



## General Conditions

### Introduction

This document has the objective of clearly stating the different parameters in which NatureAir bases its air transport. This allows for a coordinated work ethic, which we share with our travel partners.

### 1. Reservations

NatureAir offers a customer service seven days a week, 365 days a year. Office hours are 7:00 a.m. to 5:00 p.m. between May 1 and November 30. From December 1 to April 30, office hours are from 7:00 a.m. to 7:00 p.m.

#### Reservation Requirements:

It is recommended to check your reservation before your departure date; the company is not responsible for wrong data stated on the reservation.

When making a reservation, NatureAir will emit an e-ticket reference code and will send confirmations via fax or email. NatureAir does not use vouchers and does not accept them as proof of reservation or as proof of payment. Therefore, no agency can demand vouchers as proof that the service was given. Only the reservation code is needed to use NatureAir's services.

### 2. Time Limit

All reservations have a limit time for payment indicated at the time of confirming the reservation. If the ticket is not paid on the indicated date, the system automatically cancels it without warning; no report will be generated. NatureAir is not responsible for notification of an upcoming payment date.

### 3. Rates

Rates apply only from originating airport to its destination airport.

- Children under 24 months pay only overcharges and taxes. They travel on their companion's lap.
- **All of our fares are subject to change.**

#### 3.1 Extra Rate

Any personal traveling on NatureAir with a body weight of more than 250 pounds must ask for an extra seat. If at the time of making a reservation it is indicated that there is a passenger fitting this description and therefore needs an extra seat, then NatureAir will offer a 20% discount on the purchase of the second seat. This same person will have the right to bring double luggage (60 pounds). When this happens, this rate will not be commissionable.

All our rates are subject to change.





#### 4. Exchange Rate

All rates are published in American dollars and must be paid according to the current exchange rate as indicated on the bill.

#### 5. Airport Information

NatureAir is located at Tobías Bolaños Palma International Airport, in Pavas, nine kilometers from San Jose and 20 kilometers from the Juan Santamaría International Airport.

##### Check-in

5.1 Check-in for domestic flights is 60 minutes before departure time. This rule applies to all airports.

5.2 Check-in for international flights is 90 minutes before departure time.

5.3 For domestic flights, boarding closes 20 minutes before departure, while international flight boarding closes 30 minutes before departure time. Passengers that do not comply with this requirement will not board.

5.4 In order to board the plane, it is required by Civil Aviation (Aviación Civil) that all passengers show a document as proof of ID. Passports are not necessary to travel within Costa Rica; however, a photo ID is necessary for security reasons and will be required at the time of check-in. Passengers that do not comply with this requirement will not be allowed to board the aircraft and will not receive reimbursement, credit or be offered the possibility of taking another flight.

##### Accepted photo Identification documents

- Passports
- Drivers license with photo
- Government-issued ID
- Residency identification

5.5 Some passengers need special assistance. NatureAir will try as best as possible to accommodate these necessities once the check-in counter has indicated what they are. Some examples are:

- Parents who travel with small children or infants
- Passengers with special needs

Pre-boarding is always left to the discretion of the airport staff and is designed to give those passengers who need it some extra time while boarding.

**In the case that the passenger(s) requires some assistance, it is important to notify the reservations personnel so that they may write it on the reservation, thus ensuring that airport personnel will be notified before the passenger's arrival.**

Flexible wheel chairs will be transported without any additional charges, but you must tell the reservations department at the time of making the reservations so that the necessary provisions in these cases are met.

Blind guide dogs are accepted, but you must tell the reservations department at the time





of making the reservations so that the necessary provisions in these cases are also met.

NATURE AIR does not guarantee pre-assigned seating on board; all seats are considered free seating. However, NATURE AIR reserves the right to relocate any passenger at any time if it is considered necessary for safety reasons.

Safety of our flights is our priority; thus, some seats near the emergency exits are not appropriate for all passengers. These seats are assigned to passengers who can assist the crew in case it is necessary. Passengers may occupy only these seats under the authorization of our personnel.

