GENERAL TERMS AND CONDITIONS

A. Definitions

"***Charterer***" is the contractual partner that commissions MPC Air to complete a flight;

"***Charter Agreement***" is the agreement concluded between MPC Air and the Charterer for the completion of a flight, of which the General Terms and Conditions form an integral part;

"**General Terms and Conditions**" are these General Terms and Conditions of Business, also publicly available on the MPC Air website;

"***MPC Air***" is MPC Air doo Beograd, Bulevar Mihajla Pupina 85b, 11070 Belgrade, Republic of Serbia;

"***Price of the flight***" is the price agreed in the Charter Agreement for the completion of the agreed flight (total price), in accordance with the provisions of the Charter Agreement and these General Terms and Conditions, which may be adjusted, decreased or increased as a result of unforeseen and/or operational reasons/circumstances and/or Force Majeure and/or special requests of the Charterer or passengers after the Charter Agreement has been signed;

"***Force Majeure Event***" means any event, circumstance or cause beyond the reasonable control of MPC Air, whether foreseeable or unforeseeable, which prevents, delays, restricts, makes unsafe, commercially impracticable or otherwise materially affects MPC Air's performance of any obligation under the Charter Agreement, including the operation, commencement, continuation, completion, routing, timing or safety of any flight. Force Majeure Events include, without limitation, acts of God, adverse weather conditions, natural disasters, fire, flood, earthquake, epidemic, pandemic or public health emergency, war, armed conflict, hostilities, terrorism, civil unrest, riot, sabotage, strikes, lock-outs or other industrial action, airport closure or restrictions, air traffic control restrictions or slot limitations, denial or withdrawal of permits, traffic rights, overflight or landing rights, governmental, regulatory, customs, immigration or security measures, sanctions or similar restrictive measures, technical defects or safety-related operational issues affecting the aircraft, crew unavailability due to circumstances beyond MPC Air's reasonable control, fuel shortages, supplier or service provider failure, and any decision of the pilot in command taken for safety, security, regulatory or operational reasons.

B. General Terms and Conditions

These General Terms and Conditions are an integral part of each Charter Agreement with MPC Air, applicable in their current version at the time of conclusion of the corresponding agreement. In case of discrepancy between the Charter Agreement and General Terms and Conditions, the General Terms and Conditions shall prevail.

Differing or contradicting agreements to these General Terms and Conditions shall not be applicable or valid, nor recognized by MPC Air, unless they are expressly approved by MPC Air in writing.

These General Terms and Conditions apply to Charterer and all parties named by the Charterer who will use the air transportation service provided by MPC Air, i.e. passengers including business organizations, businesspeople and private consumers, unless a distinction is made in the corresponding clause.

C. Charter Agreement

Following receipt of an inquiry from a prospective Charterer, MPC Air shall submit a non-binding offer in writing. The proposal shall specify the key details of the corresponding flight (aircraft type, origin, destination and indicative price set on the date of the non-binding offer).

If the prospective Charterer confirms the information in the offer - in writing - and wishes to place a booking, MPC Air shall send a Charter Agreement, to be signed and returned by the Charterer for MPC Air's signing.

Once the Charter Agreement has been signed by both the Charterer and MPC Air, a binding Charter Agreement shall come into force and be applicable between the parties.

The Charterer is and remains the sole contractual partner, regardless of the third parties named by the Charterer who will be using the services provided by MPC Air.

Regardless of the signed Charter Agreement, the offered service shall remain subject to the availability of the aircraft and crew and conditional upon the technical feasibility of the flight, while the price for the flight may vary depending on unforeseen and/or operational reasons/circumstances and/or Force Majeure and/or special requests of the Charterer or passengers after the Charter Agreement has been signed.

Any change requested by the Charterer after the Charter Agreement has been signed by both parties (e.g. a change of origin airport or destination airport, request for an additional sector, passenger list, or any other matter whatsoever) must be communicated to MPC Air in due time before the scheduled flight date and time and, if approved by MPC Air, shall be acknowledged and regulated in writing by both parties.

