



Private Jet Royalty Charter Service Terms

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Thank you for choosing to travel with Private Jet Royalty!

These Charter Service Terms (hereinafter the "Terms"), including any amendments thereto, constitute a legally binding agreement between you and Private Jet Royalty (hereinafter jointly referred to as the "Parties") and contain crucial information about your rights, remedies and legal obligations.

PLEASE READ THESE TERMS CAREFULLY BEFORE ACCESSING OUR SERVICES. BY ACCESSING OR USING PRIVATE JET ROYALTY'S SERVICES, YOU AGREE TO COMPLY WITH AND BE BOUND BY THESE TERMS. WE RECOMMEND PRINTING A COPY OF THESE TERMS FOR FUTURE REFERENCE.

Private Jet Royalty, a company registered in Italy with VAT number 14760421009 and registered office at Via Vincenzo Bellini, 25 – 00061 Anguillara Sabazia (RM), agrees to act as an authorised agent on behalf of its clients (each hereinafter referred to as the "Passenger") to arrange charter air transport services (the "Flight Service") and any other associated or ancillary service (the "Other Services" and, together with the Flight Service, the "Services") in accordance with the following Terms.

The Passenger acknowledges and agrees that, when requesting the Services both on their own behalf and on behalf of other persons travelling with them (hereinafter referred to as "Guests" and, together with the Passenger, the "Passengers"), they undertake to bring these Terms to their attention and to obtain their consent. It is important to note that Guests will also be bound by these Terms, accepting them jointly with the Passenger.

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1. Scope of Private Jet Royalty's Services

1.1 Private Jet Royalty is a private aircraft booking platform that enables the Passenger to obtain price estimates and book private charter flights provided by third-party Air Operators, as well as manage their bookings. All Services are arranged on request, according to the itineraries and flight requirements provided by the Passenger to Private Jet Royalty. The Services are provided by Air Operators holding a valid Air Operator Certificate (AOC), authorising them to provide air transport services in accordance with applicable regulations, using an aircraft under their operational control (hereinafter referred to as the "Air Operator" or collectively the "Air Operators").

1.2 The Passenger appoints and authorises Private Jet Royalty to act as agent solely to arrange and pay for the Flight Service operated by one or more authorised Air Operators and any associated Other Services requested. The Passenger designates, constitutes and appoints Private Jet Royalty as its agent for the purpose of entering into charter agreements with the Air Operators for the performance of such Services requested by the Passenger. When booking a Flight Service through Private Jet Royalty, the Passenger enters into a direct and legally binding relationship with the Air Operator.

PRIVATE JET ROYALTY IS NOT A CERTIFIED AIR OPERATOR, DOES NOT PROVIDE AIR TRANSPORT SERVICES AND DOES NOT OPERATE, MAINTAIN OR OWN ANY AIRCRAFT. YOU AGREE THAT THE SERVICES OFFERED AND ALL RELATED ACTIVITIES PROVIDED BY THIRD PARTIES, EVEN IF ORGANISED, SCHEDULED OR BOOKED THROUGH PRIVATE JET ROYALTY, ARE THE RESPONSIBILITY OF THE THIRD PARTIES PROVIDING THE SERVICES.

1.3 In connection with the Services, Private Jet Royalty acts solely as an intermediary between the Passenger and third-party providers (namely Air Operators or any other third-party provider), or to enable them to provide the Passenger with third-party Services. Private Jet Royalty does not provide third-party Services. All third-party providers are independent third parties, registered companies or other legal entities, with whom no employment relationship exists with Private Jet Royalty.

1.4 The Passenger acknowledges and agrees that the Air Operator will have exclusive control, direction and absolute authority to initiate, conduct and terminate the Flight Service and will have absolute discretion in all matters, including, without limitation, the preparation of the aircraft, the load carried and its distribution, whether a Booked Flight will be performed or not, the travel itinerary, and all other matters relating to flight operations and the aircraft. Private Jet Royalty has no control over flight operations, including, by way of example, any delay, diversion, modification or failure by the Air Operator to provide a Booked Flight arranged under these Terms, or for any act, omission or default caused by any third-party provider of Other Services.

2. Travel Quote and Booking Confirmation

2.1 An estimate or quotation provided by Private Jet Royalty in response to a request for a Flight Service by the Passenger (hereinafter the "Travel Quote") shall have no binding value until the Flight Service is formally confirmed, as set out in point 2.3.

2.2 Private Jet Royalty reserves the right to withdraw any Travel Quote, even after it has been sent to the Passenger, at any time. Furthermore, the travel details contained in the Travel Quote may be subject to change and/or to the Air Operator's approval. Should the Air Operator not approve a request, Private Jet Royalty will undertake to adjust the flight parameters so that they are compliant, or to propose an alternative solution, including the substitution of the aircraft.

2.3 By accepting the Travel Quote and these Terms, the Passenger confirms the booking of the Flight Service (hereinafter the "Booked Flight"), i.e. the Flight Itinerary indicated in the quotation. The Passenger agrees to pay the full amount indicated for the Flight Service (the "Flight Cost"), inclusive of any charges, expenses and surcharges (the "Additional Costs"), and to comply with the conditions specified in the Travel Quote. Cancellation requests by the Passenger shall be governed by Section 5.

2.4 The Travel Quote refers to internationally recognised ICAO (4-letter) or IATA (3-letter) airport codes. Airport names are indicative and subject to possible interpretative variation.

2.5 Performance of the Flight Service is subject to obtaining all necessary authorisations, including take-off, overflight and landing permits, PPR, airport slots, traffic rights, and favourable weather conditions. Private Jet Royalty cannot guarantee precise timing for such authorisations, which may cause changes to the indicated schedule. We reserve the right to cancel a Booked Flight if the necessary authorisations or slots are not granted.

2.6 The Passenger agrees that the Air Operator may perform the Booked Flight using a substitute aircraft of the same category. The Passenger accepts such substitution without reservation and without additional charges. The cancellation policy in force prior to the substitution shall remain valid.

2.7 Private Jet Royalty may withdraw the Travel Quote without liability if it was provided in error (including errors arising from digital systems). In such case, any amounts already paid shall be promptly refunded to the Passenger.

