

GENERAL TERMS AND CONDITIONS

- 1) Taj Air Ltd. will require the requested information within the stipulated timelines, in order to seek the necessary permissions for operating the flight.
- 2) If the customer requires to cancel the flight within an hour of confirming the flight; then a '**processing charge**' of Rs. 50,000/- + GST (per sector i.e. flight between 2 cities) will be applicable & retained from the 100% advance.
- 3) Taj Air Limited will not be responsible in any manner whatsoever for passengers traveling without the relevant documents (photo id, passport, VISA, RT-PCR Test, E-Pass, among others) for the applicable destination, and/or, carrying any contraband items and/or, involved/indulging in any illegal activities.
- 4) Minimum 2 hours 'per aircraft per day' or actuals 'per aircraft per day', whichever is higher - will charged for a booking. Flying time charged is Block Time. Block Time is calculated from the moment engines are started to when they are switched off. Actual flight time will depend on prevailing wind conditions and routing.
- 5) If there is no flying on a particular day of a Charter, a minimum of 1 (one) hour of flying time will be charged as "Non-Flying Day Charge" and in this case, no night halt charge will be levied.
- 6) We provide 'standard in-flight meals' which is determined by sector length (includes only one meal per sector of less than 4 hours). Any additional request will be on chargeable basis.
- 7) In addition, we would be charging for the below mentioned items:
 - a) Domestic Flights:
 - i) Ground Handling service charges
 - ii) Landing & Parking Charges
 - iii) Extension of watch hours charges and Parking charges (if applicable)
 - iv) Day Detention charges are applicable after 4 hours of waiting at a destination.
 - v) Night Halt charges (if applicable)
 - vi) Taxes as applicable
 - b) International Flights:
 - i) IFS (International Flight clearance Service) charges: IFS charges are applicable additionally, for flights operating in the international sector. This comprises of Permit Facilitation, Ground Handling, Hotel Set Up, Flight Planning, Airport Fees, 3rd Party Airport Fees, Basic Handling, Night Operation Fees, Supervision Fee, Landing Fee, Parking Fee, Towing assistance, Navigation, Security (per pax), Boarding Fee (Per pax), Ramp light (if used), Approach Fee, Follow-me, General Aviation Terminal Use, Passenger Tax, Passenger apron Tax, Passenger Departure Fee, VIP Service agent, General Aviation Terminal Use, Basic Handling, Other Handling, etc.
 - ii) Crew stay (in lieu of Night Halt charges): The 3 crew members will be entitled to USD 350 per night (subject to hotel check-in and check-out times)
 - iii) Taxes as applicable
 - c) Any additional/statutory charges levied by Airport Authority, Customs/Regulatory authorities, shall be billed.
- 8) Cancellation charges is applicable as per the specified % on the total Invoice value of the charter:
 - a) 20% if cancellation is between 45 days & 48 hours prior to the scheduled departure of flight.
 - b) 50% if cancellation is done between 48 hours and 24 hours prior to scheduled departure of flight.
 - c) 100% if cancellation is done less than 24 hours prior to the scheduled departure on the flight.
- 9) For any delay, not willfully caused by Taj Air Limited, (intimated less than 12 hours from 'scheduled departure') beyond 5 hours from 'scheduled departure' Flight duty limitations may apply on the crew & the flight could be termed as 'a last-minute cancellation' - and the 100% cancellation clause would apply.
- 10) Any changes/modification of 'flight program', requested by the customer after the commencement of the 'flight program' and if the same cannot be executed due to operational reasons / lapse of relevant permissions in flight sectors will be termed as 'a last-minute cancellation' - and the cancellation clause of 100% would apply.