MPC Air reserves the right not to approve or consent to any changes to the Charter Agreement after its signing, in which case the Charterer shall be obliged to continue with, including payment for, the originally contracted services.

D. Price of the flight and Payment

Price of the flight includes all flight costs, landing and airport fees, VIP pax/ lounges fees if necessary. Catering is not included for flights with EET less than 1.5h. For flight with EET longer than 1.5h we include basic cold finger food as canape mix. For flight operated with superlight jet (Cessna Citation XLS+) with EET longer than 2.5h we include hot catering. Any additional catering can be organized with additional cost. Italian luxury tax (ILT), France solidarity tax on board snacks, alcoholic and non-alcoholic are included. Any special request are not included in the Price of the flight.

Costs for de-icing, or for sheltering the aircraft in a hangar to avoid de-icing, are not included in the price of the flight. MPC Air reserves the right to charge Charterer these expenses separately, upon presentation of documentary proof.

MPC Air maintains bank accounts only in the Republic of Serbia.

Accordingly, all payments under the Charter Agreement shall be made exclusively to MPC Air's bank account held in the Republic of Serbia.

Payment details are contained in the Charter Agreement.

Unless otherwise instructed by MPC Air, even if the Charterer does not choose to pay for the flight by credit card, the Charterer must provide MPC Air with at least one valid credit card at the time of booking. By accepting these General Terms and Conditions, the Charterer expressly authorizes MPC Air to place a pre-authorization hold on such credit card in an amount of the full Price of the flight and any additional charges payable under the Charter Agreement and these General Terms and Conditions.

Payments are due immediately upon signing of the Charter Agreement and must be credited to MPC Air’s account before commencement of the flight, or positioning for the flight.

The Charterer must provide MPC Air with written confirmation of payment no later than two business days prior to the scheduled departure time. The payment confirmation provided by the Charterer shall be accepted by MPC Air for information purposes only, and MPC Air shall have no obligation to verify the authenticity or validity of such confirmation. The Charterer remains solely responsible for ensuring that payment is made in accordance with these General Terms and Conditions and the Charter Agreement.

If the funds have not been credited to MPC Air's bank account before commencement of the flight, the Charterer authorizes MPC Air to secure payment by placing a pre-authorization hold on the provided credit card.

In the case of late or incomplete payments, MPC Air reserves the right to cancel the Charter Agreement at the expense of the Charterer and deny boarding.

If the funds have not been credited to MPC Air's account within 10 days after the date of the flight, the Charterer authorizes MPC Air to charge the full amount of the Price of the flight and any additional charges to the credit card provided at the time of booking or, if that credit card is declined or otherwise unavailable, to any other payment method or credit card that the Charterer has previously placed on file with MPC Air.

The Charterer represents and warrants to MPC Air that they have full authority to use any credit card details they provide to MPC Air and shall indemnify and hold MPC Air harmless from and against any and all claims, losses, liabilities, costs and expenses arising out of or in connection with the unauthorized use of such credit card.

Credit card information will be kept confidential and will be used only for the purposes described in these General Terms and Conditions and otherwise in accordance with MPC Air's Privacy Notice.

All additional costs incurred by MPC Air (including, but not limited to, costs for de-icing or for sheltering the aircraft in a hangar to avoid de-icing, costs arising from deviations from the agreed routing not attributable to intent or gross negligence by MPC Air, costs arising from a change in the aircraft, and any charges resulting from safety measures that the pilot deems necessary) shall be invoiced additionally to the Charterer and are due within 5 business days following receipt of the invoice. Should such additional costs not be paid within the stipulated period, MPC Air shall have the right to charge these additional costs to the credit card provided by the Charterer at the time of booking.

E. Air Transportation Services

The Charter Agreement entitles the Charterer to an air transportation service in accordance with the relevant and applicable air transport legislation and the Charter Agreement. Both the Charterer and/or passengers shall be entitled to this service if their health condition, legal and regulatory status allow them to use air transportation without jeopardizing their existing health condition or breaching regulatory restrictions.