3. Flight Cost and Additional Costs

3.1 The Flight Cost indicated in the Travel Quote represents the price set by the Air Operator for the performance of the Flight Service, inclusive of the brokerage commission applied by Private Jet Royalty.

3.2 Unless otherwise indicated, the following Additional Costs are not included in the Flight Cost and may be charged separately:

de-icing operations, hangar storage or extra parking costs;

ancillary services requested by the Passenger, such as ground transfers, special catering requests (including service, delivery and taxes);

access to VIP lounges, personalised airport assistance, or exclusive ground services;

onboard WiFi, if not expressly included in the Travel Quote;

entertainment services on request;

insurance surcharges or extra crew, if requested by the Passenger;

extraordinary cleaning costs for the transport of animals, improper use of the cabin, or the presence of smoke on board;

additional personnel required for specific needs of the Booked Flight;

any extraordinary expense arising from specific requests of the Passenger or the Guests;

cancellation penalties, as set out in Section 5.

3.3 The Flight Cost is subject to change in the event of an increase in the price of fuel. Should an increase occur between the booking date and the departure date, the Passenger shall be required, if requested by the Air Operator, to pay Private Jet Royalty an additional amount corresponding to the difference.

4. Payment

4.1 The Passenger authorises Private Jet Royalty, VAT No. 14760421009, with registered office at Via Vincenzo Bellini 25, 00061 Anguillara Sabazia (RM), to hold the total amount of the Flight Cost and the Additional Costs on the bank account used to book the Flight Service, and such hold shall remain in place until the Flight Cost and the Additional Costs have been paid in full. Payment of the sums due for the Flight Cost and the Additional Costs for the Flight Service may be made by bank transfer, credit card or debit card. The Flight Cost and the Additional Costs must be paid in the amount, on the dates, in the currency and in the manner indicated by Private Jet Royalty. Any Additional Costs not known at the time of payment shall become due once such amounts are known to Private Jet Royalty.

4.2 Compliance with the deadlines set out below is mandatory. Private Jet Royalty must receive payment (i) at least 10 days before the scheduled departure time of the first flight, or (ii) if the Flight Service is booked less than 10 days before the scheduled departure time of the first flight, payment must necessarily be made by immediate bank transfer. Private Jet Royalty has no obligation to arrange or provide a Booked Flight if (i) payment is not made in a timely manner as set out in this Section 4, or (ii) the Passenger is in default on any amounts owed to Private Jet Royalty under any other agreement. In the above cases, Private Jet Royalty shall have no liability for the cancellation or suspension of the Services and shall have the right, without prejudice, to request payment of any outstanding amounts from the Passenger.

4.3 The Passenger declares that they have full authority over the bank account and/or credit/debit card used to book the Flight Service and pay the Flight Cost and the Additional Costs, and shall indemnify Private Jet Royalty against any claim relating to unauthorised use of their bank account and/or credit/debit card.

4.4 Payment by credit/debit card. Private Jet Royalty uses third-party tools, such as Stripe, to process online payments. Private Jet Royalty does not, under any circumstances, come into contact with the payment data provided by the Passenger – such as credit card details – and should the holder of any such third-party tool refuse payment authorisation (due to insufficient funds or for any other reason), the Passenger must immediately provide an alternative payment method. Use of the online payment service provided by Private Jet Royalty is subject to acceptance of Stripe's terms and conditions. By purchasing Private Jet Royalty's Services, the Passenger accepts Stripe's Terms and Conditions, available at the following link [here](#).

4.5 Payment by bank transfer. If a Passenger chooses to pay Private Jet Royalty by bank transfer, Private Jet Royalty must receive payment into its bank account at least 10 days before the scheduled departure time of the first flight. If this is not

possible, because the Flight Service is booked less than 10 days before the scheduled departure time of the first flight, the Passenger must pay by immediate bank transfer.

4.6 If the Passenger cancels a Booked Flight, they authorise Private Jet Royalty to immediately charge the Passenger's credit/debit card for any applicable cancellation fees, or to withhold the amount of the cancellation penalty from funds paid by bank transfer and/or from any membership funds held in the account, at Private Jet Royalty's discretion.

4.7 Should it become necessary to issue a refund to the Passenger, such amounts shall be refunded exclusively to the bank account used to book the Flight Service, unless the Passenger provides written confirmation from their bank expressly stating that such account is no longer active, and such confirmation is deemed acceptable at Private Jet Royalty's sole discretion. Private Jet Royalty shall process the refund within 10 (ten) business days from the date the Flight Service is cancelled. Private Jet Royalty shall not be liable for the time taken to process payments through banks. Depending on the payment methods used by the Passenger or the nationality of the person who paid for the Flight Service, the bank transaction period may extend up to 30 business days.

4.8 Should the Passenger fail to pay any amount owed to Private Jet Royalty within 10 days of the established due date, they shall be deemed in default without the need for further notice. Default interest shall automatically apply to such outstanding amounts, in accordance with statutory provisions, without the need for formal notice of default. The Passenger shall be required to cover all costs, including legal and accounting expenses, incurred by Private Jet Royalty in recovering any outstanding amounts owed by the Passenger to Private Jet Royalty.

5. Cancellations, Delays, Changes by the Passenger

5.1 The Passenger understands and agrees that, should they wish to cancel a Booked Flight, or part thereof, the following cancellation fees shall be immediately payable by the Passenger to Private Jet Royalty, VAT No. 14760421009, with registered office at Via Vincenzo Bellini 25, 00061 Anguillara Sabazia (RM), as compensation for the cancellation:

30% of the sale price if the Passenger cancels the booking up to 7 days before the departure time set out in the Travel Quote.

50% of the sale price if the Passenger cancels the booking less than 7 days before the departure time set out in the Travel Quote.

100% of the sale price if the Passenger cancels the booking within 24 hours of the departure time set out in the Travel Quote, or in the event of a "NO SHOW".

5.2 In the event of a conflict between the cancellation policy specified in the Travel Quote and the one described in Article 5.1, the policy indicated in the Travel Quote shall prevail.

