

Helicopter transport - terms and conditions - private - personal transport

Valid from 1 August 2022

General

These are general conditions for personal transport (including taxi flights and sightseeing) under the auspices of Helitrans AS carried out for private individuals, unless otherwise agreed in writing.

Value added tax is included in all prices according to the applicable laws and regulations, depending on the nature of the flight. Prices are given in NOK.

Booking

In writing, by email to ordre@helitrans.no or via a website run by Helitrans AS or its partners.

Cancellation

No charge for cancellations before 48 hours.

Cancellation later than 48 hours without reason in the room or unforeseen events will be charged NOK 6 250,-

Cancellations due to bad weather will not be charged.

Departure fee

When departing from Norwegian airports/airfields as well as Helitrans AS's own bases, a departure fee is added.

Airbus H125 (AS350) NOK 625,-

Landing permit

Landing by helicopter is subject to the [rules for motor traffic in rural areas](#), and requires a written landing permit, where the customer himself is responsible for obtaining this.

Permission for landing in infield is obtained from the landowner, and permission for outfield is obtained from the municipality or the county governor.

Should Helitrans AS obtain a landing permit, incurs a fee of NOK 1 250,-

Dangerous goods

The client is obliged to inform Helitrans AS in each case where such transport is relevant. Examples of dangerous goods can be: battery (battery acid), gas container, ski torch, petrol or other flammable liquid, fireworks, explosives, fire caps, weapons, ammunition and oxygen bottles. Do not try to hide such equipment in your luggage.

Flight time

Billable flight time is calculated from rotor start to rotor stop. The minimum invoiced time per assignment is 30 minutes.

Waiting time

Waiting time is the time the machine/pilot has to wait between flights and is billed per hour started.

Airbus H125 (AS350) NOK 2 500,-

Attendance/interruption

Helitrans AS is not responsible for non-attendance or interruptions due to bad weather, technical challenges, or other reasons beyond Helitrans AS's control.

Helitrans AS has emergency preparedness agreements with the Norwegian state and is not responsible for interruptions caused by the activation of these, such as ambulance flights, rescue services, fire, or other public requisitions.

Helitrans also reserves the right to cancel/move small assignments of less than 60 minutes if this should block larger assignments.

All mission flights where fixed attendance prices are given start in optimal conditions on the way to the mission. In the event of bad weather and an assumed longer time consumption at the time of arrival, the fixed approach will be converted to an hourly price. This is clarified with the customer before the assignment starts.

The captain can fail to start or cancel an assignment if the company's safety instructions are not followed, or for other reasons that he deems necessary due to safety.

The safety instructions can be given orally by the pilot-in-command, the same applies if the actual conditions at the assignment site are not in accordance with the order.

Insurance

Insurance of cargo and equipment is limited to 17 SDR per kg. Helitrans AS's liability is calculated up to 250,000 SDR for personal injury and 1,131 SDR for luggage. The company recommends that expensive equipment and materials are additionally insured by the customer. On request, Helitrans AS can provide this insurance covered at the customer's expense. 1 SDR is per 1 March 2022 set at NOK 12.

Force majeure

Helitrans AS is not legally responsible for interruptions or additional costs that may arise due to extraordinary events that are beyond Helitrans AS's control. For example, extraordinary increases in fuel costs.

Invoice complaints

Complaints must be made immediately and no later than 8 days after receiving the invoice.

Helitrans AS uses its own company for factoring. In case of late payment, costs will be incurred in accordance with the factoring company's practice. Crediting of an invoice on the basis of missing information from the customer may result in a fee.

Customer Obligations

The customer is responsible for notifying neighbors and notifying the local police, where noise can be a nuisance for areas in the immediate vicinity.

The customer is responsible for obtaining landing permits unless otherwise agreed with Helitrans AS

The customer is responsible for following the safety instructions provided.

Other additional charges

Invoice fee NOK 125,-