Children under the age of seven (7) must travel with a fare paying adult or guardian and will be charged the applicable child rate for the flight.
- Children seven (7) to eleven (11) are allowed unaccompanied given that the parent or guardian remains with the child until enplaned and have furnished satisfactory evidence that the child will be met by another parent or responsible adult upon deplaning at

his/her destination. The child will not be accepted if the flight on which the child holds a reservation is expected to terminate short of or by-pass his/her destination.

- We recommend that customers who may need special assistance discuss arrangements with a Taquan Air agent prior to booking a flight. We have unique operating constraints compared to the “big airlines” and therefore would like to discuss our abilities to provide services to passengers with disabilities or other special needs.

### **Privacy and Responsibility**

Taquan Air is concerned about your right to privacy. When you purchase a service from us, we request certain personal identifiable information from you during the purchase process, included but not limited to contact and financial information. Secure Socket Layer (SSL) technology is in place to protect the submission of your personal information. This technology provides protection when transmitting your credit card numbers and other personal information over the internet. Except as allowed or required by law, Taquan Air will not share any personal or private information with anybody outside of the company.

All flights are operated by Venture Travel LLC dba Taquan Air, Ketchikan Alaska 99901 – phone 907.225.8800 or toll free at 800.770.8800. The management accepts no responsibility for any loss, damage and injury to persons or property howsoever caused. Taquan Air reserves the right to reject or terminate the participation of any person whom the management may consider disruptive to the operation of the flight.