Head Office
7 -13 Boucher Road
Belfast
BT12 6HR
028 9020 5100

Conditions of Business

Jet Assist Limited – Conditions of Business

Jet Assist Limited, trading as Jet Assist. Belfast International Airport FBO: 20 Seacash Road, Aldergrove, Antrim BT29 4DL. George Best Belfast City Airport FBO: Belfast BT3 9JH. Registered in Northern Ireland No. NI676523. Registered office: 7–13 Boucher Road, Belfast BT12 6HR. VAT No. GB382175782.

Effective: 1 January 2026

1. Definitions and application

1.1 “Company” means Jet Assist Limited. “Customer” means the person who requests Services, including an aircraft owner, operator, lessee, charterer, broker or flight support provider. “Services” means ground handling, ramp, passenger, hangarage, parking, concierge, fuel and charter arrangement services. “Aircraft” means the aircraft for which Services are requested. “Tariff” means the Company’s current schedule of charges, available on request.

1.2 These Conditions apply to every supply of Services and override any terms the Customer puts forward, unless a director of the Company agrees otherwise in writing.

1.3 Where a broker, flight support provider or agent requests Services for an operator or owner, the agent and its principal are jointly and severally liable for all charges.

1.4 Where the Customer is a consumer, these Conditions do not affect their statutory rights.

1.5 Where the Customer and the Company have signed a separate agreement, such as an IATA SGHA with Annex B or an air ambulance service contract, that agreement prevails over these Conditions where they conflict.

1.6 A broker, flight support provider or agent requesting Services confirms it has authority to bind the operator and owner of the Aircraft to these Conditions. If it does not, it will indemnify the Company against any claim by the operator or owner that these Conditions would otherwise have excluded.

1.7 Where the Company provides Services as a subcontractor to another handler, the Company has the benefit of that handler’s agreement with the carrier, including any IATA SGHA, as well as these Conditions.

2. Quotes and confirmation

2.1 Quotes are valid for the period stated, or 7 days if none is stated, and are subject to availability.

2.2 A contract is formed only when the Company confirms the Services in writing or begins to provide them.

2.3 If confirmed Services are cancelled, or the Aircraft does not arrive, less than 24 hours before the planned time, the Company may charge for staff call-outs, equipment positioned, third-party costs already committed and any out-of-hours extension arranged, at its current Tariff.

2.4 These Conditions apply to every request for Services, whether made in writing, by telephone, by radio or in person, and to every Service the Company provides. Each confirmation will refer to them. A Customer who has used the Company’s Services before is bound by them on every later occasion.

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3. Charges and payment

3.1 Unless the Customer has an approved credit account, all charges are payable before the Aircraft departs, by card, aviation fuel or multi-service card, or cleared funds.

3.2 Credit account invoices are payable within 14 days of the invoice date, in the invoiced currency, without set-off or deduction.

3.3 Overdue sums carry interest and fixed compensation under the Late Payment of Commercial Debts (Interest) Act 1998, and the Customer will pay the Company's reasonable costs of recovery.

3.4 Until all charges relating to an Aircraft are paid, the Company may decline further Services to that Aircraft and keep any of the Customer's documents, equipment or property in its possession. The Company may also exercise any right of detention available to it or to the airport operator under applicable law, and may notify the airport operator of unpaid sums.

3.5 The Company may suspend Services, including credit, to a Customer with any overdue balance.

3.6 Any query on an invoice must be raised in writing within 7 days of the invoice date. Undisputed parts of an invoice remain payable on time.

4. Sanctions and compliance

4.1 The Customer confirms that neither it, the Aircraft, its owners or beneficial owners, crew nor passengers are subject to UK, UN, EU or US sanctions.

4.2 The Company may refuse or stop any Service, without liability, if it reasonably suspects a breach of sanctions, customs, immigration, export control or aviation security law.

5. Ground handling liability

5.1 Ground handling Services are provided on the liability and indemnity terms of Article 8 of the IATA Standard Ground Handling Agreement (2023 edition), which are incorporated into these Conditions, with the Customer as "Carrier" and the Company as "Handling Company".

5.2 In particular, the Company's liability for physical loss of or damage to the Aircraft caused by its negligence is limited to the deductible under the Customer's hull all-risks policy, and will not exceed USD 1,500,000 for any one incident. No claim may be made for any incident below USD 3,000. US dollar amounts convert to sterling at the Bank of England rate on the date of the incident.