Operation Office:
Taj Air Limited
Taj Air Hangar
Gate No. 8, Old Airport
Near Military Camp
Kalina, Santacruz (East)
Mumbai - 400 029
Tel. +91 22 2615 7993
Fax +91 22 2615 7719

corporate@tajair-tata.aero
www.tajair-tata.aero

Registered Office:
Mandlik House
Mandlik Road, Colaba
Mumbai - 400 001
Tel. +91 22 6665 3437
Fax +91 22 2202 7442

- 11) If due to sudden deterioration of weather en-route / destination, the aircraft cannot land at the Destination OR diverted due to defence services activity AND has to return to the starting point or divert to some other airport, the actual flying time and any other additional charges due to the diversion would be chargeable and balance if any, would be payable / refundable.
- 12) Alcoholic beverages will not be served on board (for flights within India) and smoking (E-cigarettes) is not permitted on board the aircraft.
- 13) Passengers cannot indulge in photography while embarking/disembarking from the aircraft.
- 14) Check-in time: Check-in time: For Domestic flights Check-in usually starts 45 minutes before the scheduled departure time. For International flights, Check-in starts 60 minutes before the scheduled departure time. The aircraft doors are required to be closed 15 minutes before scheduled departure time for ATC clearance as per regulations. Certain formalities are required to be completed by the passenger at the Airport before and after being accepted by the Airline for travel. To complete these Check-in formalities, the passengers are requested to Check-in at the recommended timing for the Domestic/International flights respectively. In the event of delay in reporting of passengers or last-minute rescheduling of the flight due to the passenger's requirement Taj Air will put in its best efforts to accommodate the revised schedule but the same cannot be guaranteed; because of departure/arrival slots which are applicable at certain airports. Passengers who do not report at the Boarding gate at the requested Boarding time, will not be boarded on the said flight. In the event of delays in flight due to reasons not within reasonable control of Taj Air Ltd, Taj Air will disclaim any liability towards the same.
- 15) Hand Baggage Regulations: As per Government Safety Regulation, only one piece of hand baggage not exceeding L+B+H being 55+35+25 per passenger is allowed in the aircraft.
- 16) Free Baggage Allowance (subject to load): For Domestic and International flights: 50 kgs, per Adult/Child; 20 kgs, per Infant
- 17) The following articles can be carried free in addition to the free baggage allowance:
 - a) An overcoat, wrap or blanket.
 - b) An umbrella or walking stick.
 - c) A lady's handbag or purse
 - d) A reasonable amount of reading material for the flight
 - e) Infant's carrying basket.
- 18) Security Regulations: According to Security Regulations, Passengers are advised:
 - a) Pack your own bags and only travel with baggage that belongs to you.
 - b) Do not accept baggage from other people.
 - c) Do not leave your bags unattended where anyone could place an item in them.
 - d) PHOTOGRAPHY is not permitted in Defense airports.
- 19) Valuable Articles: Currency, precious metals, jewelry, negotiable instruments, securities, personal identification documents and other items of value are advised to be carried with the passenger in the cabin.
- 20) The Company:
 - a) reserves the right, without assigning any reason, to cancel or delay the commencement or continuance of the flight or alter the stopping place or to deviate from the route of journey or to change the type of aircraft in use without thereby incurring any liability in damages or otherwise to the passengers or any other person on any ground whatsoever. The Company also reserves to itself the right to refuse to carry any person it considers unfit to travel or who in the opinion of the Company may constitute risks to the Aircraft or to the persons on Board.
 - b) will have the right to decide which article should be offloaded and such decision will be binding – if it is found that the Aircraft with the booked load, etc. is overloaded.
 - c) is not liable for the loss or damage occasioned by the delay in the carriage by air of passengers or baggage.
- 21) Travel for expectant mothers, new-born babies and premature babies: Rules apply to ensure that you receive the care you deserve.
 - a) Expectant mothers shall not be regarded as Incapacitated Passengers or Persons with Reduced Mobility (PRM). The following procedure should be applied:
 - i) Expectant mothers may travel up to and including 27 weeks of their pregnancy.
 - ii) Must have a doctor's certificate, which should be issued within 72 hours of the departure date.
 - (1) confirming the stage of their pregnancy.
 - (2) The certificate must clearly state that the lady is fit to fly.
 - b) Air travel is not allowed for:
 - i) Women within the first 30 days after delivery.
 - ii) Newborn babies, within the 60 days after birth.
 - iii) Premature Babies above 60 days, shall be considered as Medical Cases and medical clearance will be required, or travel will not be allowed.

