

TERMS OF SERVICE

Last updated: 01.09.2026

London, UK

These Terms of Service govern your use of the website www.pfjetfly.com and any aviation charter, aircraft brokerage, helicopter charter, cargo charter, aircraft sales, aviation consultancy, operational support or related services offered by:

PF JET FLY SOLUTIONS LTD

Company Number: **12256530**

Registered Office: **1 Rutherford Way, App 640, Wembley, England, HA9 0BP**

Email: charter@pfjetfly.com

Website: www.pfjetfly.com

PF JET FLY SOLUTIONS LTD is a company incorporated in England and Wales.

By accessing our website, submitting an enquiry, requesting a quotation, accepting an offer, making a payment or otherwise engaging PF JET FLY SOLUTIONS LTD, you agree to these Terms of Service.

1. About PF JET FLY

PF JET FLY SOLUTIONS LTD provides aviation brokerage, charter arrangement, aircraft sourcing, consultancy and related coordination services.

Unless expressly stated otherwise in writing, PF JET FLY SOLUTIONS LTD acts as an intermediary, broker or arranging agent between the customer and third-party aircraft operators, owners, charter companies, handling agents, maintenance organisations, aviation service providers or other suppliers.

PF JET FLY SOLUTIONS LTD is not, unless expressly identified as such in a specific written agreement, the operating air carrier performing the flight.

The actual flight will normally be operated by a duly licensed third-party air carrier holding the certificates, approvals, permits and insurance required for the relevant operation.

2. Scope of Services

Our services may include, but are not limited to:

Private jet charter

Helicopter charter

Cargo aircraft charter

Group charter flights

Air ambulance and medical aviation coordination

Aircraft sales and acquisitions

Aircraft brokerage

Aircraft sourcing and off-market search

Aircraft management support

Crew sourcing

Ground handling coordination

Flight operations support

Catering coordination

Passenger transfers

Meet and greet services

Aircraft positioning and ferry flight coordination

Aircraft maintenance coordination

Aircraft registration support

Aviation consultancy

Other aviation-related services and support.

The precise scope of services for each booking or transaction will be stated in the quotation, charter agreement, brokerage agreement, mandate, invoice, confirmation email or other written agreement issued for that specific engagement.

3. Charter Enquiries and Quotations

All quotations are subject to aircraft availability, operator confirmation, airport restrictions, permits, crew availability, airport slots, fuel availability, weather, regulatory requirements and other operational considerations.

Unless expressly stated otherwise, a quotation does not constitute a guaranteed reservation or binding commitment.

An aircraft is considered confirmed only once all required conditions have been satisfied, which may include:

Written acceptance of the quotation

Execution of the charter agreement

Receipt of the required deposit or full payment

Operator confirmation

Completion of any required passenger, cargo, compliance or KYC information.

Quotations may be withdrawn or amended at any time before confirmation if availability, operating costs, taxes, airport charges, fuel prices, route conditions or other relevant factors change.

4. Prices

Prices may include some or all of the following, depending on the specific quotation:

Aircraft charter cost

Crew

Standard fuel

Standard airport fees

Handling

Navigation charges

Brokerage or arrangement fees.

Unless expressly stated otherwise, additional costs may apply for:

De-icing

Special catering

Special ground transport

Additional handling

Airport parking

Crew overnight costs

Late schedule changes

Additional flight sectors

Special permits

Security requirements

Customs or immigration charges

Dangerous Goods handling

Special cargo handling

Pet handling

Additional passenger services

Extraordinary airport charges

Taxes or government charges imposed after quotation.

Where the final price cannot reasonably be determined in advance, PF JET FLY will state the basis on which additional charges are calculated where practicable.

5. Payment

Payment terms will be specified in the relevant quotation, invoice, charter agreement, brokerage agreement or mandate.

Unless otherwise agreed in writing, bookings may require full payment before departure.

Payments must be made in cleared funds to the bank account specified on the official PF JET FLY invoice.

Customers are responsible for all bank charges and transfer fees unless otherwise agreed.

PF JET FLY reserves the right not to confirm or proceed with a booking until the required funds have been received.

6. Aircraft Substitution

Aircraft type, registration and operator are subject to operational availability.

Where reasonably necessary, an operator may substitute an aircraft with another aircraft of comparable or suitable performance due to technical, operational, safety or regulatory reasons.

Where PF JET FLY becomes aware of a material substitution, we will seek to inform the customer as soon as reasonably practicable.

Any substitution will remain subject to the terms agreed with the operating carrier.

7. Schedule Changes

Departure and arrival times may be affected by:

Weather

Air traffic control

Airport restrictions

Slots

Crew duty limitations

Technical issues

Government restrictions

Security events

Force majeure events

Other operational circumstances.