## **6. Luggage**

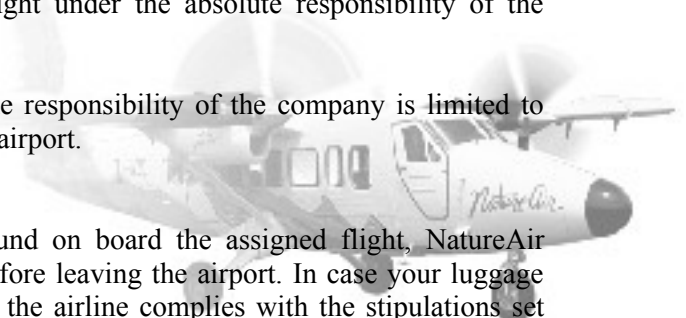
The luggage policy for all passengers on any of our flights is as follows:

- All passengers have the right to bring one bag with a weight not to exceed 30 pounds.
- All passengers may bring one piece of carry on luggage as long as it does not exceed the 10-pound weight limit and as long as it fits underneath the seat. Furthermore, its dimensions may not exceed 25 inches.
- Excess luggage will be charged at the airport. The following fees apply:
  - o 31 to 45 pounds or one additional luggage has a \$25 penalty.
  - o 46 to 70 pounds or two additional luggage pieces must pay \$50.
  - o Any piece of luggage exceeding 70 pounds will be charged as cargo.
- All luggage is subject to space availability.
- Passengers traveling under the same reservation may share the luggage requirements and may take double weight as long as the maximum overall weight of all pieces of luggage does not exceed 60 pounds.
- If traveling with luggage of large dimensions or extra heavy (for example surf bags, golf clubs, etc.), you must notify the reservations personnel before the departure date so that this kind of luggage may be transported. However, for safety or operational issues, these kinds of luggage may not be accepted on board the desired flight and may be sent on the next available flight under the absolute responsibility of the passenger.

In case luggage is denied boarding, the responsibility of the company is limited to bringing said luggage to its destination airport.

### **6.1 Lost or Damaged Luggage**

If your luggage is damaged or is not found on board the assigned flight, NatureAir personnel must be notified immediately before leaving the airport. In case your luggage was lost or damaged, the responsibility of the airline complies with the stipulations set forth by Civil Aviation, which covers an amount of \$0.85 per pound. It is recommended that passengers acquire luggage insurance. The company is not held responsible for objects of value (including jewelry, antiques, important documents, computer laptops, etc.). These types of articles must be taken as carry-on baggage (when possible). NatureAir has the policy of reimbursing \$20.00 once 24 hours have passed after a piece of luggage has been reported missing to help cover basic necessities while the luggage is found.





If luggage damage is due to normal circumstances, no claims will be accepted in the following cases:

- Small cuts or dents
- Fragile articles
- Overstuffed luggage
- Missing locks or straps
- Manufacturing defaults
- Luggage accepted after check-in
- Luggage that contains valuables
- Umbrellas
- Sport equipment or instruments
- Baby equipment

**Medical supplements must always be taken as carry-on.**

### **6.2 Prohibited Articles**

The following list of articles is prohibited and may not be transported in luggage: flammable liquids and solids, poisons, radioactive material, firearms, ammunitions, bacterial materials, compresses gases, etc.

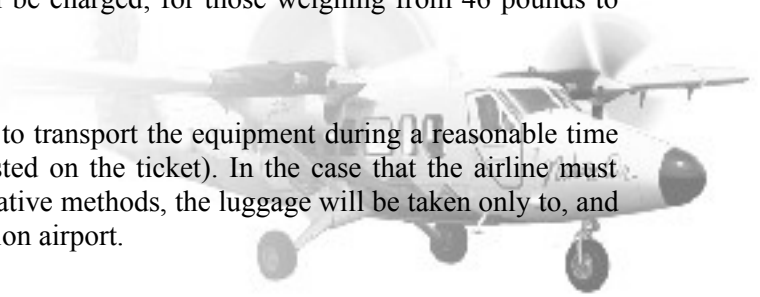
If any passenger should have any of these articles in their luggage, please inform a NatureAir representative before the departure date. Under no circumstances may passengers transport lighters or matches inside their luggage.

### **6.3 Golf Equipment, Skis, Surfboards and Animals**

Due to the size of the aircraft, it is guaranteed that these articles will be transported on the desired flight; however, please verify with our reservations personnel at 299-6000 before your flight so that they may accommodate the transportation space as necessary. An additional charge of \$40.00 will be applied to sports equipment. Regarding animals, for those animals weighing up to 30 pounds, \$25.00 will be charged; for those weighing from 31 pounds to 45 pounds, \$45.00 will be charged; for those weighing from 46 pounds to 70 pounds, \$60.00 will be charged.

### **6.4 Equipment Held Back**

NatureAir will do whatever possible to transport the equipment during a reasonable time period to the final destination (as listed on the ticket). In the case that the airline must transport said equipment using alternative methods, the luggage will be taken only to, and may only be retrieved at, the destination airport.