5.3 A Passenger who does not reach the aircraft within 20 minutes of its scheduled departure is automatically considered an absent passenger ("No-Show"). Private Jet Royalty reserves the right to treat such absences as last-minute cancellations, resulting in the Passenger being charged the full Flight Cost and any Additional Costs provided for.

5.4 Private Jet Royalty may, at its sole discretion, accommodate a delay requested by the Passenger with respect to the departure time, provided that the Passenger informs Private Jet Royalty of the expected delay before the scheduled departure time, and provided that such delay does not affect the travel of another client of Private Jet Royalty or the Air Operator, or the availability of the Air Operator, or result in additional costs for Private Jet Royalty or the Air Operator. Should Private Jet Royalty and/or the Air Operator be unable to manage or accept the delay, the Booked Flight shall be deemed cancelled by the Passenger, and the Passenger shall therefore be charged the full Flight Cost and any Additional Costs.

5.5 Should the Passenger request a change of route or any other modification to the Booked Flight (such as, for example, a change to the departure time, the number of Passengers, a change of airport, or other requests relating to the Services) and such change makes it necessary, in Private Jet Royalty's reasonable discretion, to substitute the aircraft or the Air Operator, Private Jet Royalty shall provide the Passenger with a new Travel Quote, which the Passenger shall have the right to accept or reject. If the Passenger rejects or fails to promptly accept the new Travel Quote issued, the original Booked Flight shall remain in full effect until cancelled in writing by the Passenger, in which case the Passenger shall be liable for any cancellation penalties under this Section 5, and Private Jet Royalty shall have no liability for damages of any kind arising from the cancellation.

5.6 The Booked Flight shall be deemed cancelled by the Passenger in the event of:

- (i) cancellation of any Booked Flight communicated by the Passenger to Private Jet Royalty prior to the scheduled departure;
- (ii) a delay by the Passenger or their Guests with respect to the scheduled departure time of the flight and/or a "no-show";

(iii) failure by the Passengers to comply with the instructions given by the Air Operator and/or the captain and/or the cabin crew concerning safety, compliance with the laws, regulations or rules of any country, health, or for any reason which, in the unquestionable judgment of the Air Operator, the captain or the cabin crew, may make it necessary to cancel or terminate a Booked Flight;

(iv) conduct, or the physical or mental condition, of the Passenger or any of their Guests which may cause discomfort, disturbance, aggression or violence towards other passengers, towards themselves, or towards the Air Operator's staff, or if any of the Passengers appears to be in a state of intoxication or under the influence of illegal substances;

(v) failure to provide the identity documents or passports requested by Private Jet Royalty or the Air Operator by the required deadline, as set out in Article 9.1;

(vi) refusal to board the Passenger or any of their Guests for any reason, including, by way of example, failure to present the required travel documents or refusal to undergo all security checks, or refusal of entry into any country for any reason;

(vii) non-payment of the Flight Service, as set out in Section 4;

(viii) breach by the Passenger of these Terms.

5.7 If any Booked Flight is cancelled pursuant to Articles 5.3 and 5.6, the costs of any Additional Services arranged by Private Jet Royalty at the Passenger's request through ancillary third-party providers shall remain at the Passenger's expense.

5.8 Where a Booked Flight's Travel Itinerary includes a multi-leg Flight Service ("Multi-leg Flights"), it is essential that the Passenger understand that the Flight Cost estimated in the Travel Quote is calculated by the Air Operator taking into account the entire requested journey. The Air Operator may adopt strategies such as tactical repositioning or overnight crew stays, or may operate other flights with other clients making use of the Travel Itinerary's positioning legs, in order to optimise the overall Flight Cost of the Multi-leg Flights, offering the Passenger a more advantageous option in terms of overall cost. Partial cancellation by the Passenger of a Booked Flight shall therefore be treated as a modification to the Booked Flight and shall be subject to the issuance of a new Travel Quote, as set out in Article 5.5.

5.9 The Passenger agrees that any refund of amounts paid by the Passenger shall always be subject to the deduction of any amounts still owed to Private Jet Royalty, including cancellation fees.

6. Force Majeure

6.1 Neither Private Jet Royalty nor the Air Operator shall be liable for delays, interruptions, unavailability of the aircraft, or failure to perform the Flight Service or other ancillary services, where such events are caused by circumstances of Force Majeure.

"Force Majeure" means any unforeseeable, unavoidable event or situation beyond the reasonable control of Private Jet Royalty or the Air Operator, including, by way of example and without limitation, wars (declared or otherwise), riots, civil unrest, sabotage, strikes, demonstrations, blockades, industrial disputes, embargoes, quarantines, hijackings, terrorist acts, fires, adverse weather conditions compromising flight safety, floods, earthquakes, hurricanes, technical failures of the aircraft, the inability or delay in obtaining spare parts or equipment, or in obtaining permits, licences or authorisations from the competent authorities.

Furthermore, the Passenger acknowledges and agrees that Private Jet Royalty, the Air Operator or the flight crew may, at their sole discretion and at any time, cancel, suspend or modify the Booked Flight where they believe that flight safety may be compromised. Such decisions shall not constitute a breach of contract and shall not entitle the Passenger to compensation or indemnification for any damages, losses, injuries or delays.

7. Cancellations, Delays, Changes by Private Jet Royalty

7.1 Private Jet Royalty reserves the right to cancel, interrupt, delay or postpone a Flight Service due to technical problems with the aircraft and/or weather factors and/or operational reasons and/or other reasons beyond Private Jet Royalty's control. In such cases, Private Jet Royalty may attempt to offer the Passenger a substitute Flight Service, if possible with an aircraft of the same category, but shall not be held liable if it is unable to find a suitable substitute Flight Service, nor for any additional costs borne by the Passenger or any damages or losses arising from the failure to provide the Flight Service.

7.2 If a Flight Service is cancelled, interrupted, delayed or postponed due to technical problems with the aircraft, and/or weather factors and/or operational reasons and/or other reasons beyond Private Jet Royalty's control, the latter shall not be liable for any indirect damages, including, by way of example, loss of profits, loss of business opportunities, loss of chance, or damages of any kind or nature arising from the failure to perform these Terms or any breach thereof.