Following DANGEROUS & RESTRICTED ARTICLES will not be allowed in the Aircraft, for Safety reasons.



Dangerous Goods Regulations

TABLE 2.3.A
Provisions for Dangerous Goods Carried by Passengers or Crew
(Subsection 2.3)

2

2.3

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below. Dangerous goods permitted in carry-on baggage are also permitted "on one's person", except where otherwise specified.

The pilot-in-command must be informed of the location				
Permitted in or as carry-on baggage				
Permitted in or as checked baggage				
The approval of the operator is required				
Alcoholic beverages , when in retail packagings, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L, with a total net quantity per person of 5 L.	NO	YES	YES	NO
Note: <i>Alcoholic beverages containing 24% or less alcohol by volume are not subject to any restrictions.</i>				
Ammunition, securely packaged (in Div. 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg gross weight per person for that person's own use. Allowances for more than one person must not be combined into one or more packages.	YES	YES	NO	NO
Avalanche rescue backpack , one (1) per person, containing cartridges of compressed gas in Div. 2.2. May also be equipped with a pyrotechnic trigger mechanism containing no more than 200 mg net of Div. 1.4S. The backpack must be packed in such a manner that it cannot be accidentally activated. The airbags within the backpacks must be fitted with pressure relief valves.	YES	YES	YES	NO
Baggage with installed lithium batteries non-removable batteries exceeding 0.3 g lithium metal or 2.7 Wh.			FORBIDDEN	
Baggage with installed lithium batteries:				
— non-removable batteries. Batteries must contain no more than 0.3 g lithium metal or for lithium ion must not exceed 2.7 Wh;	NO	YES	YES	NO
— removable batteries. Batteries must be removed if baggage is to be checked in. Removed batteries must be carried in the cabin.				
Batteries, spare/loose , including lithium batteries, non-spillable batteries, nickel-metal hydride batteries and dry batteries (see 2.3.5.8) for portable electronic devices must be carried in carry-on baggage only. Articles which have the primary purpose as a power source, e.g. power banks are considered as spare batteries. These batteries must be individually protected to prevent short circuits. Lithium metal batteries: the lithium metal content must not exceed 2 g (see 2.3.5.8.4). Lithium ion batteries: the Watt-hour rating must not exceed 100 Wh (see 2.3.5.8.4). Each person is limited to a maximum of 20 spare batteries. *The operator may approve the carriage of more than 20 batteries. Non-spillable batteries: must be 12 V or less and 100 Wh or less. Each person is limited to a maximum of 2 spare batteries (see 2.3.5.8.5).	NO*	NO	YES	NO
Camping stoves and fuel containers that have contained a flammable liquid fuel , with empty fuel tank and/or fuel container (see 2.3.2.5 for details).	YES	YES	NO	NO
Chemical Agent Monitoring Equipment , when carried by staff members of the Organization for the Prohibition of Chemical Weapons on official travel (see 2.3.4.4).	YES	YES	YES	NO
Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are forbidden on the person, in checked and carry-on baggage.			FORBIDDEN	
Dry ice (carbon dioxide, solid) , in quantities not exceeding 2.5 kg per person when used to pack perishables not subject to these Regulations in checked or carry-on baggage, provided the baggage (package) permits the release of carbon dioxide gas. Checked baggage must be marked "dry ice" or "carbon dioxide, solid" and with the net weight of dry ice or an indication that there is 2.5 kg or less dry ice.	YES	YES	YES	NO
e-cigarettes (including e-cigars, e-pipes, other personal vaporizers) containing batteries must be individually protected to prevent accidental activation (see 2.3.5.8.2).	NO	NO	YES	NO
Electro shock weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person.			FORBIDDEN	
Fuel cells containing fuel, powering portable electronic devices (e.g. cameras, cellular phones, laptop computers and camcorders), see 2.3.5.9 for details.	NO	NO	YES	NO
Fuel cell cartridges, spare for portable electronic devices, see 2.3.5.9 for details.	NO	YES	YES	NO
Gas cartridges, small, non-flammable containing carbon dioxide or other suitable gas in Division 2.2. Up to two (2) small cartridges fitted into a self-inflating personal safety device , intended to be worn by a person, such as a life jacket or vest. Not more than two (2) devices per passenger and up to two (2) spare small cartridges per device, for other devices not more than four (4) cartridges up to 50 mL water capacity. (see 2.3.4.2).	YES	YES	YES	NO
Gas cylinders, non-flammable, non-toxic worn for the operation of mechanical limbs . Also, spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.	NO	YES	YES	NO
Hair styling equipment containing a hydrocarbon gas cartridge , up to one (1) per passenger or crew-member, provided that the safety cover is securely fitted over the heating element. This hair styling equipment must not be used on board the aircraft. Spare gas cartridges for such hair styling equipment are not permitted in checked or carry-on baggage.	NO	YES	YES	NO