PF JET FLY will use reasonable efforts to coordinate any necessary changes but does not guarantee exact departure or arrival times unless such guarantee is expressly provided in writing by the operating carrier.

8. Passenger Information

Customers must provide accurate and complete passenger information within the timeframe requested.

This may include:

Full legal name

Date of birth

Nationality

Passport or ID details

Visa information

Special assistance requirements

Pet information

Luggage requirements

Other regulatory information.

The customer is responsible for ensuring that all passengers hold valid passports, visas, permits and other travel documents required for the journey.

PF JET FLY is not responsible for a passenger being refused boarding or entry due to missing, invalid or incorrect travel documentation.

9. Baggage

Baggage limitations depend on the aircraft type, passenger load, route and operator restrictions.

Customers must disclose unusual, heavy or oversized baggage before confirmation.

Carriage of baggage remains subject to operator approval and aircraft limitations.

10. Pets and Live Animals

Transport of pets or other animals is subject to:

Aircraft suitability

Operator approval

Applicable veterinary requirements

Import and export regulations

Animal documentation

Airport restrictions

Destination requirements.

The customer is responsible for providing all required veterinary certificates, permits and other documentation unless expressly agreed otherwise in writing.

11. Cargo Charter

Cargo charter services are subject to full and accurate cargo information being provided by the customer.

This may include:

Description of goods

Number of pieces

Dimensions

Weight

Packing method

Commodity type

Dangerous Goods classification

Temperature requirements

Special loading requirements

Required handling equipment.

The customer is responsible for ensuring that cargo declarations are complete and accurate.

Dangerous Goods may only be carried where approved by the operator and permitted by applicable aviation regulations.

PF JET FLY reserves the right to reject cargo that has been incorrectly declared or that cannot lawfully or safely be transported.

12. Dangerous Goods

Customers must disclose any Dangerous Goods before quotation or booking.

Dangerous Goods include any goods classified or regulated under applicable ICAO, IATA, national aviation or operator rules.

Failure to disclose Dangerous Goods may result in:

Refusal of carriage

Cancellation

Additional costs

Regulatory action

Liability for losses caused by incorrect declaration.

13. Cancellation by the Customer

Cancellation terms will be stated in the specific charter quotation or agreement.

Cancellation charges may vary depending on:

The aircraft operator

The date of cancellation

Positioning commitments

Non-refundable third-party costs

Crew arrangements

Airport permits

Special services already ordered.

Any cancellation charge must be reasonable and proportionate to the circumstances of the booking.

Where the customer is acting as a consumer, nothing in these Terms limits statutory rights or permits PF JET FLY to impose a cancellation provision that would be unfair or unenforceable under applicable consumer law.

14. Cancellation by Operator or PF JET FLY

A booking may be cancelled where performance becomes impossible or unlawful due to:

Aircraft unserviceability

Safety concerns

Weather

Crew unavailability

Government restrictions

Airport closures

Sanctions

Permit refusal

Security events

Force majeure

Other operational reasons.

Where possible, PF JET FLY will seek to arrange a reasonable alternative aircraft or solution.

If no suitable alternative can be arranged, refunds will be handled in accordance with the applicable operator agreement and the specific booking terms.

15. Force Majeure

Neither PF JET FLY nor the operating carrier will be responsible for failure or delay caused by events outside reasonable control, including:

Severe weather

Natural disasters

War

Terrorism

Civil disturbance

Pandemics

Government action

Airspace closure

Airport closure

Industrial action

Air traffic control restrictions

Cyber incidents

Fuel shortages

Technical events affecting aircraft availability

Regulatory action

Other comparable events.

This clause does not exclude any rights or liabilities that cannot lawfully be excluded.

16. Operating Carrier

The operating carrier remains responsible for:

Operation of the aircraft

Flight safety

Airworthiness

Crew

Operational control

Compliance with applicable aviation regulations

Carrier insurance

Performance of the flight.

The customer may also be subject to the operating carrier's own terms and conditions.

Where there is a conflict between PF JET FLY's brokerage terms and mandatory carrier or aviation rules, the mandatory rules will prevail.

17. Liability

PF JET FLY will provide its brokerage and arrangement services with reasonable care and skill.

Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or statutory consumer rights that cannot be excluded.

PF JET FLY is not responsible for acts or omissions of independent third-party operators, airports, handlers or other suppliers except to the extent PF JET FLY itself has failed to exercise reasonable care and skill in providing its own services.

