

Guidelines for Booking and Travel

1. **Read the Policies:** Before booking, carefully read the Terms and Conditions, Privacy Policy, and Return Policy. If you have any questions or need clarification, contact us via our website's inquiry option, email, or phone number.
2. **Provide Accurate Information:** Ensure all information provided during the booking process is correct. Incorrect details may result in cancellation fees according to our cancellation policy.
3. **Prohibited Items:** Do not bring any prohibited items into the service area. A list of prohibited items will be provided at the counter or with your booking details.
4. **Booking Transfers:** Bookings cannot be transferred to another person's name as per our policy.
5. **Pilot Interaction:** Do not interact with the pilot during the flight to avoid distractions that could impact safety.
6. **Crew Privacy:** Do not seek personal details of our crew members, either online or on mobile, to protect their safety and privacy.
7. **Boarding Pass Verification:** Before accepting your boarding pass, carefully check for any errors. Any mistakes can be corrected with the help of our on-ground support.
8. **Government ID:** Bring your government-issued ID (e.g., Aadhar card or passport) for security checks, as provided during booking.
9. **Security Compliance:** Do not conceal items in your pockets to bypass security checks, as this may cause issues with your flight.
10. **Damage to Property:** Do not damage any property inside the helicopter. Penalties may be imposed if any damage is detected.
11. **Fake ID:** Producing a fake ID is a serious security offense. Legal action may be taken against individuals caught using fake identification.
12. **Medical Conditions:** Inform us in advance of any medical conditions (e.g., heart or brain issues, acrophobia). Your ticket confirmation may be put on hold until we confirm your condition.
13. **Pickup and Drop Facility:** We do not offer a standard pickup and drop facility. Exceptional requests may be considered at our discretion.

14. Medical Emergencies: In the event of a medical emergency, contact the help desk immediately.

Security Check Guidelines

1. Prohibited Items:

- Guns (including toy guns)
- Food items
- Any electronic goods functional nonfunctional
- Nail clippers
- Liquids or powders
- Medicines
- Multi-tools
- Soft toys
- Knives, swords, or weapons
- Mobile phones
- Cameras (hiding cameras or recording devices is a security offense; penalties may apply)

2. Footwear: Muddy shoes are not allowed.

3. Emergency Procedures: Follow officials' instructions during an emergency and remain calm.

4. Flight Safety:

- Fasten your seatbelt for safety.
- Do not attempt to open the window; it may result in emergency landings and legal consequences.
- Do not harass or bully fellow passengers or the pilot. Such behavior may result in legal charges.

5. Report Issues: Report any inconveniences to the help desk immediately.

Disclaimer

1. **Crew Privacy:** We do not disclose information about our crew members to protect their privacy.
2. **Customer Confidentiality:** We do not share information about our existing customers with others to maintain confidentiality.
3. **Enquiries Privacy:** Details of enquiries involving the owner or ground staff are kept confidential to protect their privacy.
4. **Future Services:** We do not share information about services that are not yet available.
5. **Aircraft Specifications:** We do not disclose specific details about our aircraft.
6. **Lost and Found:** If you lose valuable items, it is your responsibility to retrieve them. We do not entertain claims for lost items.

Baggage / Personal Belongings Policy

1. **Unattended Belongings:** If no one is available to guard your belongings, approach the help desk for assistance. You may be required to sign a declaration form if help desk staff assist you.
2. **Baggage Claim:** Claiming your baggage is your responsibility. If the help desk provides a locker or safe for your belongings, additional costs may apply.