TABLE 2.3.A
Provisions for Dangerous Goods Carried by Passengers or Crew
(Subsection 2.3) (continued)

The pilot-in-command must be informed of the location				
Permitted in or as carry-on baggage				
Permitted in or as checked baggage				
The approval of the operator is required				
Insulated packagings containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material containing only non-dangerous goods.	NO	YES	YES	NO
Internal combustion or fuel cell engines, must meet A70 (see 2.3.5.12 for details).	NO	YES	NO	NO
△ Lithium Batteries: Portable electronic devices (PED) containing lithium metal or lithium ion cells or batteries , including medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets (see 2.3.5.8). For lithium metal batteries the lithium metal content must not exceed 2 g and for lithium ion batteries the Watt-hour rating must not exceed 100 Wh. Devices must be protected from damage and inadvertent activation. Those in checked baggage must be completely switched off. Each person is limited to a maximum of 15 PED. *The operator may approve the carriage of more than 15 PED.	NO*	YES	YES	NO
Lithium batteries, spare/loose, including power banks, see Batteries, spare/loose				
△ Lithium battery-powered electronic devices. Lithium ion batteries for portable (including medical) electronic devices, a Wh rating exceeding 100 Wh but not exceeding 160 Wh. For portable medical electronic devices only, lithium metal batteries with a lithium metal content exceeding 2 g but not exceeding 8 g. Devices must be protected from damage. Devices in checked baggage must be completely switched off.	YES	YES	YES	NO
Lithium batteries, spare/loose with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for consumer electronic devices and PMED or with a lithium metal content exceeding 2 g but not exceeding 8 g for PMED only. Maximum of two spare batteries in carry-on baggage only. These batteries must be individually protected to prevent short circuits.	YES	NO	YES	NO
Matches, safety (one small packet) or a small cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage.	NO	ON ONE'S PERSON		NO
Note: "Strike anywhere" matches, "Blue flame" or "Cigar" lighters or lighters powered by a lithium battery without a safety cap or means of protection against unintentional activation are forbidden (see 2.3.5.8.4(e)).				
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with non-spillable wet batteries, nickel-metal hydride batteries or dry batteries , (see 2.3.2.2).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with spillable batteries or with lithium ion batteries (see 2.3.2.3 and 2.3.2.4 for details).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with lithium ion batteries where the design of the mobility aid does not provide adequate protection for the battery(ies) (see 2.3.2.4.3 for details).	YES	NO	YES	YES
Non-radioactive medicinal or toiletry articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol; and Non-flammable, non-toxic (Division 2.2) aerosols , with no subsidiary hazard, for sporting or home use (see 2.3.5.1).	NO	YES	YES	NO
The total net quantity of non-radioactive medicinal or toiletry articles and non-flammable, non-toxic (Division 2.2) aerosols must not exceed 2 kg or 2 L and the net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.				
Oxygen or air, gaseous, cylinders required for medical use . The cylinder must not exceed 5 kg gross weight.	YES	YES	YES	YES
Note: Liquid oxygen systems are forbidden for transport.				
Permeation devices , must meet A41 (see 2.3.5.13 for details).	NO	YES	NO	NO
Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person or fitted externally.	NO	ON ONE'S PERSON		NO
Security-type equipment (see 2.3.2.6 for details).	YES	YES	NO	NO
Security-type attaché cases, cash boxes, cash bags , etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, except as provided in 2.3.2.6 are totally forbidden. See entry in 4.2–List of Dangerous Goods.		FORBIDDEN		
Specimens, non-infectious packed with small quantities of flammable liquid, must meet A180 (see 2.3.5.11 for details).	NO	YES	YES	NO
Thermometer, medical or clinical , which contains mercury, one (1) per person for personal use, when in its protective case.	NO	YES	NO	NO
Thermometer or barometer, mercury filled carried by a representative of a government weather bureau or similar official agency (see 2.3.3.1 for details).	YES	NO	YES	YES

