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1. GENERAL TERMS AND CONDITIONS

1.1 Scope and Application

Flights Táxi operates premium air taxi services between Dubai and major European cities. These Terms and Conditions ("Terms") govern all air taxi services, bookings, and passenger relationships. By booking a flight with Flights Táxi, you accept these Terms in their entirety. Flights Táxi is a registered air transportation service provider operating under EASA (European Union Aviation Safety Agency) regulations and complying with EU Regulation 261/2004.

1.2 Service Description

Flights Táxi provides direct air taxi flights with advanced aircraft operated by certified professional pilots. Services include ground transportation coordination, VIP lounge access, personalized booking assistance, and premium in-flight amenities. All flights are scheduled and operated in accordance with applicable aviation regulations and weather conditions.

1.3 Acceptance of Terms

Booking a flight with Flights Táxi constitutes acceptance of these Terms. Flights Táxi reserves the right to update these Terms at any time. Changes become effective upon posting to our website. Continued use of Flights Táxi services constitutes acceptance of modified Terms.

2. BOOKING AND PAYMENT

2.1 Booking Process

Bookings can be made through our website, mobile application, or by contacting our WhatsApp service. A binding contract is formed when Flights Táxi confirms your booking via email. All passengers must provide valid identification and contact information. Passengers under 18 years of age must be accompanied by an adult.

2.2 Payment Terms

Full payment is required within 48 hours of booking confirmation. Flights Táxi accepts major credit cards, bank transfers, and digital payment methods. A non-refundable booking fee of €50 applies to all reservations. Prices are quoted in USD and include applicable taxes and fees unless otherwise stated. Currency conversion fees may apply to international payments.

2.3 Pricing and Group Discounts

Base pricing for Economy cabin starts at \$10,000 per flight. Business and First Class options are available at premium rates. Group discounts of up to 15% apply for 3 or more passengers traveling on the same flight. Prices are subject to change based on fuel surcharges, seasonal variations, and route-specific factors.

3. PASSENGER RIGHTS AND RESPONSIBILITIES

3.1 Passenger Eligibility

Passengers must be in good health and fit to travel. Pregnant passengers (beyond 36 weeks) require medical clearance. Passengers with medical conditions must inform Flights Táxi at least 72 hours before departure. Passengers under the influence of alcohol or drugs will not be permitted to board.

3.2 Baggage Allowance

Economy: 1 carry-on bag (7kg) + 1 checked bag (20kg) | Business: 2 carry-on bags (10kg each) + 2 checked bags (25kg each) | First Class: Unlimited baggage subject to aircraft capacity. Excess baggage fees: €15 per kg. Prohibited items include weapons, explosives, flammable materials, and dangerous goods as defined by IATA regulations.

3.3 Check-in and Boarding

Passengers must check in 2 hours before scheduled departure. Failure to check in by departure time results in automatic forfeiture of the booking with no refund. Boarding is conducted in designated groups. Flights Táxi reserves the right to deny boarding to passengers who do not comply with safety regulations or company policies.

3.4 Passenger Conduct

Passengers must comply with crew instructions at all times. Disruptive, abusive, or threatening behavior may result in immediate removal from the aircraft and possible legal action. Smoking is strictly prohibited throughout the aircraft. Electronic devices must be used in airplane mode during flight.

4. CANCELLATION AND REFUND POLICY

4.1 Passenger Cancellation

Cancellation more than 30 days before departure: Full refund minus €50 booking fee | Cancellation 15-30 days before departure: 50% refund of total price | Cancellation 7-14 days before departure: 25% refund of total price | Cancellation within 7 days: No refund. All cancellation requests must be submitted in writing to support@flightstáxi.com.

4.2 Flights Táxi Cancellation

Flights Táxi may cancel flights due to adverse weather, mechanical issues, or operational requirements. In such cases, passengers receive a full refund or rebooking on an alternative flight at no additional cost. Flights Táxi is not liable for indirect damages, lost income, or consequential losses resulting from flight cancellation.

4.3 No-Show Policy

Passengers who fail to arrive for check-in forfeit the entire ticket price with no refund or credit. Flights Táxi recommends arriving 3 hours before departure to ensure smooth check-in and security screening.

5. LIABILITY AND DAMAGES

5.1 Limitation of Liability

Flights Táxi's liability for damages is limited to the ticket price paid. This limitation applies to all claims arising from flight delays, cancellations, or service disruptions. Flights Táxi is not liable for indirect, incidental, or consequential damages including lost profits, business interruption, or emotional distress. EU Regulation 261/2004 applies to eligible passengers.

5.2 Personal Injury

Flights Táxi maintains comprehensive liability insurance covering personal injury. Passengers must report any injuries or incidents to the crew immediately and in writing within 14 days. Claims must be filed according to EU aviation regulations and the Montreal Convention.