7.3 If a Flight Service is cancelled for reasons not attributable to the Passenger and/or it has not been possible in any way to offer a suitable substitute Flight Service, Private Jet Royalty shall refund the Passenger the price paid for the Flight Service. Any further claim shall be excluded, and both Parties shall be released from their respective obligations and liabilities under these Terms.

7.4 Any modification to the Booked Flight (such as, for example, a change to the Travel Itinerary or a substitution of the aircraft) due to technical problems with the aircraft and/or weather factors and/or operational reasons may result in an adjustment to the Flight Cost or additional Costs borne by the Passenger.

7.5 Private Jet Royalty and the Air Operator reserve the right to deviate from the departure and/or arrival times specified in the Travel Quote where the circumstances giving rise to such changes, delays or deviations are beyond the Air Operator's control, or where this is necessary for safety reasons and/or due to weather conditions.

7.6 Should the destination airport not be reachable due to weather conditions and/or airport regulations and/or reasons beyond the Air Operator's control, the Flight Service shall be deemed performed once landing occurs at the nearest alternative airport. Delays caused by such an event of Force Majeure shall have no effect on compliance with these Terms and shall therefore give rise to no liability on the part of Private Jet Royalty or the Air Operator.

7.7 Likewise, should the departure airport not be reachable due to weather conditions and/or airport regulations and/or reasons beyond the Air Operator's control ("Force Majeure"), the Flight Service shall be deemed performed once departure takes place from the alternative airport and the Passengers reach the destination airport. Delays caused by such an event of Force Majeure shall have no effect on compliance with these Terms and shall therefore give rise to no liability on the part of Private Jet Royalty or the Air Operator.

7.8 In the event of interruption or delay to a scheduled or ongoing Flight Service, any extra costs arising from additional waiting time (by way of example: costs caused by de-icing time, delays or changes to airport slots, additional hangar storage, aircraft parking and other additional airport fees, as well as accommodation, meal and refreshment expenses for the crew and pilot) shall be charged to the Passenger. In such circumstances, Private Jet Royalty shall not be liable for the interruption or delay of the Flight Service or of any Other Services, and shall have the right, without prejudice, to request payment of any amounts due from the Passenger.

8. Eligibility and Promotional Codes

8.1 The Flight Service offered by Private Jet Royalty is not available to persons under 18 years of age.

8.2 The Passenger has no right to assign to third parties any contract entered into with Private Jet Royalty.

8.3 The Flight Service may be subject to limitations by Private Jet Royalty and/or the Air Operator for:

- a) passengers with disabilities and reduced mobility;
- b) children under 2 years of age and unaccompanied minors;
- c) any health issues and pregnant women.

Passengers with disabilities and reduced mobility. The Passenger must inform Private Jet Royalty of any request for special assistance before proceeding with the booking of the Flight Service.

An Air Operator may refuse a request for a Flight Service or deny boarding to a passenger with a disability or reduced mobility for safety reasons, in particular (i) in order to meet the safety requirements established by international rules, EU or national laws, or by the civil aviation authority that certified the Air Operator; (ii) if the dimensions of the aircraft doors make it impossible to board the passenger. Passengers requiring individual assistance due to age, mental or physical condition, disability or impairment will receive appropriate support from the Air Operator's cabin crew during boarding, disembarkation and throughout the flight, both under normal and emergency conditions.

Non-ambulatory Passengers may not be able to access aircraft with fewer than 9 seats, due to aircraft limitations such as the lack of adequately sized doors and access ramps for wheelchairs, or the location and size of emergency exits. In such cases, a flight attendant may also not be available to provide further assistance on board.

Children under 2 years of age and unaccompanied minors. Each child under 2 years of age must be accompanied by at least one parent or an adult. Children between 5 (five) and 14 (fourteen) years of age (not yet completed), for domestic flights, and those between 5 (five) and 15 (fifteen) years of age (not yet completed), for international flights, travelling alone may be accepted on board at the request of the parent(s), guardian or escort. Where a seat is booked for an unaccompanied minor, the Passenger undertakes to inform Private Jet Royalty in advance and to provide a signed authorisation from the minor's legal guardian or parent delegating the transport of the minor. The document must also indicate the details of the person who will accompany and collect the minor at the airport. Minors who have turned fourteen, for domestic flights, and those who have turned fifteen, for all

flights including international or intercontinental flights, may travel alone. However, upon express request, they may make use of the unaccompanied minor procedure described above, since, during the journey, whether in the case of scheduled stopovers or of flight delays or cancellations, hotel accommodation may become necessary, and minors must in any event carry the authorisation of a parent exercising parental responsibility, which may be requested by hotels for their acceptance. Neither Private Jet Royalty nor the Air Operator shall be liable for any damages or expenses or any further consequence arising from the failure to hold the aforementioned authorisation. In any case, the Passenger shall be liable for any damage caused by minors to third parties, to Private Jet Royalty and to the Operator, and undertakes to indemnify Private Jet Royalty and the Air Operator.

Health issues and pregnant women. The Passenger must promptly inform Private Jet Royalty of any health issues concerning the Passenger and/or their Guests, especially if these could affect their fitness to travel by air. The Passenger undertakes to inform Private Jet Royalty of any changes to the Passengers' health condition prior to travel as well. The assessment of fitness to travel by air is based on internationally recognised criteria established by the World Health Organization.

For pregnant women, air travel should not be strenuous in the early months of pregnancy, but is strongly discouraged during the last month of pregnancy and up to 7 days after childbirth. Some Air Operators may require a medical certificate for pregnant women beyond 28 weeks. However, it is at the Air Operator's discretion to decide whether or not to carry a pregnant woman, and it must therefore always be informed in advance.