5.3 The Company is not liable for consequential or indirect loss, however caused, including loss of use, downtime, delay, loss of revenue or charter income, replacement aircraft, diminution in value, crew or engineer travel, recovery and investigation costs, or punitive or exemplary damages.

5.4 For the whole time the Aircraft is in the Company's care, the Customer must hold hull all-risks insurance and aviation third-party liability insurance (including war risks) at not less than UK statutory minimums. The Customer's insurers must waive their rights of subrogation against the Company. On request the Customer must name the Company as additional insured and provide a certificate of insurance, and the Company may decline Services until it does.

5.5 The Customer is responsible for its crew, passengers and contractors airside, including FOD, spills and damage they cause, and must ensure they follow airport rules and Company instructions.

5.6 Any damage to the Aircraft must be reported to the Company before the Aircraft departs, and any claim made in writing within 14 days of the Services. The Company must be given the chance to inspect the damage jointly with the Customer before repair begins. The Company is

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not liable for damage not reported in this way, unless it could not reasonably have been discovered before departure.

5.7 Whenever the Aircraft is taxiing or otherwise moving under its own power, including turning on stand and while being marshalled or accompanied by wing-walkers, the pilot in command remains responsible for keeping it clear of obstacles, other aircraft, vehicles and people, and must stop if in any doubt. Marshalling assists the pilot in command and does not transfer that responsibility. Any liability of the Company for negligent marshalling is limited by clauses 5.2 and 5.3.

5.8 Once the Company has released the Aircraft, or where the Customer declines Services or the Company refuses or stops Services under these Conditions, any movement of the Aircraft is at the Customer's sole risk. Where the Company declines to handle an Aircraft it will tell the airport operator.

5.9 The Company tows the Aircraft only at the Customer's request. The Customer must ensure the Aircraft is fit to be towed and must tell the Company of any type-specific towing limits or equipment. Damage caused by the Company's negligent towing is dealt with under clause 5.2.

5.10 The Customer will indemnify the Company, its employees and subcontractors against all claims, losses and costs arising from the Aircraft, its crew, passengers or contractors, or its movement. This includes claims by the airport operator, by the owner, lessor or financier of the Aircraft, and by passengers and other third parties. The indemnity applies even where the Company was negligent, except where it acted with intent to cause damage or recklessly knowing damage would probably result, and except for its liability for damage to the Aircraft under clause 5.2.

5.11 The layout, markings, lighting, fixed structures and obstacle clearances of the apron and stands are the responsibility of the airport operator. Where the Company allocates a stand, it does so under the airport's stand plan. The pilot in command must confirm that the stand and any manoeuvre on it are suitable for the Aircraft type.

5.12 Clauses 5.1 to 5.11 apply to all negligence, however described, including negligence described as gross. The only exception is where the Company acted with intent to cause damage or recklessly knowing that damage would probably result, as in Article 8 of the IATA SGHA.

5.13 Occurrence reports, internal investigations, retraining and other safety action taken by the Company are part of its safety management and are not an admission of liability.

5.14 In return, and as in Article 8 of the IATA SGHA, the Company will not claim against the Customer for injury to its own employees or damage to its own property and equipment caused by the Customer, and will indemnify the Customer against such claims, except where the Customer, its crew or contractors acted with intent to cause damage or recklessly knowing that damage would probably result.

6. Hours, airport charges and third parties

6.1 Services are subject to each airport's conditions of use, operating hours, noise rules and prior permission requirements. At George Best Belfast City Airport the airfield is open 06:30–21:30 local time; operation after 21:30 is permitted only in exceptional circumstances with the airport's approval and may attract airport penalties, which the Customer will pay. Belfast International Airport operates 24 hours.

6.2 Services outside published hours, and call-outs of UK Border Force, HMRC, airport fire cover or security, are charged at the Company's current Tariff, including minimum call-out periods.

6.3 Airport authority charges incurred for the Customer are recharged together with the Company's administration charges as set out in its Tariff.

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6.4 Where the Company arranges catering, transport, hotels, de-icing, maintenance or other third-party services, it does so as agent for the Customer, and charges include the Company's handling fee.

