

## IMPORTANT INFO:



Check-in is 45 minutes before flight time with an original passport or official photo ID.



Wear light, comfortable clothing (please note scarves and hats are not permitted for safety reasons).



Provide passenger weight and contact telephone number for operational purposes.



Only sunglasses and a smart-phone or camera are permitted on board; complimentary lockers are available for other valuables. Selfie sticks and tablets are not permitted on board.

## FREQUENT Q&A

### Why do we need your weight?

For safety and operational purposes, we require your 'flying weight' on two occasions.

1. When you provide your weight (with clothes and shoes on; as you will fly) upon making the reservation, it helps us to group together passengers and ensure we stay within our helicopter carrying limits.
2. Upon check-in, we will reconfirm the weight of each passenger via a discreet scale. This enables us to assign seats for a balanced flight and file flight plans. Please note, if the flying weight submitted and confirmed varies by more than 5 kg, we may deny boarding as this affects the safety of all passengers.

### Why is check-in 45 minutes before?

Just like you would check in early for an airplane flight, a helicopter flight requires additional operational planning, adherence to sky traffic legalities and ID control. At our Heli Lounge, you can relax and enjoy the exciting build-up in a comfortable air-conditioned environment, while going through the formalities such as check-in, payment, safety briefing, passport control and security.

## TERMS AND CONDITIONS

### Cameras policy:

Smartphones and consumer cameras are welcome. Selfie sticks and tablets are not permitted on board. Professional cameras and lenses of more than 400 mm are not permitted unless prior government approval has been obtained in advance.

### Required documentation:

An original passport or official ID document is required to be presented when checking in 45 minutes before departure, including children.

### Child Policy:

Children of two years and older are allowed on board. Seasonal promotions for children are available from time to time.

### Pregnant women:

Pregnant women can only fly during the first 32 weeks of pregnancy upon own risk.

### People with limited mobility:

People with limited mobility or physical handicaps can only fly when accompanied by a paying adult that takes full responsibility for getting them to and from the helicopter. This includes walking/carrying to the helicopter, lifting them into and out of the helicopter, getting them settled and comfortable.

### Route variations:

Tour routes may vary due to air traffic control stipulations, or other operational or safety considerations.

### Weather conditions:

All flights are subject to weather and visibility conditions. Below 5000 mt of visibility, our helicopters are not allowed to fly.

### Late Arrivals:

We recommend check-in at least 45 minutes prior to departure and regrettably bear no responsibility for customers who arrive late for a tour. In such cases, we reserve the right to release the flight at the scheduled time, unless the flight can be rescheduled without adversely affecting the timings of other scheduled tours.

### Cancellation Policy by Passengers:

- ✓ Tours cancelled more than 48 hours prior to departure will receive a 100% refund
- ✓ Tours cancelled 24 to 48 hours prior to departure will receive a 50% refund
- ✓ Tours cancelled less than 24 hours prior to departure will not be refunded

### Cancellation by FLYHIGH Dubai:

In the event of cancellation due to weather conditions or technical problems, customers will receive a notification call. A full refund will be arranged or amended booking for an alternative date can be made.

### Refund Policy:

Any claim for a refund must be submitted in writing by filling in and signing a refund form with the required documents attached. It will take approximately 7 working days for the refund to reflect in the given bank account.

### Conditions of Carriage:

Fly High Dubai Helicopter Services has the right to refuse any person or carriage of any item if it is deemed unsafe, may be hazardous or cause discomfort to the aircraft, crew or passengers.

### Very Important:

Smoking, food and beverages are not allowed on helicopter flights.

### Insurance:

Every passenger is insured in accordance with the local UAE Civil Aviation Authorities regulations.

### Timings:

Helicopter sightseeing tours from Atlantis The Palm Helipad are offered daily from 10 am to 5 pm. We operate 365 days a year, depending on weather conditions.

