

## MAF PNG TERMS AND CONDITIONS

If you are unable to make your flight on the booked date, please call MAF to advise us. If you cannot get through to your local base, please contact MAF Booking and Operations Centre (MAF B.O.C.) on 7373 9999 or email us on [png.bookings@mafint.org](mailto:png.bookings@mafint.org) or send us a WhatsApp message on 7044 0433.

### Cancellation, Rebooking and Penalty Fee Policy

It is important that all our customers understand the MAF PNG policy regarding cancellations, rebooking and what penalty fees will apply. If you are uncertain about these policies, please ask the MAF staff to explain them to you and what your responsibility is as a customer.

DESCRIPTION	APPLIES	REFUND	FEE	COMMENT
No check-in / No show passenger / Cancellation of a confirmed charter	On the day of the flight	0%	100%	<b>No Refund.</b> Full loss of ticket or charter cost
Failed to board	After check-in	0%	100%	<b>No Refund.</b> Full loss of ticket
Early rebooking of seat fare or confirmed charter	More than 2 working days before the date of the flight	0%	0%	<b>Free rebooking</b> if more than 2 days before flight.
Late rebooking attempt or cancellation of booking of seat fares or cargo	Within 2 working days of the date of the flight	0%	100%	<b>No refund.</b> Passengers or cargo must travel, or the booking is cancelled with no refund
Cancellation of booking of seat fares or cargo or confirmed charter (MAF card customer)	More than 2 working days before the date of the flight	100%	0%	<b>Refund on MAF card.</b> No cash back
Cancellation of booking of seat fares or cargo or confirmed charter (non-MAF card customer including Cash & Direct Deposit payment)	More than 2 working days before the date of the flight	100% less admin fee	Admin fee	<b>Admin fee</b> is 5% of ticket cost or K50 (whichever is more)
Late rebooking attempt or cancellation of a confirmed charter flight	Within 2 working days of the date of the flight	50%	50%	<b>Part Refund.</b> Refund of half the charter cost
Cancellation of approved subsidy booking	More than 2 days before the date of the flight	100% less admin fee	Admin fee	<b>Admin fee</b> is 5% of ticket cost or K50 (whichever is more)
Cancellation of approved subsidy booking	Within 2 days of the date of the flight	0%	100%	<b>No Refund.</b> Full loss of ticket
DESCRIPTION	APPLIES	REFUND	FEE	COMMENT

## Terms and Conditions

### SHUTTLE FLIGHTS / SEAT FARE BOOKINGS:

#### All MAF shuttle flights:

- Excess cargo (outside of your 16kg checked baggage allowance) that is not booked, can be refused travel on the day of the flight, and will only be taken when space is available.
- Operational considerations on the day of the flight may affect the total load available and may also affect aircraft departure times.

#### Departing from a MAF base:

- For bookings made in advance, payment must be received a minimum of 7 calendar days before the date of the flight.
- The booking will only be assigned to a flight once the full payment has been received.
- Cargo must be delivered to the base of departure no later than 3pm on the business day before the flight.

#### Departing from a bush location:

- Payment must be made to the MAF agent before the day of the flight.

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## CHARTER FLIGHTS:

### Payment and confirmation:

- No charter flight or booking will take place without full payment in advance.
- The date and time of charter bookings will only be confirmed when payment is received in full.
- Full payment must show in the MAF bank account no later than 7 calendar days before the flight.

### Loading:

- The front load and back load of a charter (passengers and cargo) must be agreed before the flight booking is confirmed.
- The list of passengers and cargo for the front load and back load must be signed by the customer before the flight booking will be confirmed.
- On a charter flight MAF reserves the right to use available seats/space to transport other passengers or cargo. The additional payment which MAF receives for these seats or cargo will not be passed on to the charter owner.
- Loads including building materials which may risk damaging the inside of the aircraft, such as roofing iron, iron posts, fencing wire, or very bulky cargo, will be charged a surcharge of up to 20% of the cost of the charter or not allowed to fly.
- The quoted load available may be changed by MAF without notice, due to operational requirements.

## GENERAL TERMS AND CONDITIONS:

### All Flights:

- Maximum load length is 3m (10 ft). Narrow, but long items more than 3m can be carried under certain conditions. This needs to be checked at time of booking.
- It is MAF policy not to carry any alcoholic beverages, tobacco products or betelnut. It is a condition of all customers that they abide by this policy.
- Goods carried in MAF aircraft must not contain explosives, volatile spirits, or other goods of a dangerous or inflammable nature unless officially and properly declared as such and packaged correctly.

### Church Charters:

- Church charters are subsidised charters. All passengers and freight travelling on a church charter have to be people or cargo that are eligible for MAF approved church rate fares.
- Churches are not allowed under any circumstances to sell seats or space on a church charter to any other person.
- Churches are not allowed to arrange commercial back loading (such as coffee) on church charter flights. Where such loading exists, it is to be carried at the normal business freight rate, the cost of which is paid entirely and exclusively to MAF.

### Waiting time:

- Waiting time is charged at 20% of the current charter rate per hour for any period more than 40 minutes on the ground.

### Weather delays or turnback:

- MAF has the right to delay or postpone a departure if it is considered unlikely that the flight will reach the destination due to the weather at the planned time of departure.
- MAF will not be responsible for any delays due to weather or any other circumstances beyond the control of MAF.

### Cargo collection

- Cargo flown into a MAF base must be collected by the customer within 7 calendar days. If the cargo is not collected within this time, it will be disposed of at MAF's discretion.

### Liability:

- MAF accepts no responsibility for any damage to or loss of cargo or unaccompanied baggage which may occur at any time after the goods have been delivered to MAF, whether stored at a base or in transit, whether due to MAF not carrying out its duty or any other cause including changing the route.
- The liability of MAF is governed by the Civil Aviation (Aircraft Operations Liability) Act 1975 of Papua New Guinea, which limits the liability of MAF to passengers in the event of personal injury or death, or loss of or damage to checked baggage and personal carry-on baggage.
- MAF is hereby indemnified against any claims whatsoever for damage or loss due to goods not travelling quickly which leads to reduction of the condition of the goods. This applies to all items of a perishable nature including freezer goods and against loss, death or injury to any animals, birds or other livestock travelling on MAF aircraft.