



## CHANGE AND CANCELLATION PENALTIES ON SHARED CHARTER FLIGHTS

Issued: 18 May 2020

- Shared Charter tickets are NON-REFUNDABLE once travel commences.

Cancellation fees for passengers wishing to cancel their flights: -

- 0-48 hours prior to flight: 100% of the base fare per sector per person
- 48 hours – 7 days prior to flight: 60% of the base fare per sector per person
- 7 days – 30 days prior to flight: US \$100.00 (eq. XCD \$270.00) of the base fare per sector per person
- 30 days or more prior to flight: US \$50.00 (eq. XCD \$135.00) of the base fare per sector per person.

Change fees for passengers wishing to change their flights: -

- 0-48 hours prior to flight: 50% of the base fare per sector per person
- 48 hours – 7 days prior to flight: US \$25.00 (eq. XCD \$67.50) per sector per person
- 7 days – 30 days prior to flight: US \$20.00 (eq. XCD \$54.00) per sector per person
- 30 days or more prior to flight: US \$10.00 (eq. XCD \$27.00) per sector person

- Shuttle tickets are NON-REFUNDABLE once travel commences.

Cancellation fees for passengers wishing to cancel their flights: -

- 0-48 hours prior to flight: 100% of the base fare per sector per person
- 48 hours – 7 days prior to flight: 60% of the base fare per sector per person
- 7 days – 30 days prior to flight: US \$13.00 (eq. XCD \$35.00) of the base fare per sector per person
- 30 days or more prior to flight: US \$9.25 (eq. XCD \$25.00) of the base fare per sector per person.

Change fees for passengers wishing to change their flights: -

- 0-48 hours prior to flight: 50% of the base fare per sector per person
- 48 hours – 7 days prior to flight: US \$9.25 (eq. XCD \$25.00) per sector per person
- 7 days – 30 days prior to flight: US \$9.25 (eq. XCD \$25.00) per sector per person
- 30 days or more prior to flight: US \$9.25 (eq. XCD \$25.00) per sector person

**VIP: OUR CHRISTMAS PEAK "BLACK OUT" PERIOD IS EFFECTIVE 10TH DECEMBER THROUGH 15TH JANUARY (INCLUSIVE); AND OUR EASTER PEAK "BLACK OUT" PERIOD IS EFFECTIVE DURING THE FIFTEEN (15) DAY PERIOD FROM THE SUNDAY PRECEDING EASTER SUNDAY THROUGH TO THE SUNDAY AFTER EASTER SUNDAY (INCLUSIVE). TICKETS PURCHASED AND CONFIRMED FOR TRAVEL DURING THESE "BLACK OUT" PERIODS ARE NON-REFUNDABLE. THEY ARE ON A "USE IT OR LOSE IT BASIS". TRAVEL INSURANCE IS RECOMMENDED FOR TRAVEL DURING TRAVEL PEAK BLACK-OUT DATES.**



## **VIP NOTE:-**

We are optimistic that international flights will resume for the upcoming Summer and Winter seasons.

However, there is a policy in effect, whereby should you book and confirm/pay for your flights on our scheduled service, and travel restrictions come into play (ie. cancellation of your international flights or should your Travel Agent/Tour Operator cancel your holiday), and you cancel your Grenadine Airways Shared Charter flights, you will be offered a travel credit which can be redeemed within 12 months from the date of your first travel leg. This will be our standard policy until further notice. Change fees will be waived, and you will be required to pay any fare differences.

Full penalties will remain in effect for our Christmas and Easter Black-out travel peaks - **use it or lose it.**

## **TRAVEL INSURANCE IS STRONGLY RECOMMENDED.**

### **Change Fees for passengers wishing to change their flights:-**

0-48 hours prior to flight: 50% of the base fare per sector per person

48 hours - 7 days prior to flight: US \$25.00 per sector per person

7 days - 30 days prior to flight: US \$20.00 per sector per person

30 days or more prior to flight: US \$10.00 per sector per person

If the international carrier is delayed, Grenadine Alliance will re-book passengers on our next available scheduled service. Should passengers decide on alternate transfers to their island destination, the un-used ticket portion is “null and void.”

If Grenadine Alliance has to cancel the flight then a full refund will be offered; except in the case of a Force Majeure and /or an Extraordinary Circumstance, whereby aircraft are not permitted to land at a designated airport due to government imposed border controls, or International inbound/outbound aircraft are not permitted to land at a designated airport due to government imposed border controls.

In such event Grenadine Alliance will provide a voucher that can be used for full payment or partial payment against another flight that has to be started within 12 months of the departure date of the original booking.



## **BAGGAGE ALLOWANCES ON SHARED CHARTERS:**

Luggage allowance is 44 lbs with no charge for the first piece;

The charge for a second (2nd) bag (not to exceed 44 lbs) is US \$50.00 per bag

The charge for a third (3rd) bag (not to exceed 44 lbs) is US \$100.00 per bag

The charge for an oversized piece ie. golf bags, kite/surf boards etc. (between 51 and 70 lbs) is US \$100.00 per bag

The maximum amount of checked bags allowed per passenger will be three (3) bags;

NOTE: same day carriage cannot be guaranteed for the 2nd and 3rd pieces or the oversized pieces bags may not exceed 70 lbs - Any bags 71 LBS OR OVER will need to be sent as freight on a space available basis.

Excess luggage charges are US \$2.00 per pound should your piece(s) exceed 44 lbs per bag.

Infants will also be subject to these baggage rules.

One (1) piece of hand baggage per passenger is allowed not to exceed 13lbs (6kgs) and must be able to fit under the seat. Please note that due to weight restrictions, excess baggage may not always travel on the same aircraft and will follow as soon as space permits.

## **LIST OF ITEMS IN CHECKED/UN-CHECKED LUGGAGE FOR WHICH GRENADINE ALLIANCE HOLDS NO LIABILITY:**

Valuables (including but not limited to money, jewelry, precious metals, cameras, computers, personal electronic devices, electronic goods, cosmetics, perfumes).

Important/valuable documentation (including but not limited to passports, business documents, negotiable papers, securities, deeds).

Perishables including seafood, meats, fruit and vegetables.

Medicines and medical equipment.

House or car keys.

Items prohibited for carriage by applicable law or applicable IATA/ICAO rules and regulations.

**WE RECOMMEND THAT YOU CHECK IN ONLINE FOR YOUR INTERNATIONAL FLIGHT(S) PRIOR TO DEPARTURE FROM YOUR ISLAND DESTINATION.**

**THANK YOU FOR CHOOSING GRENADINE ALLIANCE!**