



Northway Aviation

## **CUSTOMER CHARTER POLICY**

(Effective May 1, 2019)

\*Northway will require a non-refundable 10% deposit when booking charters.\*

### **NORTHWAY OBLIGATIONS**

Northway will provide the aircraft with a qualified crew, in an airworthy condition and with the required fuel for the trip. The customer agrees that Northway is entitled to change the aircraft type, if such change does not interfere with the agreed service.

Any changes of the agreed flight schedule have to be expressly approved by Northway, in writing. In case of technical breakdown or any other operational problem, Northway will do it's best to replace the aircraft. If this is not possible, or will cause unacceptable delay to the customer, the customer is entitled to cancel, and Northway will refund the charter in full.

### **CUSTOMER OBLIGATIONS**

The customer is required to provide a non-refundable 10% deposit when booking the charter. All confirmed charters are expected to be paid in full, 48 hours prior to flight departure. Passenger numbers need to be confirmed 24 hours prior to departure. If the charter is cancelled by the customer after the 48 hours, no refund will be given. If the charter is cancelled by Northway due to weather, maintenance, scheduling conflicts etc., the customer will be refunded in full.

### **PAYMENT**

- 10% non-refundable deposit is required at the time of booking the charter
- Balance of charter is to be **paid in full 48 hours prior to departure**
- Split billing and multiple vendor payments are no longer accepted

Any additional fees that are incurred after the charter has been completed (fuel surcharge, holding etc.) are required to be paid immediately upon receipt of the completed invoice.

### **CANCELLATIONS**

- Cancellation by customer after payment is made in full (48 hours prior to departure) will result in **no refund**
- Cancellation by Northway due to maintenance, weather, scheduling will result in a full refund

508 Airline Rd  
St. Andrews, MB R1A 3P3  
(204) 339-2310  
1-888-667-8492