

TERMS & CONDITIONS

Flight Operation

AIR POWER IKE (HOPER), from now on "The Company" operates in accordance with the Air Carrier Certificate (AOC GR-060). The Company is obliged to conduct the flight in accordance with current legislation provided that it has received all necessary permits from the competent authorities. The helicopter is seaworthy, properly crewed, and fully equipped. The Company will not perform the flight if it has not received all the required permits for this part of the flight before takeoff.

Tickets & Reservations

Tickets can be purchased through the Company's website and/or through selected travel agents in Greece and abroad.

Travel Documents & Boarding

Passenger identification will be performed via a passport or national identity card. The document identification number is required to complete any reservation for each adult passenger. Ground staff will conduct the identification at the heliport.

Seat selection is automatically made by the Company's Flight Operating System. In R66 helicopters, the middle seat will primarily and automatically be offered to children. Therefore, seat selection by the passenger is not allowed. The pilot and ground staff may make seat changes.

Flight Changes - Rebooking

Changes to the reservation are available only for the flexible ("Flex") fare type (see more details in the chapter "Pricing, Charges, and Payment Method") without charge and up to 24 hours before the flight.

Passengers can:

- Modify reservation details, namely dates and/or destination, or
- Change their ticket status to "open date" for a duration of twelve (12) months provided there is an active route for the desired travel dates.

Please consider the following rules that apply per route:

- There is no possibility of changing the reservation for "Light" or "Tour" fare types.
- Changes to passenger names are not allowed.

The Company can make changes to flight schedules in the following cases:

- for reasons of flight safety or the health of passengers
- in the event of damage to the Aircraft
- in any case of force majeure, ie bad weather conditions

Cancellation - No Show

In case of cancellation by the passenger or no-show, there is no possibility of a refund from the Company.

Pricing, Charges, and Payment Method

Three different types of fares are offered: Basic ("Light"), Sightseeing ("Tour"), and Flexible ("Flex").

Light & Tour

Fare available for both R44 and R66 helicopters.

Allowed baggage: 1 handbag or laptop bag at the passenger's feet or on their lap. Additional carry-on baggage is not permitted.

Flexible ("Flex")

Allowed baggage:

- 1 handbag or laptop bag at the passenger's leg area or on their lap.
- 1 carry-on soft bag to fit in tight spaces. Max dimensions: 63x40x25cm (25"x16"x10"). Max weight: 23kg.

Changes are allowed (up to 24 hours before the flight).

Fare type upgrade

If you've purchased a "Light" fare ticket and would like to upgrade to a "Flex" fare one for more flexibility and baggage allowance, you can do this up to 24 hours before the flight.

A service fee of 25 EUR per ticket is applicable, plus any fare type difference at the time of rebooking. Please be aware that the service fee is applied on a per ticket basis. This is opposed to a per booking basis, which may incorporate a number of tickets and travelers. It should also be noted that these service fees do not vary for young adults, children or infants.

You may send your upgrade request to our customer support team at contact@flyhoper.com.

Payment Method

Payment can be made via credit/debit card, Google Pay, VIVA Wallet through the payment environment of VIVA Payments (<https://www.viva.com>) controlled by the Company's electronic system.

Taxes, Fees, and Charges from Government Authorities and Heliports

The price of the ticket, besides the respective fare, includes taxes, fees, and other charges imposed by or in relation to transfers from aircraft by government authorities or by the heliport authorities or by air carriers. The above taxes, fees, and charges are either included in the fare or shown separately with the indication "tax" or "charges" on the ticket.

Flight Delays

The departure and arrival times mentioned in the flight description are subject to changes imposed by the competent authorities. The Company has the right to make changes if deemed necessary for reasons related to the safety of the flight or the health of the passengers or due to force majeure, ie bad weather conditions.

The Company is not obliged to pay compensation if it can be proved that the delay or cancellation of a flight was due to extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken. Such circumstances may specifically arise in cases of weather conditions that do not permit the execution of the specific flight, risks to the safety of the passengers, unexpected shortages in flight security outside the control of the Company, strikes, and other collective disputes outside the Company. In all these cases of force majeure, the responsibility of the Company is limited to the diligent information of the passengers and to the care, if necessary, for their feeding, transport, and accommodation during the delay. The related expense is borne by the passenger unless the management of the Company decides otherwise.

However, in case of flight delay due to damage to the helicopter, the Company will take appropriate measures to find another helicopter with similar characteristics and transport capacity in order to fulfill the flight. If the completion of the flight is not possible, the Company will take care of the transport of the passengers to their destination at its own expense using the most objectively suitable and available airline schedules.