## **7. Reimbursements**

All tickets are reimbursable. When a passenger cannot make use of the ticket for the following reasons:

- Death of the passenger, of his/her spouse, or of any close family member.
- Sickness or accident involving themselves, their spouse or any close family member.

The ticket will be reserved for use during the following 12 months after the stated flight date.



## 8. Climate

NatureAir is not responsible for cancellations due to poor weather conditions. It is recommended that passengers acquire travel insurance, which covers the costs derived from delays or cancellations of this type.

## 9. Cancellations and Changes

The airline may change, cancel, alter or delay the itinerary of any flight at any time for safety reasons or for reason out of our control that justify such changes. In said cases, the following applies:

- For cancellations, reimbursement will be given.
- If change of destination occurs, the company will make additional payment for the necessary arrangements so that passengers get to their predetermined destination.

## 10. Flight Continuation or Connections

NatureAir is a method of transportation from destination to destination; for this reason, we are not responsible for missed flight connections. **NatureAir recommends that you acquire traveler's insurance.** The responsibility of taking the adequate flight to be able to make the corresponding connections is the responsibility of the passenger, especially when trying to connect with international flights that require checking in two to three hours prior to flight departure.

## 11. Onboard Service

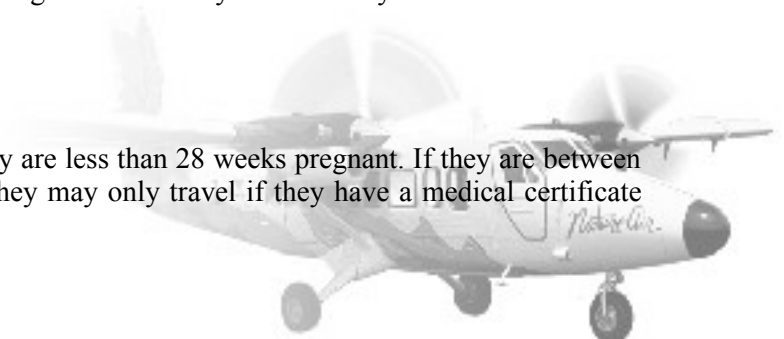
NatureAir operates planes during short flight times (lasting one hour or less); therefore, no onboard service is offered.

## 12. Minors Onboard

Passenger less than 12 years old may only fly if accompanied by an adult older than 16 years of age who must be made responsible. Passengers under 18 years old may not travel alone on international flights.

## 13. Pregnant Passengers

Pregnant passengers may fly as long as they are less than 28 weeks pregnant. If they are between the 8th and the 34th week of pregnancy, they may only travel if they have a medical certificate assuring that there is no risk if they fly.



## 14. Contagious Diseases (severe cases)

Passengers who have any type of severe contagious disease may not fly.

## 15. Contagious Diseases (less severe cases)

**RUBELLA:** passengers may fly four days after outbreak has disappeared.



**MEASLES:** Passenger with this illness may fly seven days after outbreak has disappeared.

**MUMPS:** Passenger with this illness may fly once the inflammation has lessened. This usually happens within seven days but may last up to 14 days.

**CHICKEN POX:** Passenger with this illness may fly seven days after the last spot (pox) has disappeared.

**Passengers traveling with any of the above-stated illnesses or that suffer from any chronic illness must present a medical certificate indicating that there is no risk.**

**VIRAL INFECTIONS:** Passenger with these kinds of illnesses must abstain from traveling.

**ASTHMA:** Passengers with this condition may transport their inhalators as long as they do not have oxygen cylinders. Passenger that suffer from chronic asthma or that receive oral steroid prescriptions need to show certifications allowing them to fly.

**STRECHERS** are not allowed onboard any of our flights.

## **16. Transport of Human Remains**

We do not accept the solicitation to transfer human remains on any of our flights. Cremations with death certificate and certificate for cremation placed inside a secure container for travel may be transported.

## **17. Flights Cancelled due to Outstanding Circumstances**

If a flight is canceled as a result of any of the following circumstances, which would not have been possible to avoid regardless of all the necessary means taken, including but are not limited to:

- Traffic control
- Climate
- Security alerts
- Strikes
- Flight safety eventualities

**NatureAir will not be responsible for any compensation to:**

- Reprogram travel to final destination in the following flight.
- Reprogram travel to final destination on another date of more convenience for the passenger as long as flight has availability.