Where the customer contracts as a business, and to the extent permitted by law, PF JET FLY will not be liable for:

Indirect loss

Loss of profit

Loss of business

Loss of opportunity

Loss of anticipated savings

Consequential loss.

Any business-to-business liability cap may be stated in the applicable commercial agreement and remains subject to applicable law.

18. Consumer Rights

If you are acting wholly or mainly outside your trade, business, craft or profession, you may be treated as a consumer under UK law.

Consumer services must be performed with reasonable care and skill and, where applicable, within a reasonable time and for a reasonable charge.

Nothing in these Terms affects your statutory rights.

19. Aircraft Sales and Acquisition Services

Where PF JET FLY provides aircraft brokerage, aircraft sales or aircraft acquisition services, additional terms may apply.

These may include:

Buyer Mandate

Seller Mandate

Brokerage Agreement

NDA

NCNDA

Success Fee Agreement

LOI coordination

PPI coordination

Escrow coordination

Closing support.

Unless otherwise agreed, PF JET FLY does not provide legal, tax, engineering or regulatory advice.

Customers should appoint their own independent aviation lawyer, tax adviser and technical inspector where appropriate.

20. Off-Market Aircraft

Some aircraft may be offered confidentially and may not be publicly advertised.

Disclosure of aircraft registration, serial number, owner identity, technical records or other confidential information may require execution of an NDA, proof of funds, buyer mandate or other documentation.

Customers must not circumvent PF JET FLY or contact introduced owners, sellers, operators or brokers directly where a valid non-circumvention, brokerage or mandate agreement applies.

21. Know Your Customer and Compliance

PF JET FLY may require identification, corporate documents, proof of address, source-of-funds information, beneficial ownership information or other compliance documents.

PF JET FLY reserves the right to refuse, suspend or terminate services where required by:

Sanctions laws

Anti-money laundering obligations

Fraud prevention requirements

Aviation security rules

Export control laws

Other applicable legal requirements.

22. Sanctions and Restricted Transactions

PF JET FLY will not knowingly arrange services that would violate applicable UK sanctions, export controls or other legal restrictions.

Customers must provide accurate information regarding:

Passengers

Cargo

Ultimate beneficial owners

End users

Destination

Purpose of transaction.

PF JET FLY may refuse a transaction where there is a reasonable compliance, sanctions, fraud or reputational concern.

23. Website Information

Information on www.pfjetfly.com is provided for general informational and marketing purposes.

Aircraft photographs, performance figures, ranges, speeds, capacities and other technical specifications may be indicative only.

Actual aircraft specifications depend on the individual aircraft, configuration, operator and operating conditions.

Nothing on the website constitutes a binding offer unless expressly confirmed in writing.

24. Intellectual Property

All website content, including:

Text

Graphics

Logos

Design

Photographs owned or licensed by PF JET FLY

Brochures

Documents

Website structure

Branding

is protected by applicable intellectual property law.

You may not reproduce, distribute, commercially exploit or modify such content without prior written consent, except where permitted by law.

25. Third-Party Links

Our website may contain links to third-party websites.

PF JET FLY does not control and is not responsible for third-party websites, content, privacy practices or services.

26. Privacy

Personal data is processed in accordance with our Privacy Policy.

Customers should review the Privacy Policy available on our website.

Where applicable, personal data may be shared with aircraft operators, airports, handlers, government authorities and other service providers where necessary to perform the requested services or comply with legal obligations.

27. Cookies

Our website may use cookies and similar technologies.

Further information should be provided in a separate Cookie Policy.

28. Communications

By submitting an enquiry, you authorise PF JET FLY to contact you regarding that enquiry by email, telephone, messaging application or other contact method supplied by you.

Marketing communications will be sent only where permitted by applicable law.

29. Complaints

If you have a complaint regarding our services, please contact:

PF JET FLY SOLUTIONS LTD

Registered Office: **1 Rutherford Way, App 640, Wembley, England, HA9 0BP**

Email: charter@pfjetfly.com

We will aim to review and respond to complaints within a reasonable period.

30. Changes to These Terms

PF JET FLY may update these Terms from time to time.

Changes will apply prospectively from the date the revised Terms are published.

Changes will not retrospectively alter an already confirmed booking unless agreed with the customer or required by law.

31. Severability

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will continue in effect to the extent permitted by law.

32. Governing Law and Jurisdiction

These Terms are governed by the laws of **England and Wales**.

Where the customer is a business, the courts of England and Wales will have exclusive jurisdiction unless otherwise agreed in writing.

Where the customer is a consumer, nothing in this clause removes any mandatory right the consumer may have to bring proceedings in another jurisdiction where applicable consumer law provides such a right.

33. Contact

For any questions regarding these Terms, please contact:

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