

Coastal

The Flying Safari Company

CONDITIONS OF CARRIAGE 2018-19

1. The conditions of carriage relating to the limits of liability of the carrier for death or personal injury and in respect of loss of or damage to baggage are subject to the provisions of Montreal Conventions 1999 and to the Tanzania Civil Aviation Carriage by air regulations 2008.
2. Passengers are permitted a maximum baggage allowance of 15kgs (33lbs) per person. Soft bags are strongly recommended, but doesn't need to be a must. This allowance shall include all hand baggage. The carriage of excess baggage is at the sole discretion of the Company after taking into consideration the aircraft being used and the admissible maximum load. In particular we point out that bags are not tagged and checked-in like in large airlines: they remain always under the control of the customer who must not lose sight of them. When excess baggage is carried it will be charged at the prevailing freight rate. Final decision on load allowable or any flight condition is solely up to the pilot in command.
3. Freight is carried strictly on a capacity basis. The company does not accept any liability for any direct or consequential cost arising from any delays in the carriage, due to any reasons whatsoever. In the event of the freight being lost or damaged during carriage, the Company's liability is limited to a maximum of US \$ 20 per kg.
4. Coastal undertakes to use its best efforts to carry the passenger and his baggage with reasonable dispatch, but no particular time is fixed for the commencement or completion of carriage. Subject thereto, Coastal may, without prior notice, substitute, alternate carriers or aircraft and may alter or omit the stopping place previously agreed upon. Times indicated on brochures are approximate and not guaranteed.
5. Any exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants and representative of carrier and any other person whose aircrafts is used by carrier for carriage and its agents, servants and representatives.
6. Payment in full to accompany bookings – seat reservation ONLY after payment. Tickets are not transferable.
7. Flight amendment and cancellation: rules may vary from flight to flight according to the fare class, the season and the advance on the flight date. They are always detailed during the booking process and on every document issued. All cancellations and amendments to be asked in writing to reservations@coastal.co.tz during office hours (0800hrs-1700hrs EAT everyday) and to be acknowledged by the company.
8. Charter amendments and cancellation: 50% charge if received less than 24hours prior to departure and provided the plane did not fly. In the event of plane having flown, 100% cancellation charges will apply.
9. Coastal reserves the right to use single or twin-engine aircraft on any route.
10. Coastal Travels Ltd's general terms and conditions for safaris, displayed at Coastal office are applicable. Customer may demand a copy of the same.
11. Flights may be changed or cancelled without prior notice. The Company is not responsible for any direct or consequential costs resulting from any cancellation or delays to its services.
12. Tariffs are subject to change without prior notice
13. Check in time is 45 minutes before the flight: 30 minutes before flight your seat may be allocated to waitlisted or stand-by passengers.
14. Smoking is not allowed on any of our Aircraft.
15. All claim for any event to be received in writing by the company within 7 days from its occurrence. In case of dispute the Court of Law is Tanzania.
16. The Carrier does not take responsibility for delays and missed connection with other transporters.
17. As Coastal aircraft are small, they require flexibility in seating arrangements and, on occasion, a group may be split and fly on different aircraft. Baggage and weights are vital considerations and passengers may have to be weighed on certain routes. No agent, servant or representative of the carrier has authority to alter, modify or waive any provision of this contract.

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