8.4 Private Jet Royalty may, at its sole discretion, create promotional codes that may be redeemed by the Passenger. The Passenger acknowledges that promotional codes: must be used by their intended recipients and for their intended purpose, and in a lawful manner; may not be duplicated, sold or transferred in any way, or made available to the general public (published in a publicly accessible form or otherwise), unless expressly authorised by Private Jet Royalty; may be disabled by Private Jet Royalty at any time, for any reason, without any liability towards Private Jet Royalty; may only be used in accordance with the specific terms Private Jet Royalty establishes for such promotional code; are not valid as a form of cash; and may expire before being used. Private Jet Royalty reserves the right to withhold or deduct credits or other features or benefits obtained through the use of promotional codes should Private Jet Royalty determine or believe that the use or reimbursement of the promotional code was due to error, fraud, illegality, or a breach of the applicable terms of the promotional code or of these Terms.

9. Administrative Formalities, Boarding and Transport Limitations

9.1 The Passenger agrees to provide Private Jet Royalty with all information necessary for the performance of the Flight Service (such as the passenger list, baggage or cargo details) and copies of all identity documents (passports for flights to the United Kingdom or other foreign countries) of the Passengers, including any pets, for the purposes of compliance with national, international and foreign immigration regulations. The Passenger undertakes to send such documents in good time, and in any case no later than 48 hours before the scheduled departure, unless otherwise agreed with Private Jet Royalty. The Passenger is responsible for the accuracy and completeness of the information provided, and is liable for any damage arising from incorrect or incomplete data.

9.2 Prior to departure, the Passenger must ensure that all Passengers hold valid travel documents that comply with the laws, regulations, orders and requirements in force in the States of departure, transit and destination. The Passenger is responsible for verifying the compliance of Passengers, baggage and cargo with customs and health regulations and all other provisions applicable in the countries involved in the journey.

9.3 All costs, fines and penalties arising from failure to comply with such regulations shall be borne exclusively by the Passenger. Private Jet Royalty shall be exempt from any liability and shall be indemnified by the Passenger for any expense or damage caused by such breaches. Private Jet Royalty may withhold or use sums already paid by the Passenger to cover such costs. In the event of refusal of entry into a State, the Air Operator shall have the right to cancel the Booked Flight, applying the cancellation policy set out in Section 5.

9.4 Passengers are required to undergo all ordinary security checks ordered by the competent authorities, other authorised parties or the Air Operator. They must also allow personal and baggage inspections by customs or public authorities, including at the request of the Air Operator, where justified for security reasons and in compliance with applicable regulations. Refusal to undergo such checks may result in the cancellation of the Booked Flight by the Air Operator, with the corresponding cancellation policy applying as per Section 5.

9.5 The Passenger must arrive at the airport with sufficient time in advance to ensure the punctuality of departure and the use of booked airport slots. Airport procedures, security measures in force and the time required to process Passengers and baggage must be taken into account, and these may vary depending on the airport or peak season periods. Responsibility for arriving in time to complete such procedures rests exclusively with the Passenger. Private Jet Royalty and the Air Operator shall not be liable for delays caused by the late arrival of Passengers or baggage. Guests not boarded at least 20 minutes before departure shall be considered No-Shows, and the Air Operator may cancel the Booked Flight applying the cancellation policy set out in Section 5.

9.6 Passengers must ensure that no dangerous or prohibited baggage is carried on board, as set out in Article 10.5 of Section 10.

9.7 All Passengers on board must strictly follow the instructions given by the captain and the cabin crew. The Air Operator reserves the right to refuse boarding or to interrupt the Flight Service for safety reasons, in particular in the following cases:

- In compliance with the laws, regulations or rules in force in the States of departure, transit or destination;
- At the written request of the competent Authorities;
- If the transport of Passengers or baggage may endanger the safety, health, hygiene or good order on board;
- In the event of intoxication, use of illegal substances, or conduct that may cause discomfort, danger or damage to persons or property;
- For failure to comply with safety instructions, or for prior unlawful or unruly conduct that could recur;
- For refusal to undergo security checks;
- If fares, taxes or other fees have not been paid;
- If the Passenger does not hold valid travel documentation;
- In the event of destruction or failure to produce travel documents;
- For failure to comply with these Terms and Conditions.

10. Baggage and Cargo

10.1 Baggage weight and size limits may vary depending on the type of aircraft used. Private Jet Royalty will carry baggage based on available space, in accordance with the dimensions of the aircraft's cargo hold and weight and balance restrictions. The total baggage weight may vary from time to time depending on flight planning, which takes into account distance, the number of Passengers and baggage, and the type of aircraft used. Private Jet Royalty reserves the right to refuse to load baggage that does not comply with weight or size limits, at its unquestionable discretion, for safety reasons.

10.2 The Passenger must provide all information relating to the type, size, number and weight of baggage prior to departure; the feasibility of loading it will be confirmed by Private Jet Royalty. The carriage of special baggage must be agreed with Private Jet Royalty in advance, before booking the Flight Service.

10.3 Private Jet Royalty disclaims all liability for the loss or damage of baggage or personal items. Any costs for the transport of "lost items" shall be borne by the Passenger.

10.4 For the carriage of cargo, loading and unloading of the aircraft shall be at the Passenger's risk and expense, and the Passenger may be required to provide the materials necessary to secure the cargo.

10.5 The carriage of dangerous materials on passenger flights is prohibited. It is not permitted to carry items that could endanger the aircraft, its equipment or persons on board. In particular, the following are prohibited: (i) explosives, compressed gases, oxidising, radioactive, caustic, magnetised, highly flammable, toxic or corrosive materials, or any liquid substance classified as a dangerous material under applicable regulations; (ii) items unsuitable for carriage due to weight, size or nature; (iii) weapons of any kind, including firearms, bladed weapons, sharp instruments or pressurised containers usable for offensive or defensive purposes.

10.6 Should the Passenger need to transport sensitive cargo such as animals, delicate equipment, works of art, plants, glass or weapons, it is mandatory to inform Private Jet Royalty before booking the Flight Service. Additional costs or specific insurance requirements may apply.

10.7 If the Passenger intends to transport valuable goods, they must inform Private Jet Royalty in advance. In such cases, surcharges or special insurance arrangements may apply.

