



GENERAL TERMS AND CONDITIONS

1. ORDER, CONFIRMATION, AND PAYMENT TERMS

This Quotation, once confirmed via email by the Lessor, establishes a legally binding Contract between the Lessor and the Lessee, with specified terms. The Lessor must confirm the order at least 24 hours before the scheduled departure time. Following the receipt of the order confirmation, the Lessor will promptly verify the order in written format within a maximum of 2 hours, sent to the Lessee's provided email address.

The stipulated price in this quotation is to be settled at least 48 hours before the flight departure. Payment can be made through credit card or wire transfer, with the consideration for the working days and holidays of the Slovakian bank. The order payment is deemed complete upon the funds' arrival in our bank account, and a proof of payment is not considered sufficient.

Funds must be fully settled before aircraft positioning, to avoid any delays in the positioning flight. The Lessee is advised not to delay wire transfers to prevent flight postponements due to late payment. Late payment causing flight delays may lead to invalidated landing permits, airport slots, and exceeding pilot duty times, resulting in potential flight cancellation or delay at the Lessor's discretion, as per the provided cancellation policy.

For credit card payments, a 3% transaction fee is applied, and only Visa and Mastercard products are accepted. The Lessor reserves the right to withhold flight departure or positioning until the entire amount is settled.

For credit card payment please see Annex 1 below.

2. LESSEE'S CANCELLATION OF CONFIRMED ORDER

In the event of Lessee-initiated cancellations, the following fees apply:

- Cancellation 5 or more days prior to departure: 10% of agreed price
- Cancellation 3-5 days prior to departure: 30% of agreed price
- Cancellation 24-48 hours prior to departure: 50% of agreed price
- Cancellation less than 24 hours prior to departure: 70% of agreed price for all requested services, payable to the Operator.

3. CONTRACT FULFILLMENT AND TERMS

Included in our prices:

- General Aviation Terminal fees, handling, and airport charges
- Landing fees and permits
- Applicable taxes and charges; including carbon taxes, Italian Aerotaxi Tax, UK air passenger duties, Portuguese carbon tax, security fees, and all other civil aviation taxes and noise charges
- Basic cold catering (canapé sandwiches, fruit platters, snacks, beverages, coffee)

Optional services:

- Additional fee for flight attendant services (800-1.200 € per day, it has an individual pricing)
- Variable VIP Lounge rates
- Extra catering preferences

B. J. AVIATION Kft.

www.jetstream.hu

sales@jetstream.hu



Additional costs:

- De-icing in winter operations
- Overnight costs for early morning or late evening departures (1.500€ for each additional overnight)
- In case it is not stated otherwise, routes are direct; if a fuel stop is needed for any reason, 1.000 € / fuel stop applies on top of the rate.
- Pet transportation (up to 2 dogs, not exceeding 10 kg each), with vaccination certificate and a 200€ deep-cleaning fee
- Airport opening hours, alternate airport usage due to weather, volcanic ash, strike, war, force majeure, air traffic control routings or customer demands, hangar parking, cleaning, and damages

We maintain a non-smoking policy on our aircraft, and WIFI is unavailable.

For slot-coordinated airports, timely scheduling is essential. The offered price includes one slot reservation and one schedule change. Airport slot availability is determined by the airport authority, not the Lessor. The Lessor retains the right to change aircraft type within the same category due to fleet arrangements, with written acceptance of modified conditions from both parties when category change is necessary.

4. PASSENGER INFORMATION AND BOARDING

The Lessor holds necessary EU insurances: passenger, baggage, and third-party liability.

The Lessee must provide passenger information at least 48 hours before flight to prevent potential landing refusal. Last-minute bookings within 30 hours may incur technical stop charges or flight cancellation. Passengers require valid travel documents, including passports, visas, and health/vaccination documents during pandemics.

Passengers should arrive on time for boarding. Lessor discretion allows flight termination for late passengers, incurring cancellation fees and additional waiting time costs.

5. CARGO AND BAGGAGE TRANSPORTATION

Lessee is responsible for cargo documentation, and non-compliance may lead to cargo handling costs. Passenger limits and allowed baggage dimensions are outlined.

Small, soft handbags are the only cabin baggage allowed, with a maximum of 4-5 pieces due to safety regulations. Excessive baggage may require leaving items at the airport.

