



Terms & Conditions

The conditions of carriage relating to the limits of liability of the carrier for death or personal injury and in respect of loss or damage to baggage are subject to the provisions of Montreal Conventions 1999 and to the Uganda Civil Aviation Regulations 2012.

Seat Rates

1. Payment in full to accompany seat reservations. Confirmation only after payment in full. Tickets are not transferable.
2. The Carrier reserves the right to use single or twin-engine aircraft on any route.
3. Flights may be changed or cancelled without prior notice. The Company is not responsible for any direct or consequential costs resulting from any cancellation or delays to its services.
4. Tariffs are subject to change without prior notice.
5. Exclusion or limitation of liability of the carrier shall apply to and be for the benefit of agents, servants and representative of carrier and any other person whose aircraft is used by the carrier for carriage and its agents, servants and representatives.
6. The Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch, but no particular time is fixed for the commencement or completion of carriage. Subject thereto, Kajjansi Aeroclub may, without prior notice, substitute alternate carriers or aircraft and may alter or omit the stopping place previously agreed upon. Times indicated on brochures are approximate and not guaranteed.
7. Infants between the ages of 0-23months sitting on mother's lap fly free. All children from the age of 2 upwards, occupying a seat pay full price.
8. Check in time - 30 minutes before the flight: 15 minutes before flight your seat may be allocated to waitlisted passengers.
9. As our aircraft are small, they require flexibility in seating arrangements and, on occasion, a group may be split and fly on different aircraft. Baggage and passenger weights are vital considerations and may have to be weighed on all routes.
10. The maximum weight per person including bags is 90kg. This can be averaged out over a group for a group booking.
11. Maximum baggage allowance of 15 kgs per person. Soft bags are strongly recommended. This allowance shall include all hand baggage. The carriage of excess baggage is at the sole discretion of the Company after taking into consideration the aircraft being used and the admissible maximum load. When excess baggage is carried it will be charged at the prevailing freight rate. Final decision on load allowable or any flight condition is solely up to the pilot in command.



Charter Flights

1. All charter prices assume operations to and from Kajjansi Airfield. Supplements apply for Entebbe Airport. All Base Prices are subject to a fuel surcharge which is revised monthly in line with fuel prices. All flights are payable in advance and are only fully confirmed on receipt of payment.
2. All our crew are instructor rated commercial pilots with extensive local knowledge and flight experience. They will make every attempt to complete a flight safely and as scheduled. However, if an aircraft cannot reach its destination due to poor weather or runway condition or for any other reason beyond our control, the client will have to bear the operational cost of the aircraft. Kampala Aeroclub is not responsible for any other costs incurred by the clients or tour operator.
3. Kisoro and Kayonza airstrips are both located in challenging locations and generate their own weather patterns. The standard pick up times are 1000 from Kayonza and 0930 from Kisoro. Standard departure times from Kajjansi are 0800 for Kisoro and 0830 for Kayonza. We do not fly the same day of trekking.
4. Daily demurrage rates for stops greater than four hours including overnight stops as follows, C172- \$350 ; C206/210- \$450 ; BN2B- \$600 ; C208B- \$800. Maximum of two nights and please check availability before booking.
5. When it is necessary for a pilot to overnight at an hotel or lodge, the client or agent shall book and pay for the pilot's accommodation, meals, transport, park fees, aircraft parking and security fees and cover any other unforeseen expenses.
6. Landing fees within Uganda are included in our charter cost. For any flights to neighbouring countries, landing, navigation, clearance and any applicable local fees will be charged in addition to the published rates.
7. All charter cancellations must be advised in writing and acknowledged by our operations office. Cancellations are subject to the following charges:
 - Less than 7 days before departure 25% of the full charter rate.
 - Less than 48 hours before departure 50% of the full charter rate.
 - Less than 24 hours before departure or if the clients are a no show, 75% of the full charter rate.
 - In the event of the plane having flown, 100% cancellation charges will apply.



General

1. Smoking is not allowed on any of our aircraft.
2. The Carrier does not take responsibility for delays and missed connection with other transporters.
3. All claims for any event to be received in writing by the company within 7 days from its occurrence. In case of dispute the Court of Law is Uganda.
4. The Carrier has no control over the performance or pricing of aircraft sub-chartered on behalf of the client or agent. We accept no responsibility for failure to perform by the operator of the sub-chartered aircraft and can accept no financial responsibility for any other costs incurred by the clients or tour operator.
5. Any changes to loading, routing or timings must be made through the Operations Office. A pilot will not accept any changes to the booked flight unless authorised by the Operations Office.
6. Domestic airport tax and security fees are included in the published rates. International airport taxes are not included.
7. We accept no responsibility for the delivery or safe-keeping of extra packages or cargo. The pilot is only responsible for the booked passengers and their personal baggage.
8. Freight is carried strictly on a capacity basis. The Carrier does not accept any liability for any direct or consequential cost arising from any delays in the carriage, due to any reasons whatsoever. In the event of the freight being lost or damaged during carriage, the Company's liability is limited to a maximum of US\$20/kg. All freight must be correctly labelled and the contents accurately declared.
8. No agent, servant or representative of the carrier has authority to alter, modify or waive any provision of these terms and conditions!

We wish you a pleasant flight. And finally...please remember: The Captain of the aircraft is **AT ALL TIMES** in sole command and responsible for the safe conduct of the flight. His or her decision is final.

TuukaBulungi