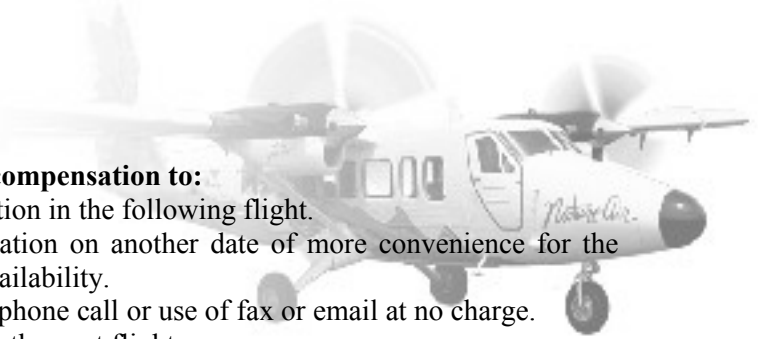
However, NatureAir offers one local phone call or use of fax or email at no charge.

When a passenger chooses to select boarding the next flight:

- Drinks will be offered during waiting time.
- When the next available flight is at least one day after the programmed flight date, the airline will help in doing what is possible to establish hotel reservations and transportation to and from the hotel.

NatureAir is not responsible for payment of hotel or transfers.

## **18. Delayed Flights**





NatureAir is proud to operate on an “On-Time Performance” of 90%, according to the registries of the past two years. However, flight delays are a reality, so passengers are advised to acquire travel insurance to cover any inconveniences.

If the passenger is notified of a delay of more than four hours from the programmed departure time and he or she decides not to fly, the passenger may:

- Change the reservation to any other flight going to the same destination to be used within the following seven days, subject to availability.
- Change their reservation, obtaining a credit for the amount of the flight, plus the return flight that may be used within the following six months.

Both cases may be solicited by calling any reservations agent at 299-6000.

### **19. Not Allowed To Fly**

Flight (or asking a passenger to leave the aircraft) may only be denied to a passenger at any airport when it is considered that:

- a- Transporting the passenger or their luggage presents a security risk to the aircraft, crew or other passengers.
- b- The passenger is under the effects of drugs or alcohol.
- c- The passenger has drug in his/her possession.
- d- The mental or physical state of the passenger presents a security risk to the aircraft, crew or other passengers.
- e- The passenger refuses to allow security personnel to search him or his luggage.
- f- The passenger has ignored the instructions of NatureAir personnel.
- g- The passenger has used out-of-place words or made threats against NatureAir personnel.
- h- The passenger has made a bomb threat.
- i- The passenger has committed a crime during boarding or check-in.

### **20. Passengers Denied Boarding**

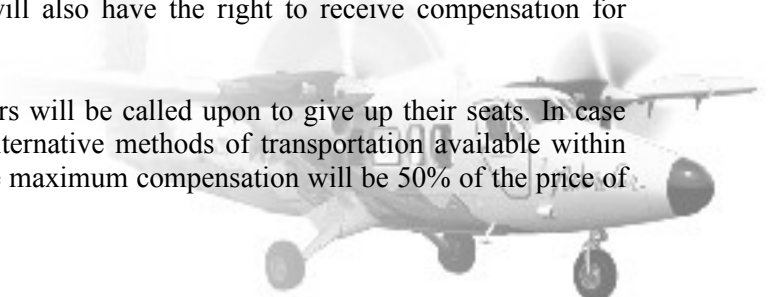
NatureAir does not overbook its flights, but in case this happens, the affected passenger may choose alternative flights. The passenger will also have the right to receive compensation for being denied boarding and other benefits.

In case overbooking happens, first volunteers will be called upon to give up their seats. In case there are no volunteers and there are not alternative methods of transportation available within four hours from the original arrival time, the maximum compensation will be 50% of the price of the affected flight segment.

### **21. Involuntarily Denied Boarding**

In the case that a passenger was denied boarding involuntarily, he may use his ticket on the next available flight and a credit of 120% will be given that will be valid for one year.

In the event that this happens on the last flight of the day or only flight, NatureAir will credit the ticket for the portion of the affected flight segment.





In the event that a flight is overbooked due to operational situations and there are no volunteers, NatureAir will select all passengers with complementary tickets as the first group of passengers who will be denied boarding. These passengers are allowed a free change of reservation for the next available flight.

## **22. Not Responsible for Website Content**

NatureAir strives to make all the information appearing on [www.natureair.com](http://www.natureair.com) as accurate and up to date as possible; however, we are not responsible for any loss, damage or cost of any kind derived from any information published on the website.