7. Fuel

7.1 Jet A-1 supplied by the Company meets Def Stan 91-091. AVGAS 100LL, available at Belfast International Airport only, meets Def Stan 91-090 / ASTM D910. All fuel is handled to Joint Inspection Group (JIG) standards. AVGAS is not available at Belfast City Airport.

7.2 Where fuel is supplied against a third-party release or carnet, the sale contract is between the Customer and that supplier, and the Company acts only as into-plane delivery agent.

7.3 Risk passes when the fuel passes the Aircraft's fuelling inlet. Title passes on payment where the Company is the seller.

7.4 The quantity on the delivery meter and signed delivery receipt is conclusive, save for manifest error. Quality claims require a joint sample retained at the time of delivery.

7.5 The Customer and pilot in command must declare correctly at uplift whether the flight is commercial or private and domestic or international. The Customer will reimburse any duty, VAT, penalty or interest arising from an incorrect declaration.

7.6 VAT is charged as required by law. On UK domestic flights, Jet A-1 is charged at 5% for uplifts up to 2,300 litres and 20% above; AVGAS is charged at 20% on all uplifts. A hook-up fee applies to pressurised uplifts and an out-of-hours fee to uplifts at Belfast International between 22:00 and 06:00 where the Company does not handle the Aircraft, at the rates in the current fuel price notice.

7.7 The Customer or pilot in command must order the fuel grade and quantity, be present or have a crew member present during fuelling, and check and sign the delivery receipt for grade and quantity. The Company is not liable for the wrong grade being uplifted where the grade was ordered incorrectly or the receipt was signed without objection, except where caused by the Company's negligence.

8. Parking and hangarage

8.1 Aircraft parked on the apron or in a hangar remain at the Customer's risk, including weather and acts of third parties, except where damage is caused by the Company's negligence, in which case clause 5 applies.

8.2 Hangar and parking space is allocated by the Company or the airport and the Aircraft may be moved for operational or safety reasons.

9. Charter arrangement

9.1 When arranging charter, the Company acts as agent for the Customer and contracts with an operator holding a valid Air Operator Certificate. Where that operator is in the same group as the Company, such as 247 Aviation Limited, the charter confirmation will say so.

9.2 The operator has sole operational control. The pilot in command decides on payload, routing, weather, passenger conduct and safety.

9.3 Cancellation charges are as stated in the charter confirmation. De-icing, diversions, extra crew duty, delays and war-risk surcharges are payable in addition unless the quote says otherwise.

9.4 The Customer must provide accurate passenger details in time for the General Aviation Report and ensure all passengers hold valid travel documents. The Customer will reimburse fines or costs caused by incorrect details or documents.

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9.5 The Company sells whole-aircraft charter only. Where the Company also arranges accommodation or other travel services, these are booked separately as agent unless the confirmation states that a package is being sold.

10. General liability

10.1 Subject to clauses 5 and 10.2, the Company's total liability under any contract is limited to the charges paid for the Services concerned.

10.2 Nothing in these Conditions limits or excludes liability for death or personal injury caused by negligence, for fraud, or for any liability that cannot be limited or excluded by law.

11. Events outside our control

The Company is not liable for delay or failure caused by events outside its reasonable control, including weather, airspace or runway closure, NOTAM restrictions, fuel supply disruption, equipment failure, industrial action or action by government or airport authorities.

12. Data protection

The Company processes crew and passenger data under UK data protection law for handling, security and border control purposes, as set out in its Privacy Policy at jetassist.co.uk/privacy-policy/.

13. Law and jurisdiction

These Conditions are governed by the law of Northern Ireland and the courts of Northern Ireland have jurisdiction. A consumer living elsewhere in the UK may also bring proceedings in the courts where they live. The Company may bring debt recovery proceedings in any country where the Customer or its assets are located.

14. General

14.1 These Conditions, with the Company's written confirmation and Tariff, are the entire agreement for the Services.

14.2 If any provision is found unenforceable, the rest remain in force.

14.3 The Customer may not assign the contract without the Company's written consent.

14.4 No one other than the Company and the Customer may enforce these Conditions, save that the Company's employees and subcontractors may rely on clauses 5 and 10.

14.5 The Company may rely on any of these Conditions, any IATA SGHA or other agreement, and any defence available in law, at any time. Not relying on a provision at any point is not a waiver of it.

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