

air tetiaroa

INFORMATION FOR COLLABORATORS AND SERVICE PROVIDERS

Entities present on Tetiaroa (The Brando, Tetiaroa Society, TBSA, EDT, TMT, subcontracting companies...)

All flights operated or chartered by Air Tetiaroa are subject to the Security, Safety, and restrictions on the transport of dangerous goods, in force at the Tahiti-Faaa airport (PPT) and departing from Tetiaroa (TTI) applicable to all domestic flights. These measures apply to passengers as well as their luggage. Regulatory and technical restrictions related to the various devices used may apply, requiring additional information on the weight of passengers and their luggage.



REMINDER:

The fare class applied does not guarantee the reservation and/or boarding of luggage. You may therefore be disembarked from a flight at any time depending on the evolution of hotel customer reservations, changes in aircraft, weather conditions that may affect the load offered, etc. Air Tetiaroa apologizes in advance, even though such situations remain exceptional.

1. Check-in

Passengers are expected at the private lounge of Air Tetiaroa located at the International Airport of Tahiti-Faaa, 1 hour before the scheduled departure time of their flight. Check-in for the flight begins 1 hour before the scheduled departure time and closes 30 minutes before the scheduled departure time. The same presentation rules apply in Tetiaroa. They must be in possession of a valid identity document (passport, national identity card, driving license).

It is imperative to have impeccable dress attire in order to guarantee the quality of reception and service to our passenger clients (The Brando and our chartered flights clients). Otherwise, access to the Lounge and the flight may be denied. Dress attire and attitude to be strictly respected:

1) Dress code:

Men: city shorts or pants, clean shirt or T-shirt

Women: dress, skirt, long shorts or pants, blouse or clean T-shirt

Prohibited: caps, swimsuits, swim shorts, short shorts, damaged or stained clothing.

Work attire: it must be impeccable and meet the defined criteria above. Otherwise, plan to wear city clothes to take the plane and change on site.

2) Attitude:

Clients have priority at check-in, please be patient if necessary and follow the instructions of the ground and check-in agents at all times.

Departing from Tahiti, inside the Lounge, please sit in a way that does not disturb other hotel or company passengers, remain discreet (speak softly, no music, and be respectful of other passengers and the work of the staff and crews).

Clients also have priority for boarding and it is important to let them leave the lounge and head towards the aircraft following them.

Departing from Tetiaroa, the gathering and formalities take place at the baggage fare, located at the edge of the aircraft parking area. Access to the parking and aircraft is not allowed. Boarding takes place after that of the passengers: please be ready and advance towards the aircraft at the invitation and under the supervision of the ground agent and/or crew.

Please contact the Lounge team in case of delay or inability to reach the Lounge for your scheduled flight at 40 866 288 and the hotel (service manager, personnel service, etc.), which will avoid any flight delays, otherwise cancellation fees will apply. Similarly, when departing from Tetiaroa, contact or have the ground staff contacted in such situations.

2. Baggage Allowance

Air Tetiaroa applies a flat-rate baggage transport procedure for its passengers.

Allowed - within conventional size limits, which is a total length of 158cm (LxWxH) - the transport of luggage up to a maximum of **10 kg** per passenger (including hand luggage), it is also strongly recommended to avoid bulky pieces and the thickness should not exceed 30 cm (12 inches). Air Tetiaroa cannot guarantee the shipment of excess baggage or bulky pieces on the same flight, but will make every effort to transport them under the best conditions. Air Tetiaroa may also be required to transport baggage on separate scheduled flights.

Any specific request requiring additional or bulky baggage transport must be addressed to Air Tetiaroa (copy to the entity on which the passenger depends), which will study it prior to accepting the transport. An additional fee may then apply.

3. In the cabin

For your comfort and safety, regulations require that on our types of aircraft, carry-on baggage must be checked (weighed and labeled) and placed in the hold during the flight. However, you may keep your carry-on baggage with you until boarding and retrieve it directly at the end of the flight. Only small accessories (such as a small bag, camera, book, electronic tablet, etc.) are allowed in the cabin.

4. Labeling and preparing your baggage (cabin and hold)

Be sure to affix a label with your name, first name, address, and phone number both inside and outside your baggage to allow for identification. It is recommended to lock checked baggage, and any eventual inspection by a security agent during processing will be done in the presence of the owner or a person duly designated by them or a company representative.

For safety reasons, never accept baggage or items from a third party and prepare your baggage yourself.

Ensure that valuable or fragile items are well protected, particularly electronic devices.

5. Prohibited items

For safety reasons, goods and baggage are subject to the technical instructions of the ICAO (Annex 18), and it is prohibited to transport the following dangerous products and goods in your cabin and hold baggage:

- Explosives / Fireworks / Compressed gases / Radioactive materials / Corrosive substances / Flammable liquids / Weapons
- Batteries whose combined total power is greater than 160 Wh
- Spare batteries and electronic cigarettes must be carried under special conditions with you in the cabin, please inform the airline agent at the counter if you are transporting them.
- Products labeled and pictogrammed with particular dangers, such as cleaning products, laundry detergents, mechanical maintenance greases and lubricants, etc.