The chartered air transportation service shall comprise transportation by air on the booked aircraft and with the legally required crew, from the agreed point of departure to the agreed point of destination, or to an alternate airport if, due to weather conditions, safety considerations, airport restrictions, air traffic control requirements, technical reasons, Force Majeure Event or any other operational necessity, the aircraft is not or will not be able to land at the agreed point of destination.

Special services provided and/or made available by MPC Air, for example VIP treatment, special catering service, on-board telecommunications via satellite phone, de-icing and anti-icing, limo service, etc., are not part of the standard Air Transportation Service and are not included in the price of the flight but shall be charged separately to the Charterer.

F. Performance of Contract

MPC Air is, where there is good cause, entitled to change, postpone or cancel the flight at any time for reasons relating to safety, technical considerations, airport restrictions, air traffic control requirements, applicable regulations, weather conditions, denial of traffic rights, technical reasons, Force Majeure Event, the health or other condition of the passengers, or any other operational necessity. MPC Air shall not be liable for any resulting costs or damages (including loss of profit), with the exception of documented, proven costs or actual damages caused by intent or gross negligence by MPC Air.

Should MPC Air be unable to complete the agreed flight, the price of the flight shall be reduced pro rata in accordance with the extent to which the flight was completed and the number of flight hours. This shall not apply if the flight does not take place or is not completed partially or in full, due to factors for which the Charterer, passenger(s), or individuals for whom they are accountable, are responsible.

Should the flight deviate from the agreed routing due to reasons relating to safety, technical considerations, airport restrictions, air traffic control requirements, applicable regulations, weather conditions, denial of traffic rights, technical reasons, Force Majeure Event or any other operational necessity, and the aircraft lands at the planned alternate airport or another suitable airport, MPC Air's contractual obligation shall be deemed fulfilled. MPC Air shall not be obliged to continue the flight to the originally planned destination once the aircraft has landed at an alternate airport. Any onward transportation, accommodation or other arrangements shall be the responsibility of, and at the sole expense of, the Charterer, unless otherwise agreed in writing.

MPC Air is entitled, at any time and at its sole discretion, but shall not in any manner be obliged, to substitute the aircraft with another aircraft. MPC Air shall notify the Charterer of any such changes as soon as possible. A change in the aircraft does not entitle the Charterer to withdraw from the Charter Agreement. In the event of aircraft replacement, MPC Air's entitlement to payment for the price of the flight remains valid and unaffected, and the Charterer shall pay any additional costs arising from the corresponding actions taken.

To the maximum extent permitted by applicable law, MPC Air shall not be liable for any indirect, consequential, incidental, special, punitive or economic losses, including but not limited to loss of profit, loss of revenue, loss of business opportunity, loss of goodwill, reputational damage, accommodation expenses, substitute transportation costs or any other consequential damages arising from or related to the Charter Agreement, regardless of whether such losses were foreseeable.

G. Authority of the Pilot

The pilot of the aircraft is entitled to take all and any safety or other measures necessary, at any time.

In this respect, the pilot has complete authority with regard to, among other things, modifying the cargo load, seating capacity and arrangements, passengers and goods, landing, distribution and unloading of cargo and baggage. Similarly, the pilot is entitled to issue all necessary decisions regarding whether and how the flight shall be executed and/or completed, deviations from the proposed route and where a landing shall take place. The pilot is entitled to deny boarding and access to persons not previously announced to MPC Air at the time of reservation of the flight, cancel the flight at any time and/or divert it if the behavior of any passenger poses a threat to the safety and rights of other passengers, crew, aircraft, origin or destination landing place or general air safety. In such instance, MPC Air's entitlement to payment for the price of the flight remains valid and unaffected, and the Charterer shall pay any additional costs arising from the corresponding action taken.

H. Travel Documents

Once the Charter Agreement is signed, the Charterer must provide MPC Air with a passenger list and all necessary and requested information and documents no later than 3 business days prior to departure, or no later than any other deadline specified by MPC Air.