10.8 The carriage of dangerous goods by air (explosives, chemical substances, etc.) must comply with the IATA DGR (Dangerous Goods Regulations). It shall be the responsibility of the shipper/Passenger to: (i) provide adequate training and information to the personnel involved; (ii) ensure that carriage is not prohibited and that quantities do not exceed permitted limits; (iii) complete the shipper's declaration for dangerous goods where required; (iv) properly identify, classify, package, label and

mark the goods; (v) comply with the regulations of the States involved; (vi) observe any further requirements necessary for carriage. Booking a flight carrying dangerous goods shall be subject to the Air Operator's additional terms.

10.9 Should the Passenger or an animal associated with them damage the aircraft or any part thereof, including as a result of carrying baggage or cargo, Private Jet Royalty shall charge the Passenger the costs necessary for repairs, cleaning or compensation, even after the flight has been performed.

11. Pets or Other Animals on Board

11.1 Passengers may generally travel with their own pets (cats, dogs, including assistance dogs) or other animals (birds, hamsters, ferrets, etc.), provided that the Air Operator accepts such animals on board. Since the possibility of carriage depends on each Air Operator, the availability of space on the aircraft, the animal's weight and the type of aircraft, the Passenger must notify Private Jet Royalty of the request to transport animals before proceeding with confirmation of the Flight Service.

11.2 It is the Passenger's responsibility to ensure that all necessary documents for the animal are in order and comply with the laws, regulations, ordinances and requirements in force in the States of departure, transit and destination. These documents must include, but are not limited to, mandatory vaccinations, microchip documentation and a health certificate of fitness to travel.

11.3 The Passenger shall be solely responsible for the care, custody and control of any animal accompanying them during the performance of the Flight Service. The Passenger must comply with and follow any instructions given by the Air Operator's crew regarding the care, custody and control of the animal. The animal must be harmless and clean. Furthermore, the Passenger shall be liable for any damage, injury or loss caused by the animal during the Flight Service. Private Jet Royalty reserves the right to charge the Passenger for cleaning costs, where necessary, for the transport of animals, if required by Private Jet Royalty or the Air Operator.

12. Exclusions of Liability

12.1 The Passenger accepts and acknowledges that Private Jet Royalty solely arranges the Flight Service or Other Services on the Passenger's behalf. Private Jet Royalty shall have no liability towards the Passenger for the air transport or for flight operations and/or the performance of the Flight Service carried out by the Air Operator(s), including, by way of example, any delay or failure by the Air Operator to provide a Flight Service arranged under these Terms.

12.2 THE PASSENGER UNDERSTANDS AND AGREES THAT PRIVATE JET ROYALTY IS NOT LIABLE FOR DAMAGE TO PASSENGERS/BAGGAGE/CARGO ARISING FROM: (I) ANY CANCELLATIONS, MODIFICATIONS, DELAYS, DEVIATIONS OR INTERRUPTIONS OF ANY FLIGHT SERVICE, INCLUDING THE FAILURE TO PROVIDE ANY AIRCRAFT, IN ALL CASES AND FOR ANY CIRCUMSTANCE BEYOND PRIVATE JET ROYALTY'S CONTROL, INCLUDING, BY WAY OF EXAMPLE, CANCELLATIONS, MODIFICATIONS, DELAYS, DEVIATIONS OR INTERRUPTIONS OF THE FLIGHT SERVICE DUE TO EVENTS OF FORCE MAJEURE AND/OR TECHNICAL PROBLEMS WITH THE AIRCRAFT AND/OR WEATHER FACTORS AND/OR OPERATIONAL REASONS AND/OR AIRPORT REGULATIONS AND/OR THE AIR OPERATOR'S NEGLIGENCE, (II) ANY DEFECT IN ANY AIRCRAFT OR MEANS OF TRANSPORT, OR THE NEGLIGENCE OF ANY AIR OPERATOR OR OTHER COMPANY OR PERSON INVOLVED WHO PROVIDES OR PERFORMS THE SERVICES ARRANGED UNDER THESE TERMS, (III) THE QUALITY, FINANCIAL SOUNDNESS OR SOLVENCY OF THE AIR OPERATOR OR OF ANY OTHER PROVIDER OF OTHER SERVICES.

12.3 In particular, the Passenger agrees that, should the Air Operator, in its unquestionable judgment, for any reason or condition, consider that safety in the performance of a Flight Service may be compromised, the Air Operator has the right to cancel, terminate or refuse to commence a Flight Service or part thereof, or to take any other measures necessary for safety reasons. In such case, neither the Air Operator nor Private Jet Royalty shall be in breach of any agreement relating to the performance of the Flight Service, and shall not be liable for losses, injuries, damages or delays to the Passenger and/or their Guests.

12.4 IN ALL CASES AND UNDER ANY CIRCUMSTANCES, NEITHER PRIVATE JET ROYALTY NOR THE AIR OPERATOR (OR ANY OF THEIR RESPECTIVE DIRECTORS, MANAGERS, AGENTS OR EMPLOYEES) SHALL BE LIABLE TO THE PASSENGER (INCLUDING GUESTS) FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING, BY WAY OF EXAMPLE, LOSS OF PROFITS, LOSS OF CHANCE, LOSS OF REVENUE, LOSS OF BUSINESS OPPORTUNITIES OR OTHER PECUNIARY LOSSES AND/OR MATERIAL DAMAGE AND THE LIKE, AND/OR DAMAGE TO REPUTATION AND/OR DAMAGES FOR SPOILED HOLIDAY OR MORAL DAMAGES AND/OR OF ANY KIND OR NATURE, INCLUDING, ON ANY GROUNDS OR FOR ANY REASON, LOSSES SUFFERED BY THE PASSENGER AS A RESULT OF ANY DELAY OR FAILURE TO PERFORM BY PRIVATE JET ROYALTY IN ARRANGING A FLIGHT SERVICE OR BY AN AIR OPERATOR PERFORMING A FLIGHT SERVICE ARRANGED UNDER THESE TERMS.

12.5 The Passenger understands and agrees that the Air Operator is not liable for damages arising from any cancellations,

modifications, delays, deviations or interruptions of any Flight Service, due to events of Force Majeure, including, but not limited to, technical problems with the aircraft and/or weather factors and/or operational reasons and/or provisions or regulations preventing the performance of the Flight Service and/or for safety reasons.