This list is not exhaustive. Contact us in advance for more information.



6. Special requests

- **Passengers with high body weight:**

On board our aircraft, passengers are seated where they can help rather than hinder the evacuation of the plane in case of an emergency. A person with high body weight can be accepted on board under the following conditions:

- On the BN2T, provided that they weigh less than 120 kg and their waist size is less than 130 cm.
- On the DHC6 (Twin Otter), provided that they weigh less than 180 kg (with limitations on seat and access door). In some cases, the use of a seat belt extension may be considered.

For safety reasons, the captain may refuse to allow a person on board. The above conditions will be given to passengers when they book a ticket and will be reminded at check-in. Notifications must be made at the time of booking for review and consideration. Flights, types of aircraft, and their capacities vary CONSTANTLY. To best ensure the transport of passengers, Air Tetiaroa needs to be aware of these various constraints to anticipate and provide solutions where possible.

Based on the information above:

A person with high body weight accepted on board will occupy two seats on the BN2T (unless another passenger can be accommodated without compromising their comfort and the safety of the passengers), and two seats on the DHC6 (double bench and single bench).

- **Passengers requiring medical assistance:**

Passengers whose transportation by air could jeopardize their health are prohibited (need for EVASAN by the military or TNH). Pregnant women from the 8th month, epileptics, and passengers requiring medical assistance are not allowed on our flights.

For pregnant women, BETWEEN THE 6th (from the 22nd week) AND THE 8th MONTH (before the 31st week) OF PREGNANCY: a medical certificate is required, or alternatively, the AT.SOL.F.05 discharge form must be completed prior to the flight. Beyond this, it is prohibited to board Air Tetiaroa flights.

- **Sporting or other equipment:**

Surfboards, kiteboards, etc., or any other bulky equipment can only be accepted upon request and subject to feasibility of their embarkation. Please provide their dimensions and weight at the time of booking. Transport on the same flight as the passenger, or on the same day, cannot be guaranteed. Sending by boat shuttle is preferred.

- **Animals:**

Please note that animals are not allowed on Tetiaroa and at The Brando hotel.

- **Drones:**

To ensure the peace, comfort, and safety of The Brando hotel guests, the use and transport of drones are strictly prohibited on the Tetiaroa island, except for specific professional or scientific needs. We decline all responsibility in case of cancellation of drone transport. Due to the proximity of the runway and air operations, prior authorizations from the Civil Aviation (DGAC-SEAC) are required in all cases.

7. Biosecurity

Biosecurity refers to the processes, methods, and preventive and regulatory measures aimed at reducing biological risk. In Tetiaroa, this risk takes the form of accidental or deliberate introduction of plants or animals that are not present on this atoll. These introduced species could compete with the already existing species, import new diseases, and/or disturb the quality of the service offered by The Brando hotel.

Therefore:

Any non-secure packaging will be automatically refused.

Plants, fruits, vegetables, or flowers in all forms (flower necklaces, etc.) will be refused on our flights except for plants/flowers that have previously been sent to the phytosanitary.

ARE PROHIBITED: COCONUT, BANANA, GUAVA, AND GINGER.

TRANSPORT CONDITIONS

Air Tetiaroa is a certified air carrier authorized to operate throughout the French Polynesia territory, on the principle of non-scheduled flights. As such, no fixed flight schedule can be distributed by the company, and therefore, the company cannot be held responsible for any possible delays or cancellations that may disrupt the organization of the flights it may schedule.

The schedules indicated on communications or information given to the passenger are therefore not guaranteed and do not constitute a contractual commitment on the part of The Brando hotel or Air Tetiaroa carrier. The schedules may be changed without notice, particularly due to weather-related factors and conditions that do not allow for flights to be operated in compliance with regulations that are not due to the fault of the company.

However, Air Tetiaroa will be able in all exceptional circumstances to mobilize its resources and partners to carry out its mission, including if it should require the implementation of other aircraft, by chartering other carriers duly authorized and licensed for this type of transport, or by modifying or canceling originally planned stops.

In the event of a delay or cancellation due to unfavorable weather conditions, Air Tetiaroa assumes no responsibility, monetary or otherwise, arising from missed connections with other flights, cancellation of accommodations or any other costs or damages resulting from it.

The passenger must comply with legal and regulatory requirements for travel, present all required documents, and arrive at the Air Tetiaroa Lounge in Tahiti-Faaa or at the stops at the time set by the carrier at least 1 HOUR before departure for completion of departure formalities.

PAXI – Disruptive Passenger:

A disruptive passenger is a customer who disrupts the smooth running of the registration or boarding measures, the safety on board an aircraft, on the ground or in flight. Depending on the degree of severity identified, ground staff and the captain will decide on the appropriate action to be taken in accordance with the regulations, company procedures, and powers conferred. This may include temporary or permanent exclusion of the PAXI from the company's flights.