The Charterer is responsible for ensuring that these documents are accurate and complete and bears full legal and material responsibility for their accuracy and completeness.

The Charterer is also legally and materially responsible for ensuring that passengers have all travel documents required for entry into and exit from a country, including, without limitation, passports, visas, documentary proof of vaccination, regulatory requirements, health conditions, etc.

The Charterer shall be liable for all damages arising from the inaccuracy or incompleteness of said information and documents, or for documentation submitted late or issued in an incorrect way or in case any of the passengers do not meet the required regulatory, health or other conditions.

I. Transport of Expectant Mothers, Infants, Children, Elderly Passengers or Persons with Health Conditions

The following regulations apply for safety reasons and to avoid health risks for departures and return flights.

If you are expecting a baby or babies and feel well, traveling by aircraft should not be difficult for you. Nevertheless, for your health and the health of your baby, in late pregnancy we will not be able to offer transportation on our flights.

Provided you do not have pregnancy complications, we can offer transportation on our flights until the end of 36 weeks of pregnancy in the case of a single pregnancy, or until the end of 32 weeks in the case of multiple pregnancies.

If your pregnancy is between 28 and 36 weeks at the time of reservation, MPC Air must be informed of the gestational age and expected date of delivery by means of a doctor's certificate. The certificate must also be presented to the crew at departure.

We do not recommend travel by mothers and newborns during the first seven days after birth.

Infants (up to 2 years of age) must travel on the lap of their parent, guardian or accompanying passenger during take-off and landing.

Children are regarded as persons up to, excluding, 12 years of age.

In the event of transport of elderly passengers or passengers with specific health conditions, prior to the flight they will be required to sign a separate statement enclosed with these General Terms and Conditions.

MPC Air or the pilot in command has the right to refuse to transport expectant mothers, mothers or infants, elderly persons or persons with specific health conditions if any of the conditions stated above are not met.

J. Transport of Pets

Without prior written approval of MPC Air at the time of reservation (which approval is at MPC Air’s discretion and may be conditional), passengers will not be allowed to transport pets.

The Charterer, in addition to the passenger carrying the pet, remains fully responsible for ensuring that the pets comply with the requirements in the country of destination.

K. Baggage

The Charter Agreement shall include transportation of all passengers' baggage, unless otherwise agreed.

Passenger baggage weight is limited. Flights are being calculated with the EASA Standard Passenger Weight as possibly amended, supplemented or replaced by other regulation.

The number and weight of baggage that can be carried depends on the number of the passengers, expected weather conditions, aircraft type, technical specifications of the aircraft for specific route and airport.

The Charterer must check with MPC Air, well in advance, the maximum baggage allowance (number and weight of bags) and notify MPC Air of all excess and general baggage, stating the dimensions and weight of the items, such as but not limited to sports equipment, pushchair/buggy and child's car seat, during the booking process.

If MPC Air is not provided with the exact weight of all baggage within the requested time, MPC Air will not be responsible for any departure delay caused by measuring the weight of baggage due to the process of recalculating the weight and balance of the aircraft.

MPC Air, i.e. the pilot, reserves the right to reduce the maximum baggage allowance (weight and number) per passenger for safety reasons, on a case-by-case basis, even on the flight day and regardless of any previous approvals/confirmations.

Items determined by the pilot to be of excessive weight or size will not be permitted on the aircraft.

L. Electronic Equipment

For safety reasons, the use of all personal electronic devices is strictly prohibited during take-off and landing.

The use of mobile phones is not permitted throughout the entire flight. The use of other electronic devices is permitted only with the consent of the pilot in command.

Portable electronic devices (PEDs, laptops, mobile phones, etc.) containing lithium batteries carried by passengers may only be carried in the passenger cabin, on the person or in carry-on baggage.

M. Transport of Dangerous or Specific Cargo

No objects, items, baggage, or similar shall be allowed on board if there is any risk whatsoever of injury or harm to individuals, damage to or soiling of aircraft equipment, or risk to air safety.