5.3 Baggage Liability

Maximum compensation for lost baggage is €2,500 per passenger. For valuable items (jewelry, electronics, documents), declared value must be provided at check-in. Flights Táxi is not responsible for damage to baggage due to passenger negligence.

5.4 Delay Compensation

Under EU Regulation 261/2004, passengers are entitled to compensation for delays exceeding 3 hours: €250-€600 depending on flight distance. Compensation is not due if delays are caused by extraordinary circumstances beyond Flights Táxi's control (severe weather, air traffic control strikes, security threats, airport infrastructure failures).

6. PRIVACY POLICY

6.1 Data Collection

Flights Táxi collects personal information necessary for flight bookings including name, email, phone number, passport data, and payment information. Additional data may be collected for safety, security, and customer service purposes. Data is processed in accordance with GDPR (General Data Protection Regulation) and applicable European data protection laws.

6.2 Data Usage

Personal data is used exclusively for: (a) Processing flight bookings and payments, (b) Communication regarding your booking, (c) Compliance with aviation security regulations, (d) Customer support and service improvement, (e) Marketing communications (with consent). Data is not shared with third parties without explicit consent except where required by law.

6.3 Data Security

Flights Táxi implements industry-standard encryption and security measures to protect personal data. All payment information is processed through PCI-DSS compliant payment gateways. Data breaches are reported to affected parties and authorities within 72 hours as required by GDPR.

6.4 User Rights

Under GDPR, passengers have the right to access, correct, or delete their personal data. Requests must be submitted to privacy@flightstaxi.com. Flights Táxi will respond within 30 days. Passengers may withdraw consent for marketing communications at any time.

7. SAFETY AND SECURITY

7.1 Safety Standards

All Flights Táxi aircraft undergo rigorous maintenance schedules exceeding EASA requirements. Pilots are EASA-certified with minimum 2,000 flight hours and undergo biennial safety training. Aircraft are equipped with advanced avionics, emergency systems, and backup systems. Safety inspections are conducted before every flight.

7.2 Security Screening

All passengers and baggage undergo security screening in compliance with EASA and European airport security regulations. Prohibited items are confiscated. Electronic devices may be checked for security purposes. Cooperation with security personnel is mandatory.

7.3 Emergency Procedures

Safety briefings are mandatory for all passengers. Emergency exits, oxygen systems, and life vests are located on each aircraft. Passengers must comply with emergency procedures. Regular emergency drills are conducted on all aircraft.

8. INSURANCE COVERAGE

8.1 Liability Insurance

Flights Táxi maintains comprehensive aviation liability insurance covering passenger injuries, third-party claims, and aircraft damage. Insurance coverage exceeds minimum regulatory requirements. Coverage details available upon request.

8.2 Passenger Insurance Options

Optional travel insurance covering medical emergencies, trip cancellation, and baggage loss is available at booking for €25-€75 per passenger. Insurance does not cover claims arising from violations of these Terms or company policies.

9. DISPUTE RESOLUTION

9.1 Complaint Procedure

Complaints must be submitted in writing within 2 months of the flight to complaints@flightstaxi.com. Include booking reference, flight details, and description of the issue. Flights Táxi will respond within 14 days with an investigation update and resolution.

9.2 Mediation and Arbitration

If disputes cannot be resolved through direct communication, parties agree to mediation through CEDR (Centre for Effective Dispute Resolution). Unresolved disputes are subject to binding arbitration under ICC rules in Dubai, with EASA aviation law standards applied.

9.3 Jurisdiction and Applicable Law

These Terms are governed by the laws of the United Arab Emirates and European Union aviation regulations. Disputes are resolved under the Montreal Convention and EU Regulation 261/2004. Passengers retain rights to pursue claims in their country of residence.

10. GENERAL PROVISIONS

10.1 Contact Information

Flights Táxi Customer Service

Headquarters: Dubai, United Arab Emirates

European Office: Paris, France

Phone: +33 7 53 15 06 20

Email: support@flightstáxi.com

WhatsApp: +33 7 53 15 06 20

Website: www.flightstáxi.com

10.2 Regulatory Compliance

Flights Táxi operates under EASA certification, DGAC (Direction Générale de l'Aviation Civile) authorization, and compliance with EU Regulation 261/2004. All operations meet ICAO (International Civil Aviation Organization) standards.

10.3 Severability

If any provision of these Terms is found invalid or unenforceable, remaining provisions continue in effect. Flights Táxi will replace invalid provisions with enforceable alternatives achieving the original intent.

10.4 Entire Agreement

These Terms constitute the entire agreement between passengers and Flights Táxi regarding air taxi services. No prior agreements, representations, or warranties apply unless expressly stated herein.