12.6 The Passengers expressly agree that the Air Operator's liability, including liability for death or personal injury, shall be subject to the national and international regulations limiting the Air Operator's liability and/or limiting compensation, and to all other provisions applicable to the Air Operator and established by applicable national and international laws and applicable international regulations, namely the Montreal Convention of 28 May 1999 and EC Regulations (EC) 2027/97, (EC) 889/2002, (EC) 785/2004 and (EC) 285/2010, or any other Convention applicable under the law.

12.7 The Passenger accepts the benefits of the Air Operator's insurance as the sole remedy against the Air Operator for any losses or damages (including, by way of example, injury, death or material damage) suffered by the Passengers.

12.8 NEITHER PRIVATE JET ROYALTY NOR THE AIR OPERATOR SHALL BE LIABLE FOR DAMAGES, LIABILITY OR LOSSES TOWARDS THE PASSENGERS ARISING FROM THE PASSENGERS' INABILITY TO ACCESS OR USE THE SERVICES, AS SET OUT IN SECTION 5 (IN PARTICULAR ARTICLES 5.3, 5.4, 5.6) AND SECTION 9. PRIVATE JET ROYALTY HAS NO OBLIGATION TO MITIGATE ANY LOSSES ARISING FROM THE PASSENGER'S FAILURE TO PAY ANY AMOUNT DUE UNDER THESE TERMS.

12.9 The Services may be used by the Passenger to request and plan air cargo transport with third-party providers; the Passenger agrees that Private Jet Royalty has no liability towards the Passenger for the goods or logistics services provided to the Passenger by third-party providers.

12.10 THE BOOKED FLIGHT IS SUBJECT TO THE ISSUANCE OF AIRPORT PERMITS FOR OVERFLIGHT, TAKE-OFF AND LANDING. THE PASSENGER UNDERSTANDS AND AGREES THAT THE TIME INDICATED IN THE TRAVEL QUOTE MAY BE SUBJECT TO CHANGES DUE TO THE OBTAINING OF AIRPORT SLOTS. THE TIME REQUIRED TO CONFIRM AVAILABILITY AND TO OBTAIN AIRPORT SLOTS, AS WELL AS THE ISSUANCE

13. Passenger Warranties and Legal Compliance

13.1 The Passenger, which for the purposes of this Section includes both individuals and entities together with their respective employees, agents, affiliates and Guests (together, for the purposes of this Section, the "Passenger"), warrants, represents and agrees, without prejudice to all other rights of Private Jet Royalty under these Terms and under the law, that:

The Passenger is not an entity or individual sanctioned by the EU or any other country that may be subject to restrictive measures such as arms embargoes, other specific or general trade restrictions (import and export bans on certain goods, investment bans, bans on providing certain services, etc.), financial restrictions, admission restrictions (visa or travel bans) or other measures deemed appropriate depending on the case, nor is it or could it be designated as a terrorist, foreign terrorist organisation, an organisation that assists or provides support to a foreign terrorist organisation, a proliferator of weapons of mass destruction, a drug trafficker or any other similar designation that would prohibit Private Jet Royalty or the Air Operator from doing business with the Passenger under applicable law;

The Passenger shall promptly notify Private Jet Royalty in writing should it become aware, or have reason to become aware, of any actual or potential change in its status under this Section;

The Passenger shall comply with all applicable laws;

The amounts paid to Private Jet Royalty by the Passenger do not derive from unlawful acts;

Private Jet Royalty may be required by law to block, freeze and/or transfer monetary funds, without any liability towards the Passenger;

Private Jet Royalty reserves the right to take any action it reasonably deems necessary to comply with applicable law, or with an order or request from a court, law enforcement authority or other administrative agency or governmental entity. The Passenger undertakes to promptly provide Private Jet Royalty with all documentation reasonably requested to assess compliance with this Section 13, and authorises Private Jet Royalty to carry out screening and/or in-depth checks on their person.

13.2 All Private Jet Royalty Passengers are required to comply with all applicable anti-money laundering laws for the entire duration of these Terms. Passengers acknowledge and agree that non-compliance may result in severe consequences such as criminal penalties and heavy fines. Private Jet Royalty may carry out investigations to confirm the authenticity of the documents and information provided by Passengers. All lawful methods shall be used to verify identification information, and Private Jet Royalty reserves the right to investigate specific Passengers deemed to be at risk or suspicious. The Passenger undertakes to

fully cooperate with Private Jet Royalty in connection with anti-money laundering efforts. This commitment entails providing all information requested by Private Jet Royalty in order to fulfil its duties, in accordance with applicable laws, regardless of jurisdiction. Private Jet Royalty reserves the right to delay or discontinue the provision of the Services should there be reasonable grounds to believe that a transaction may breach any applicable law. Private Jet Royalty has the right to share information about suspicious Passengers with (i) investigative agencies or any authorised official; (ii) organisations that assist Private Jet Royalty in providing the Services offered to its Passengers; (iii) government, law enforcement authorities and courts; (iv) regulatory bodies and financial institutions.

13.3 Should the Passenger breach this Section 13, or provide false information regarding legal compliance, or become a party subject to or designated for sanctions, or be convicted or found guilty of an offence in any jurisdiction relating to human rights violations, terrorism, drug trafficking, financial irregularities, or in any way jeopardise Private Jet Royalty's reputation or be detrimental to the interests of Private Jet Royalty or the Air Operator, the Passenger shall assume full liability and undertakes to indemnify, reimburse and hold harmless Private Jet Royalty, its officers, directors, shareholders, employees, agents, affiliates and subcontractors from any claim, legal action, loss, cost and liability, in perpetuity and beyond the expiry of these Terms.

13.4 The Passenger shall use the aircraft for their own personal enjoyment and shall not use the aircraft (i) to provide paid transport of Guests or cargo (unless approved in writing by Private Jet Royalty); (ii) for any unlawful purpose; (iii) in bad faith; or (iv) for any commercial use, including photography/video recording, unless previously approved in writing by Private Jet Royalty.