All passengers are obliged to familiarize themselves with the information on dangerous goods and objects prohibited from hand baggage or hold luggage before they board the aircraft, which will be provided by MPC Air.

Should a passenger carry dangerous or prohibited goods and/or objects and/or items on board, as defined in the applicable regulations, either on their person or in/on their baggage, in particular, without limitation, weapons or objects/items that may be used as weapons, the passenger must present these to the pilot before the start of the journey.

The pilot shall issue a decision on whether and/or how to transport such weapons or objects/items and is entitled to cancel the flight if, in the pilot's discretionary opinion, individuals or the aircraft could be endangered.

Without prior written approval of MPC Air at the time of reservation (which approval is at MPC Air's discretion and may be conditional), it is prohibited to carry or bring onto the aircraft any object or item capable, or appearing capable, of discharging a projectile or causing injury, including:

- all firearms (pistols, revolvers, rifles, shotguns etc.); replica and imitation firearms;
- component parts of firearms (excluding telescopic sighting devices and sights); air pistols, rifles and pellet guns;
- signal flare pistols; starter pistols; toy guns of all types; BB guns; industrial bolt and nail guns; cross bows; catapults; harpoon and spear guns; humane killers for livestock;
- stun or shocking devices such as cattle prods, ballistic conducted energy weapons (taser); lighters shaped like a firearm
- axes and hatchets; arrows and darts; crampons; harpoons and spears;
- ice axes and ice picks; ice skates; lockable or flick knives with blades of any length; knives with blades of more than 6 cm, made of metal or any other material strong enough to be used as a potential weapon;
- meat cleavers; machetes;
- open razors and blades (excluding safety or disposable razors with blades enclosed in cartridge);
- sabres, swords and swordsticks; scalpels; scissors; ski and walking/hiking poles; throwing stars;
- tradesman's tools that have the potential to be used as a pointed or edged weapon e.g. drills and drill;
- bits, carpet knives and box cutters, utility knives, all saws, screwdrivers, crowbars, pliers,
- wrenches/spanners and blow torches;
- baseball and softball bats;

- clubs or batons - rigid or flexible - e.g. Billy clubs, blackjacks, night sticks and batons;
- cricket bats; golf clubs; hockey sticks; lacrosse sticks;
- kayak and canoe paddles; skateboards; billiard, snooker and pool cues; fishing rods; martial arts equipment e.g. knuckle dusters, clubs, coshes, rice flails, nunchucks, kubotans,
- any other object/item similar to or resembling the aforementioned.

N. Smoking

Smoking is prohibited on all MPC Air flights.

O. Electronic Smoking Devices

It is not allowed to use electronic cigarettes, smoking devices, personal vaporizers or electronic nicotine delivery systems on any MPC Air flight.

They are, however, allowed to be carried on an aircraft, but only in the cabin, where a possible incident can be immediately mitigated, and must not be placed in checked baggage.

P. Delays Caused by the Charterer

Should the period of time for which the aircraft is available to the Charterer, in accordance with the Charter Agreement, be exceeded because passengers and their baggage are not ready in good time, or because travel documents or other documentation or preconditions required for the journey are not available, or due to other acts or failures on the part of the Charterer, its employees, representatives, agents or passengers, and should this delay lead to additional costs, the Charterer shall be responsible for reimbursing these costs upon request by MPC Air.

Q. Withdrawal from / Amendment of the Charter Agreement

MPC Air is entitled to withdraw from, cancel or amend the Charter Agreement with immediate effect, while retaining its rights to all damages or other claims, and excluding all and any rights to damages or other claims on the part of the Charterer or passengers, if:

- there is a breach of obligations specified in the Charter Agreement on the part of the Charterer (including without limitation, if the price of the flight is not paid in full and in good time);
- insolvency, bankruptcy, liquidation or any similar or restrictive process is initiated against the assets of the Charterer and is still pending;
- a Force Majeure Event occurs;
- circumstances or factors on the side of the Charterer or passengers negatively affect the provision of services by MPC Air;
- there are other significant reasons that negatively affect MPC Air’s ability to comply with the agreement;
- regulatory restraints apply;

- the passengers, their baggage and/or cargo are not ready in due time in accordance with these General Terms and Conditions.

