TERM & CONDITIONS – ROTARY DIVISION

By making a booking with GCH Aviation or any of its associated entities, you agree to be bound by the terms and conditions set out below. **Note - Some Terms and Conditions are specific to certain helicopter bases and products**.

Providers Details

GARDEN CITY HELICOPTERS (Christchurch) +64 3 3584 360 or 0800 359 424 reception@gchaviation.com ADDRESS: 73 Grays Road, Christchurch 8042 POST: PO Box 14147, Christchurch Airport, 8544 www.gchaviation.com

KAIKOURA HELICOPTERS +64 3 3196609 or 0800 455 4354 info@kaikourahelicopters.com ADDRESS: 16 West End, Kaikoura 7300 POST: PO Box 5, Kaikoura 7340 www.kaikourahelicopters.com

COASTWIDE HELICOPTERS (Greymouth) +64 3 762 6117 coastwide@gchaviation.com ADDRESS: 64 Water Walk Road, Greymouth 7805 www.coastwidehelicopters.co.nz

WELLINGTON HELICOPTERS +64 4 472 1550 or 0800 359 954 reception@wellingtonhelicopters.net.nz ADDRESS: Shed 6, Queens Wharf, Wellington 6140 POST: PO Box 25636, Wellington 6140 www.wellingtonhelicopters.net.nz

RATES are quoted in New Zealand dollars. GST (Goods & Sales Tax) is currently 15% - Most prices are GST inclusive unless specified. All prices, GST and rates are subject to change at any time without notice. The term 'per person fare' refers to per person pricing. Some products are for full charter of helicopter. Per person fare – 3 to 99 years old, Child prices only apply on some products, the age of which is 3 – 11 years old. Infant – 0 to 2 years old - must be held by a paying adult. Only one infant is permitted per adult for safety reasons. Infants will be secured by a safety belt attached to the adult's safety belt in the back row of helicopter cabin.

MINIMUM NUMBERS All brochure scenic flights have minimum fare-paying passenger numbers required for flights to depart. Bookings will be accepted for numbers less than the required minimum and we will try our best to coordinate bookings to achieve the required minimum for the flight to depart, but this cannot be guaranteed. Clients are required to confirm their reservation 24 hours prior to their departure time by calling the respective base from which they are flying. To avoid uncertainty or disappointment, ask us about paying for a full charter of the helicopter. TIMETABLES All departures are subject to change or cancellation if weather conditions are not suitable or if the minimum passenger fares required for the flight are not met. We will do our best to reschedule your flight, or a refund may be offered (see Cancellation and refund information below). Flights operate most days, there may be some restrictions on public holidays for brochure flights, however, charter flights may still operate. Please contact the respective base for more details regarding the availability for private charters.

FLIGHT RESTRICTIONS Safety is paramount in determining if the weather is good to fly. Cancellations or postponements may occur if the weather is deemed unsafe to fly. Flight times and routes are subject to weather conditions; the flight route may vary due to weather. Individual and total weight restrictions apply to specific aircraft or flights. Passengers may be refused boarding if weight information is inaccurate or not disclosed. The pilot will determine the seating of passengers based on the weight and balance restrictions of the helicopter. The helicopter used may vary and is at the discretion of GCH Aviation and its divisions. Helicopters being: Cabri, R44, EC120, EC130, BK117, AS350 Requests for twin engine helicopters with two pilots will be on an as-requested basis by emailing the respective base. All operations are conducted in accordance with Civil Aviation Authority rules and safety standards.

BOOKING INSTRUCTIONS In all cases, reservations must be made in advance. For the best chance of confirming your flight, please book well in advance. Please ensure the following information is provided when booking:
Preferred date of travel.
The specific trip you would like to book.
Passenger names- Each passenger's weight (in kgs) Specify adult/child/infant
Contact phone number while in New Zealand.
Agent details (if applicable)
Method of payment and credit card details in the form of security deposit Special/dietary requirements (if applicable) A 20% deposit may be required for private charter flights. Payment can be made in advance to secure your flight booking. Where a customer is a "no-show" or does not provide at least 48 hours' notice of cancellation, the full quoted amount will be debited to the credit card provided at the time of booking. Customer weights must be provided at the time of booking, during the check in process all customers will be re weighed. If there is a significant difference between customer weight at time off booking to that at the time of check in which impacts our operational ability to operate the flight as booked or quoted GCH aviation reserves the right to refuse to operate the service to one or all of the booked party and no refund will be provided. Your personal information will be handled in accordance with our Privacy Policy, in compliance with the Privacy Act 2020 Reservations can be made by phone or email to any of the locations listed in