Note:

The provisions of Subsection 2.3 and Table 2.3.A may be limited by State or operator variations. Passengers should check with their airline for the current provisions.

- 22) If you are carrying DANGEROUS & RESTRICTED ARTICLES in your baggage or on your person, declare them. Penalty for act in contravention of rule made under Section 10 of the Aircraft ACT 1934, shall be punishable with imprisonment for a period which may extend to two years, or with fine which may extend to one crore rupees, or with both. [<https://www.dgca.gov.in/digigov-portal/?dynamicPage=aircraftRules1934Content/101/3297/viewDynamicRuleContLvl2&mainaircraftRules1934/101/0/viewDynamicRulesReq>]
- 23) If any dangerous goods are found mis-declared or undeclared, the Airline Operator shall submit a report to the Director-General under rule 11. Mis-declared or undeclared dangerous goods of The Aircraft (Carriage of Dangerous Goods) Rules, 2025 [<https://www.dgca.gov.in/digigov-portal/?page=jsp/dgca/InventoryList/RegulationGuidance/Rules/CarriageDangerousGoods2003/air2003.pdf>]
- 24) For a complete list of Permitted and Prohibited Items, from Bureau of Civil Aviation Security, Ministry of Civil Aviation; please visit [<https://bcasindia.gov.in/#/pages/permitted-and-prohibited>]
- 25) Limitation of Liability for Domestic Travel:
 - a) The Carriers liability for loss, delay or damage to the baggage is limited to INR 450 per kilo, unless a higher value is declared in advance and additional charges are paid. The Carrier assumes no liability for perishable or fragile articles.
 - b) In the unfortunate event of death to a passenger, or any bodily injury or wound suffered by a passenger which results in a permanent disablement incapacitating him from engaging in or being occupied with his usual duties/business occupation, the liability for the Carrier will be limited to INR 20,00,000 per passenger.
- 26) Limitation of Liability for International Travel:
 - a) The Carriers liability for loss, delay or damage to the baggage is limited to 1,131 SDR per passenger, unless a higher value is declared in advance and additional charges are paid. The Carrier assumes no liability for perishable or fragile articles.
 - b) In the unfortunate event of death of a passenger, or any bodily injury or wound suffered by a passenger which results in a permanent disablement incapacitating him from engaging in or being occupied with his usual duties/business occupation, the liability for the Carrier will be limited to 113,100 SDR per passenger.

Force Majeure: Taj Air Limited cannot be held responsible for non-operation of charter for any unforeseen reason/s such as Bad Weather, Poor Visibility, non-Availability of clearances from ATC / Defense Authorities / Civil Administration. Due to above reasons, if the flight cannot take off from the Originating station full amount will be refunded (except the IFS charges which would have been incurred). Taj Air Limited will not be liable to the Client for any delay or failure to fulfill its obligations in connection with the provision of the Services where any such delay or failure is caused in whole or in part by any act of terrorism, biological or chemical contamination, nuclear risks or electronic data loss, or to the extent that any such delay or failure arises from causes beyond its control, including, without limitation, fire, floods, acts of God, acts or regulations of any governmental or supranational authority, war, riots, strikes.

Declaration: While we endeavor to provide the Aircraft, we should not be held responsible for any cancellations/delay in commencement or continuation of the flight, due to technical snags or any other reasons beyond our control. We also reserve the right to deviate from the route of journey or alter the stopping place or decide on the number of passengers or decide on the acceptable baggage or take any necessary decision or change the type of Aircraft, in case the circumstances so demand, in the best interest of our passengers.