If passengers, their baggage and/or cargo are not ready in due time, or in other events which are reasonable and possible in MPC Air's decision, MPC Air shall make efforts (but shall not be obliged) to offer a flight at a later time/date, excluding all and any claims to a legal entitlement thereto on the part of the Charterer.

Withdrawal from/cancellation of the Charter Agreement by the Charterer must be made in writing by e-mail. Should the Charterer withdraw from a flight on an aircraft operated by MPC Air before the planned date of departure, the following cancellation fees shall apply:

Cancellation timing	Cancellation fee
After signing the Charter Agreement	10% of the total amount
Two weeks prior to the date of the flight	30% of the total amount
One week prior to the date of the flight	50% of the total amount
48 hours before the flight	75% of the total amount
Less than 24 hours prior to departure	100% of the total amount

The deadlines above are based on the time at which MPC Air receives written notification of the withdrawal/cancellation. MPC Air shall be entitled to charge the applicable cancellation fee to the credit card provided by the Charterer at the time of booking.

R. MPC Air's Liability

MPC Air's total aggregate liability arising from or connected with the Charter Agreement shall in no event exceed the amount actually paid by the Charterer for the affected flight segment, except where a greater liability is mandatory under applicable law.

S. Sanctions Compliance

The Charterer represents and warrants that neither the Charterer, any passenger, beneficial owner, payer/funder for the services, representative, cargo owner nor any person connected with the Charter Agreement or flight is subject to sanctions, asset freezing measures, travel bans or other restrictive measures imposed by the European Union, the United Nations, the United Kingdom, the United States of America or any other competent governmental authority.

The Charterer shall immediately notify MPC Air if it becomes aware of any circumstances that may result in any sanctions violation.

MPC Air reserves the right at any time whatsoever to refuse cooperation, transportation, terminate the Charter Agreement, deny boarding, remove passengers or cargo, or suspend performance of services without any liability if MPC Air reasonably believes that entering into, signing or performance of the Charter Agreement may violate any applicable laws or expose MPC Air to sanctions-related risks.

In such circumstances, MPC Air shall retain the right to recover all costs incurred and cancellation charges shall apply. On the other hand, MPC Air shall not be liable for any costs or damages, direct or indirect, to the Charterer or passengers in respect of suspension or termination of services due to regulatory risks as stated above.

T. Data Protection

MPC Air processes personal data of the Charterer and all passengers in relation to the offered services.

The Privacy Notice forms part of these General Terms and Conditions. Please familiarize yourself with all rights and obligations stated therein. By signing the Charter Agreement, you accept the Privacy Notice, which forms an integral part of these General Terms and Conditions.

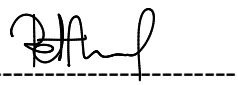
U. Concluding Remarks

The assignment and transfer of rights and obligations arising from the Charter Agreement by the Charterer require the express written authorization of MPC Air.

The charter service is subject to the Charter Agreement, these General Terms and Conditions, MPC Air's insurance policies and the applicable laws of the Republic of Serbia, excluding conflict-of-law rules, and the courts of the Republic of Serbia shall have exclusive jurisdiction to settle any claim or matter arising under this Agreement, unless otherwise prescribed by mandatory applicable regulations.

Should one or several provisions in these General Terms and Conditions of Business, Charter Agreement or Privacy Notice be or become invalid, this shall not affect the validity of the remaining provisions mutatis mutandis. In such instance, the invalid provision shall be replaced by a valid provision of which the meaning and intended economic effect come as close as possible to those of the original provision.

MPC Air
Belgrade, Serbia, 20. November 2026.



CEO Nenad Petrović