14. Indemnification

14.1 The Passenger undertakes to hold Private Jet Royalty (its representatives, directors, agents, licensees, partners and employees) harmless from any obligation, claim or liability arising from any claim, loss, damage, demand, liability, injury or expense, including, without limitation, legal costs incurred in defending legal proceedings or accounting expenses, arising out of or in connection with the Passenger's gross negligence in relation to the Services offered, breach of statutory provisions or of these Terms, or the violation of the rights of third parties (including other passengers or the Air Operator's crew) or of third-party providers of goods or ancillary services.

15. Personal Data

15.1 By using the Services, the Passenger declares that they have read and accepted Private Jet Royalty's Privacy Policy, which sets out their rights over the data provided, what personal data is collected, how it is used and with whom it is shared.

15.2 By sending personal data to Private Jet Royalty regarding any natural person, including Guests, the Passenger confirms that: (i) they have been authorised to act on behalf of such persons; (ii) such persons consent to the processing of their personal data in accordance with these Terms, which may include sensitive personal data; and (iii) the Passenger will inform such persons of Private Jet Royalty's identity and of all applicable privacy policies, including the sections of the Privacy Policy.

15.3 The Passenger acknowledges that the personal data provided, such as the travel date, itinerary, purpose of travel, identity card or passport information, address and passenger details, baggage information and payment method details, as well as any specific requests (e.g. special assistance, special meals, etc.), may be used by Private Jet Royalty for flight booking, ticket issuance, the provision of on-board services, payment transactions, security and immigration purposes, as well as administrative purposes. Private Jet Royalty shall therefore use such data on the basis of its legitimate interest, in order to provide the requested services and to fulfil the contractual obligations arising from the Terms agreed between the Parties. Private Jet Royalty may transmit such data to flight operators, airport agents, ground transport service providers and other agents or subcontractors necessary for the performance of any contracts entered into with the Passenger.

15.4 The Services offered by Private Jet Royalty are not intended for minors, and Private Jet Royalty therefore does not knowingly collect personal data from minors, unless it is provided by the Passenger on their behalf or on behalf of someone else, and provided that the Passenger has the permission of the parents or legal guardian to share such data with Private Jet Royalty. In exceptional situations, for example to respond to an emergency, it may be necessary to obtain data directly from a minor where it is not possible to obtain it from another family member or the legal guardian.

15.5 DUE TO THE NATURE OF THE SERVICES OFFERED BY PRIVATE JET ROYALTY AND THE AIR OPERATOR, PERSONAL DATA MAY BE TRANSFERRED TO COUNTRIES WHERE THE LEVEL OF DATA PROTECTION IS NOT EQUIVALENT TO THAT PROVIDED FOR BY THE EUROPEAN UNION OR THE COUNTRY OF ORIGIN OF THE PASSENGER AND/OR THEIR GUESTS. PASSENGERS UNDERSTAND AND ACCEPT THE PRIVACY RISKS ASSOCIATED WITH THE TRANSMISSION OF THE PERSONAL DATA NECESSARY TO PROVIDE THE FLIGHT SERVICE.

16. Electronic Signature

16.1 When booking the Flight Service, by ticking a box, entering a symbol or verification code, or clicking an online button in the mobile application or on the website, or through any other attached electronic means provided by Private Jet Royalty, the Passenger unconditionally and irrevocably accepts these electronic Terms.

16.2 The Passenger agrees that these Terms are accepted by the Passenger through the Private Jet Royalty app, the website, or by email, and that such acceptance shall constitute an electronic signature and shall be binding as if made by hand by the Passenger. Electronic signatures shall have the same force and validity as handwritten signatures.

17. Contract Duration and Termination

17.1 These Terms shall become effective upon acceptance by the Passenger and shall govern the relationship between the Parties for an indefinite period, subject to termination by either Party pursuant to Article 17.2.

17.2 The Passenger may terminate these Terms at any time with 15 days' notice by sending an email to info@privatejetroyalty.com.

17.3 Private Jet Royalty may terminate these Terms for any reason with 15 days' notice by email or through other contact information provided for the Flight Service. Private Jet Royalty may also terminate these Terms immediately and without notice and discontinue use of the Services if the Passenger (i) materially breaches these Terms, (ii) breaches applicable laws, or (iii) such action is necessary to protect the personal integrity, reputation or property of Private Jet Royalty or third parties (for example, in the event of fraudulent conduct). In none of the cases set out in this Article shall Private Jet Royalty be held liable for any damages arising from the suspension or discontinuation of the Services.

17.4 Private Jet Royalty reserves the right to make changes to these Terms at any time. Such changes shall become binding on the Parties from the date the amended Terms are published by Private Jet Royalty in the Private Jet Royalty mobile application or software, or from the date of publication on the website www.privatejetroyalty.com. The Passenger has the right not to accept the proposed changes, in which case they undertake to notify termination of the Terms and to discontinue use of the Services. If the Passenger does not notify termination of the Terms, the Passenger shall be deemed to have read, understood and agreed to comply with the amended Terms, without reservation.

17.5 With respect to any outstanding obligations of the Parties, these Terms shall continue to apply until such obligations have been fully performed by the Parties.

18. Governing Law and Jurisdiction

18.1 These Terms are governed by Italian law.

18.2 Should any article, in whole or in part, be null and/or invalid, this shall not affect the other articles contained in these Terms, which shall consequently remain fully valid and effective.

18.3 Any disputes arising between the parties in relation to these Terms, including disputes concerning their interpretation, performance and validity, shall be subject to the exclusive jurisdiction of the Court of Rome.

Contacts

All communications must be sent to the contact details indicated in this document.

For any questions, you may contact Private Jet Royalty Customer Service by visiting the Contacts section of our website and writing to us at info@privatejetroyalty.com.

Thank you for reading the Private Jet Royalty Charter Service Terms.

Private Jet Royalty

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PRIVATE JET ROYALTY IS NOT AN AIRLINE AND DOES NOT OWN OR OPERATE ANY AIRCRAFT. ALL SERVICES PROVIDED BY THIRD PARTIES, EVEN WHEN ARRANGED OR SCHEDULED THROUGH PRIVATE JET ROYALTY, ARE THE SOLE RESPONSIBILITY OF THOSE THIRD-PARTY PROVIDERS.

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