CANCELLATION AND REFUND POLICY Where a booking is required to be cancelled in advance with reasonable circumstances, charges may still apply as per the schedule below. Cancellation Policy • Prior to one week of travel - 100% Refund • Within one week and 48 hours of departure - 50% refund • Within 48hrs of departure - no refund • Force Majeure events (e.g., natural disasters, pandemics) do not automatically entitle the customer to a refund. In such cases, GCH Aviation will assess refunds on a case-by-case basis, in line with our obligations under New Zealand consumer law. Nothing in this policy limits your rights under the Consumer Guarantees Act 1993 • Only GCH Aviation (or the pilot in command) may cancel a flight due to weather. If you choose not to fly due to weather and the flight is still deemed safe by GCH Aviation, our standard cancellation policy will apply. Where GCH Aviation or one of its pilots cancels a flight due to weather conditions we will try to rebook you for another time, or a refund will be offered in accordance with our refund policy guidelines. Should inclement weather prevent a flight at the booked location, the same prepaid voucher will be accepted at any of GCH Aviation's bases in New Zealand for a flight of similar duration and price. If you are unable to re-schedule the flight, then a full refund will be offered. No refund will be given for no-shows, changes you make to your booking, or your own cancellation made less than 48 hours prior to departure. Where payment is made by credit card and a refund applies, the amount must be refunded back to the credit card in New Zealand dollars. GCH Aviation takes no responsibility for paying any transaction fees or international currency loss\gain incurred during this process. Payments made by credit card will result in the refund being refunded back to that original credit card only - no cash refunds apply. Bookings and payments made through third-party sites (such as Expedia, Viator, TripAdvisor, Grabone, Scenic Flight Booker etc) will be subject to their terms and conditions and refunds will be provided directly by the third party, not GCH Aviation. Any refunds to credit cards and bank accounts will be made on the next working business day between Monday to Friday by our accounts department, accounts@gchaviation.com. Our reception staff do not have the ability to refund directly to your account at the time of cancellation. All refund processing must be completed by our accounts department. RECONFIRMATION, Please call us 48 hours prior to your flight departure time to reconfirm your booking and departure time. This allows time for flight adjustments should the weather be looking unfavourable. We may require you to also call 2 hours prior to departure to check weather conditions. CHANGE OF DATE Reservations may be transferred to another date, subject to space availability, with no transfer fee incurred, provided notification is received at least 48 hours in advance or at least 4 days in advance. Please consider visiting one of our other bases to fly while on your holiday.

Baggage Allowance

Baggage is strictly limited due to aircraft weight and space restrictions.
Passengers must advise the number, size, and approximate weight of all baggage at the time of booking. Soft-sided bags are strongly preferred due to dimensions of aircraft baggage compartments.
Baggage allowances vary depending on the aircraft used; however, as a guide, passengers should expect a limit of approximately 15–20kg per person.
If baggage exceeds declared or allowable limits, GCH Aviation reserves the right to:
Refuse to carry excess items; or
Arrange alternative transport for baggage at the customer's expense.

Dangerous Goods and Firearms

The carriage of dangerous goods is strictly controlled in accordance with Civil Aviation Authority of New Zealand rules and regulations.
Passengers must declare any dangerous goods at the time of booking. Prohibited items will not be carried under any circumstances.
Firearms may only be carried if declared in advance and must be unloaded, made safe, and transported in accordance with all applicable legal and aviation requirements. Ammunition must be securely stored and declared.
GCH Aviation reserves the right to refuse carriage of any item deemed unsafe or non-compliant.

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SURCHARGES Any charter bookings that fall on the New Zealand Statutory Holidays listed below will incur a 20% surcharge. Brochure flights listed on our website www.gchaviation.com do not operate on these days.

• Christmas Day • Boxing Day • New Year's Day • 2nd January • Waitangi Day 6th February • Good Friday • Easter Sunday • Easter Monday • Anzac Day • Matariki • Queen's Birthday • Labour Day • Regional Anniversary Day