

TERMS AND CONDITIONS OF AIR CHARTER BROKERAGE SERVICES

Jet Life Aero Sp. z o.o.

Version 1.0

§1. GENERAL PROVISIONS

1. These Terms and Conditions govern the provision of services by Jet Life Aero Sp. z o.o., with its registered office at Żłota 75A/7, 00-819 Warsaw, Poland, entered into the National Court Register, District Court for the Capital City of Warsaw, 13th Division, under KRS number 0000886145, NIP 9542824185, REGON 388330679.
2. Jet Life Aero Sp. z o.o. operates as an air charter broker and facilitates the arrangement of aviation services provided by licensed air carriers.
3. Jet Life is not an air carrier, aircraft operator, airline, or aircraft owner.
4. These Terms and Conditions are available free of charge via www.jetlife.aero.

§2. DEFINITIONS

For the purposes of these Terms and Conditions:

Broker means Jet Life Aero Sp. z o.o.

Carrier means an entity holding all necessary licenses, certificates and permits required to operate air transportation services.

Charter means an aircraft charter service operated by a Carrier.

Charter Agreement means the transportation agreement entered into between the Customer and the Carrier.

Charter Price means the total price specified in the Booking Confirmation.

Charterer / Customer means any individual, legal entity or organizational unit purchasing services through Jet Life.

Confirmation / Booking Confirmation means the document confirming the agreed flight arrangements.

Departure Destination means the airport where the aircraft is positioned before departure.

Departure Time means the scheduled flight departure time.

Request for Quotation means an inquiry submitted by the Customer requesting a flight quotation.

Empty Leg means a repositioning flight offered at a reduced rate.

§3. SCOPE OF SERVICES

1. Jet Life arranges:
 - a) Private Jet Flights;
 - b) Group Charter Flights;
 - c) Cargo Flights;
 - d) Medical Flights;
 - e) Other aviation services available from Carriers.
2. Jet Life's services include:
 - sourcing aircraft and carriers,
 - negotiating commercial terms,
 - coordinating flight arrangements,
 - facilitating communication between Customer and Carrier.
3. Jet Life does not operate aircraft and is not responsible for the operational execution of any flight.

§4. QUOTATIONS AND BOOKINGS

1. A Request for Quotation does not constitute a legally binding offer.
2. Any quotation provided by Jet Life is indicative and non-binding until a Booking Confirmation is issued.
3. A booking becomes binding once:
 - a) the Customer accepts the offered terms,
 - b) full payment is received,
 - c) the Booking Confirmation is issued.

§5. PAYMENTS

1. Accepted payment methods:
 - a) bank transfer;
 - b) online payment via imoje (payment links).
2. The Customer must pay 100% of the Charter Price before flight execution.
3. Failure to make payment on time may result in cancellation of the booking.
4. Jet Life reserves the right to refuse flight arrangements until payment has been received in cleared funds.

§6. CANCELLATIONS

1. Unless otherwise stated in the Booking Confirmation:
 - a) cancellation more than 10 days before departure:
20% of Charter Price;
 - b) cancellation between 5 and 10 days before departure:
50% of Charter Price;
 - c) cancellation less than 5 days before departure:
100% of Charter Price.
2. Empty Leg flights are non-refundable and subject to a 100% cancellation fee regardless of cancellation date.

§7. AML / KYC REQUIREMENTS

1. Jet Life may request identification documents or other information necessary to comply with anti-money laundering regulations.
2. Jet Life may refuse service if:
 - money laundering is suspected;
 - terrorist financing is suspected;
 - international sanctions may be violated;
 - false or misleading information has been provided.

§8. CHARGEBACKS

1. Customers agree not to initiate unjustified chargebacks.
2. In the event of an unjustified chargeback, Jet Life may pursue recovery of all associated costs, fees and legal expenses.

§9. PASSENGER RESPONSIBILITIES

1. Passengers are responsible for:
 - valid passports,
 - visas,
 - health documentation,
 - entry requirements,
 - customs compliance.
2. Jet Life bears no responsibility for denied boarding or denied entry caused by missing documentation.

§10. LIABILITY

1. The Carrier remains solely responsible for flight operations.
2. Jet Life's liability is limited to the proper performance of brokerage services.
3. To the fullest extent permitted by law, Jet Life shall not be liable for:
 - flight delays,
 - flight cancellations,
 - operational decisions of the Carrier,
 - airport restrictions,
 - weather-related disruptions.

§11. FORCE MAJEURE

Jet Life shall not be liable for delays, cancellations or failures caused by circumstances beyond reasonable control, including:

- adverse weather,
- airport closures,
- strikes,
- governmental restrictions,
- war,
- terrorism,
- epidemics,
- technical restrictions imposed by authorities.

§12. COMPLAINTS

Complaints may be submitted to:

sales@jetlife.aero

or

Jet Life Aero Sp. z o.o.
Złota 75A/7
00-819 Warsaw
Poland

Jet Life shall respond within 14 calendar days.

§13. RIGHT OF WITHDRAWAL

Pursuant to Article 38 of the Polish Consumer Rights Act, services relating to passenger transport provided on a specific date or within a specified period are exempt from the statutory right of withdrawal.

§14. PERSONAL DATA

Personal data is processed in accordance with the Privacy Policy available on the Website.

§15. GOVERNING LAW AND JURISDICTION

1. These Terms and Conditions shall be governed by Polish law.
2. Any disputes shall be submitted to the competent courts of Warsaw, Poland, without prejudice to mandatory consumer protection rights.
3. Jet Life reserves the right to amend these Terms and Conditions at any time.