C650 (III, VI, VII) models, Citation XLS+

size	w (cm)	h (cm)	d (cm)	kg	m3	Max allowable pcs
Small	35-38	53	20	10	0,046	3
Medium	40	63-66	23-25	25	0,0624	3
Extra Large	75	90	30	30	0,202	3



6. VERIFICATION OF FULFILLMENT

After flight completion, both parties must mutually verify fulfillment. The final invoice, if applicable, will be issued upon receipt of the verification signed by both parties.

7. IMPACT OF WEATHER AND CONDITIONS ON FLIGHT

The Lessee acknowledges weather, atmospheric, and traffic conditions may affect flights. Delays or cancellations due to safety reasons, air traffic control modifications, or other conditions are beyond the Lessor's control. Refunds depend on Lessee's individual assessment of the situation.

8. TECHNICAL FAILURE OF AIRCRAFT

In the event of aircraft unserviceability before departure, the Lessor will aim to provide a substitute aircraft. If unavailable, the Lessee can opt to delay or cancel the flight, with a written verification requirement.

In-flight technical failures necessitating transportation costs will be covered by the Lessor.

9. OTHER TERMS

Disputes should be resolved through negotiation based on the parties' best knowledge.

10. CONFIDENTIALITY AGREEMENT

Both parties agree to treat this agreement as confidential, with exceptions for Civil Aviation Administrations and Authorities.



ANNEX 1 – ONLINE PAYMENT

You can securely use our online payment option on our website. This service is provided by:

Name: K&H Pénzforgalmi Szolgáltató Korlátolt Felelősségű Társaság
Address: 1095 Budapest, Lechner Ödön fasor 9.
Company registry: 01-09-338123
Website: <https://www.khpos.hu/english>

hereinafter as 'VPOS Provider'

Once you click on the 'Charter Online Payment' button you can enter the price of your flight and the Proforma invoice number that you received from our sales team. Should you have any questions please do not hesitate to contact us! If both the price and proforma number is completed, please press the 'Proceed to Summary' button.

Please check the summary page and if all the details are correct, please press the 'Proceed to Checkout' button. If the summary is incorrect, you can delete any item from the cart with the X sign at the left side and you can go back to the previous page by pressing the 'Edit' button below the Price.

You are now at the checkout page, please complete the payer details that are required for the VPOS provider, and you will get a feedback of your transaction to the email address that you enter here.

Once all details are entered click on 'Place order' and you will be redirected to the VPOS Provider's page where you can fill the VPOS provider's form and securely pay with your credit card.

All you have to do is to enter the credit card number, expiration date and the three-digit security code on the payment server of VPOS Provider and click on 'Pay'.

B.J. Aviation do not store any name, address or any other data entered above. The protection of your personal data is a top priority for B.J. Aviation Kft. and its partners. The collection and processing of personal data required while using our website comply with the applicable Hungarian data protection regulations (Act CXII of 2011). We treat your data confidentially and do not share it with third parties. For further details, please click on the 'Data Management Information' button in the bottom.

You can return to the previous page anytime by pressing the 'Cancel payment and return' button.

Please note that we only accept VISA, VISA Electron, V-Pay, MasterCard, and Maestro cards. Bank cards exclusively for electronic use are accepted only if permitted by the issuing bank, please check in advance.

After a successful purchase, the VPOS Provider issues an authorization number for the transaction. Please write it down or print out the entire page. In case of an unsuccessful transaction, the reason is communicated through an error message. Our team will receive a message from the VPOS Provider regarding any completed, cancelled or rejected transaction.

Following a successful transaction, our accounting team will issue your invoice on the next 1-2 working day. If the flight is cancelled, we can arrange refund in 1-3 working days.



ADDITIONAL LEGAL INFORMATION

In case of denied boarding, delay or flight cancellation the passenger has a right to compensation. The relevant rules are contained in Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 and the Lessor's "Business Rules for the Provision of Air Passenger and Baggage Transport".

In addition to the above, the passenger has the right to reimbursement, re-routing, to care and legal redress, which rules are written in the Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004, and contains the Lessor's "Business Rules for the Provision of Air Passenger and Baggage Transport".

The Lessor acts in accordance with Article 14 of Regulation 261/2004 of the European Parliament and of the Council of 11 February 2004 regarding the obligation to inform passengers about their rights.

Any other issues are governed by the Lessor's "Business Rules for the Provision of Air Passenger and Baggage Transport". Any other legal issues are governed by the Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004.

In case your flight is delayed or cancelled due to the clear error/fault of the Lessor, please consult our sales team regarding your compensation options!