The Company is not obliged to perform a flight different from the one agreed upon. In case the Company accepts the change proposed by the passenger, the latter is obliged to pay the fare difference.

Bad weather conditions

Weather conditions may infrequently affect scheduling of some flights. We continuously monitor the weather forecast ahead of time for all our routes. In case your flight is affected we will inform you at least 24 hours prior to departure.

For delays caused by weather conditions, exceeding 2 hours, that significantly disrupt the transit of passengers and timely arrival at the final destination, it is up to the Administration's discretion (CCO and/or Ground Operator) to provide further assistance and/or non-monetary compensation, in good faith.

Allowed Luggage Weight

According to safety regulations, the maximum allowed weight should not exceed 100kg per seat (i.e., passenger and baggage) or the weight mentioned during the ticket purchase process according to the respective route.

Allowed Baggage

Within the above allowed weight, the following items are allowed inside the helicopter depending on the fare type as specified in the reservation:

- 1 handbag or laptop bag at the passenger's feet or on their lap and/or

- 1 check-in soft baggage with maximum dimensions of 63x40x25cm (25x16x10"), which must not exceed 23kg

Overweight Baggage

For baggage larger in size, the Company may offer a shipping service at an additional cost.

Terms for Luggage Transport Outside the Helicopter

The following terms apply to customers who choose to transport their luggage through Hoper, via a third-party provider, outside of the helicopter.

- 1) **Transport by Third-Party Provider:** The luggage is entirely transported by an independent third-party provider, not by the Company. In the context of the Company's cooperation with independent third-party providers, the Company acts solely as an intermediary. Full responsibility for the transportation rests solely with the customer.
- 2) **Exclusive Responsibility of the Customer:** The Company shall bear no responsibility or liability for the transportation or safekeeping of the customer's luggage, nor for any loss, damage, or delay in the receipt of the luggage arising from its transportation by a third-party provider. Additionally, the Company shall not be held liable for any damage, loss, or harm caused to third parties due to or in connection with the transportation of the customer's luggage. The transportation is undertaken at the sole and exclusive risk of the customer, who acknowledges and fully accepts any associated risks. The customer further agrees to indemnify and hold harmless the Company, its partners, and any third parties for any damage, loss, harm, costs, or expenses incurred as a result of or during the transportation of the customer's luggage, where such liability is attributable, in whole or in part, to the luggage or its contents.
- 3) **Luggage Contents:** The Company assumes no responsibility for the contents of the customer's luggage. The customer shall bear full responsibility for ensuring that no dangerous or prohibited items, including but not limited to weapons, flammable materials, or illegal substances, are present in the luggage. The transportation of such items is strictly prohibited, and the customer shall be solely liable for any legal or other consequences arising from the violation of these provisions.
- 4) **Valuables and High-Value Items:** The Company shall not be held liable for any loss or damage to valuables, including but not limited to money, jewelry, artwork, or other high-value items, contained within the luggage. Customers are strongly advised to refrain from transporting valuable items within their luggage or to ensure that appropriate insurance coverage is secured for such items.
- 5) **Proper Packaging and Insurance:** The customer is solely responsible for ensuring that their luggage is properly packaged and insured prior to transportation. The luggage must be securely locked and adequately protected. Luggage that does not meet the standards of safe packaging may be rejected by the Company or the third-party provider. The customer bears full responsibility for any consequences arising from improper packaging.
- 6) **Loss or Damage Due to Force Majeure:** The Company shall not be liable for any loss or damage to luggage resulting from events of force majeure, including but not limited to natural disasters, accidents, adverse weather conditions, or any other circumstances beyond the control of the Company or the third-party provider.

- 7) **Insurance Coverage:** The Company is under no obligation to provide insurance coverage for the transportation of the customer's luggage by a third-party provider. Consequently, the Company strongly recommends that customers secure adequate insurance coverage for their luggage prior to the commencement of transportation. The responsibility for insuring the luggage lies solely with the customer.
- 8) **Compliance with Regulations and Laws:** The customer is solely responsible for ensuring compliance with all applicable laws and regulations pertaining to the transportation of luggage, including but not limited to those governing the type and quantity of items permissible for transport. Any failure to comply with such regulations shall be the sole responsibility of the customer.

Security Measures - Execution of Security Checks

Check-in

Approximately 24 hours before your departure, you will receive an automated email message informing you about your check-in.

Arrival at the Heliport

We recommend that you arrive at the heliport no later than 20 minutes before your flight. The heliport facilities are very comfortable for a short period, but we would not recommend arriving there hours before your flight. 20 minutes are sufficient to check in and prepare for takeoff.

Boarding

You will simply need to present a valid identification document such as a passport or National Identity Card in order to board the aircraft. Before your departure, a brief check of your identification documents and a security check of your baggage will be conducted.

Denial of Boarding

The Company may deny a passenger boarding or the transportation of the passenger's baggage for safety reasons or if the Company, at its reasonable discretion, deems that:

- this is necessary to comply with applicable laws, regulations, or orders of the state or country of origin, destination, or transit or
- the behavior, age, or mental or physical condition of the passenger requires special assistance from the Company or
- this is necessary due to violation of the Company's instructions or the terms and conditions of reservation and travel by the passenger or
- the passenger refuses to undergo a security check or
- the fare or any other charges or taxes have not been paid, or the terms of credit agreed between the Company and the passenger (or the person paying for the Ticket) have not been observed or
- the passenger does not carry the required documents or
- if the total weight (mass) of passengers and baggage is greater than allowed or
- if the passenger refuses to be weighed when asked to do so

Prohibited Items

The passenger is not allowed to carry any items that are prohibited or restricted by applicable laws and regulations including those that may threaten the aircraft, individuals, or property on the helicopter such as:

- explosives, flammable or toxic substances, all ammunition, fireworks, flares, guns, etc.
- bags or portfolios with installed alarm systems
- compressed gases, flammable, non-flammable, poisonous, etc.
- flammable solids and liquids (fuel lighters, matches, paint solvents, lighters, etc.)
- radioactive materials
- poisonous and infectious substances
- corrosives (acids, alkalis, mercury, batteries with liquid elements, etc.), oxidizing materials, magnetic material, or material with unpleasant or annoying content

The transportation of medication and cosmetics in limited quantities required for the passenger during the flight is allowed.

The above list of dangerous materials is indicative.

Pets are prohibited and are allowed only under the condition of prior approval from the Company and provided there is the required space in the Aircraft.

The pilot is responsible for the safety of the flight and, together with the ground operations staff, retains the right to prohibit any item inside the aircraft. In this case, neither the Company nor the staff bear any responsibility for the rejection of such items.

Compensation in Case of Injury, Death, or Damage

The Company is obliged to compensate the passenger or their legal heirs in case of injury or death caused by an accident that occurred during the boarding of the passenger onto the Aircraft or during the boarding or disembarkation process, except in cases of injury or death due to the health condition of the passenger or due to the fault of the passenger. Passengers are obliged to notify the Company of any health condition that may worsen during the flight – otherwise, the Company has no obligation to compensate the passenger or their legal heirs. In this case, the Company may, at its absolute discretion, refuse the boarding of the passenger onto the Aircraft. In any case, if the Company proves that its employees have taken all necessary measures to avoid damage/injury/death or that it was impossible to take such measures, the Company is exempt from any liability for compensation for the acts. In any case, the liability of the Company for injury or death is limited to the upper limits determined by the relevant legislative provisions in force at the time of the occurrence of the incident. The above provisions also apply in case of total or partial loss and destruction of the passengers' baggage occurring between the receipt by the Company and their return to the passenger.

Protection of Personal Data

The Company maintains and processes the data of passengers to the extent required a) to fulfill its obligations under this, b) to comply with its obligations under the current legislative and regulatory framework governing passenger air transport and protection from public order and security threats, c) to comply with the instructions of the competent authorities. Subject to

the applicable legislation on the protection of personal data, data subjects have the right to access, correct, delete, and restrict the processing of data concerning them.

The customer acknowledges and accepts that the Company has the right to transfer their personal data to every collaborating company and provider of services and products for operational and computer service purposes for statistical or historical reasons. At any time, customers have the right to access their personal data and to be informed about or object to the further processing of their data under the applicable legislation on the protection of their personal data. The Company retains the right to use the electronic address of customers for the purpose of providing information concerning their flights and/or sending newsletters or offers. The customer has the right to unsubscribe from the recipient list of the Company's newsletter and withdraw from the maintained database at any time they wish upon relevant written notification to the Company's email address contact@flyhoper.com.

Applicable Law and Jurisdiction

These terms and conditions are governed by Greek Law. Any dispute between the Company and the passengers arising directly or indirectly from the application of this is subject to the exclusive jurisdiction of the courts of Athens, Greece.

Minors

Minors may travel with the Company after prior approval from the Company upon consultation with it. For this reason, it is necessary for the customer to communicate with the Company before making a reservation.

Transportation of Persons with Reduced Mobility or Other Special Needs

It is possible that the design and available space of the helicopter make the travel of a person with mobility or other difficulties unpleasant or even impossible. For this reason, it is necessary for the individual to communicate with the Company before making a reservation.