

## StratStep Aviation Limited - General Terms and Conditions of Carriage

General Terms and Conditions of Carriage in the capacity as contractual carrier for carriage executed by StratStep Aviation Limited.

### 1. Scope

1.1. These General Terms and Conditions of Carriage ("GTCC-StratStep") apply to all flights and other services for which a contract has been concluded with StratStep Aviation Limited (hereinafter referred to as "StratStep").

1.2. StratStep is the contracting carrier as defined in legislation governing carriage by air and the party to the contract with the Client disregarding if the contract has been concluded with the Client or by an agent on behalf of the Client. If StratStep has the carriage to which the Client is entitled handled by other carrier, such other carrier is the actual carrier as defined in legislation governing carriage by air.

1.3. In addition to these GTCC-StratStep, the applicable terms and conditions ("Special Terms") for different kind of flight services may also apply from time to time. In case of conflict between these GTCC-StratStep and the Special Terms for flight services these GTCC-StratStep shall take precedence. Without limitation, the applicable Special Terms include StratStep Program, StratStep Flight Service, StratStep Charter Service, StratStep On Demand and StratStep Direct agreements (or other similarly named contracts).

1.4. These GTCC-StratStep are published on StratStep's website. [www.stratstepaviation.com](http://www.stratstepaviation.com)

1.5. References in these GTCC-StratStep to "Client" include references in Special Terms to "Member" (for Program Partnership Agreements). References in these GTCC-StratStep to "Passengers" are to passengers nominated or otherwise authorised by the Client to utilise the flight services provided under these GTCC-StratStep.

### 2. Compliance with entry and exit requirements; required documents

2.1. Passengers are responsible for obtaining, and presenting at check-in and at immigration, the necessary travel documents, visas and doctor's

certificates, certificates of vaccination and the like which are required – for themselves and for any children or animals travelling with them – under the passport, visa and health regulations of the countries in question and/or by StratStep. StratStep would like to draw Client's and Passengers' attention to visa requirements for foreign nationals. Passengers shall not travel, and the Client shall not permit Passengers or accompanying animals to travel where to do so would pose a risk to their health and/or safety or to the health and/or safety of any third party (including StratStep employees, customers, and service providers).

2.2. As contractual carrier, StratStep may, without liability for loss, injury, damage or delay, refuse carriage;

- i. if the entry or exit requirements for the country of departure or destination are not met,
- ii. if the required documentation/certification is not presented, or
- iii. if such carriage, in the sole judgment of StratStep, is for any illegal purpose or would result in violation of any applicable law or sanctions (including any Passenger who is listed on a "no-fly" or similar list).

2.3. StratStep takes no responsibility with the regard to any Passenger's compliance with any country's entry or exit requirements (including visas and health status). Such compliance is the sole responsibility of the Passenger(s).

2.4. The Client shall indemnify StratStep for any direct and indirect costs incurred by StratStep arising from the Client and/or Passengers not complying, or being unable to comply, with any of the requirements in Sections 2 and 3 of these GTCC, such costs including but not limited to fines and cost of Passenger repatriation.

2.5.1. StratStep may, without liability for loss, injury, damage or delay, and at its sole discretion, refuse to carry Passengers on domestic flights where national laws (known as "cabotage" rules) prohibit such carriage, for example within the United States. As a result, any change to the list

of Passengers must be notified immediately to StratStep and will be subject to StratStep's prior approval. Stopovers within a given country (including the United States) may be authorized but the domestic transportation of Passengers within that country may be prohibited (and, in the case of the United States, is prohibited).

2.5.2. The Client must ensure that all Passengers booked to travel (as set out in the passenger manifest) on domestic segments (within the United States) will do so on a continuous international journey on the same carrier.

### 3. Health, Safety and Security

StratStep is entitled to change the route, flight schedule, seating capacity and maximum take-off weight if these are required under certain operational circumstances not caused by StratStep.

#### 3.1. Captain's Decision

The pilot in command shall always be entitled to take all necessary measures for health and safety reasons. The pilot in command has the authority to decide about Passenger's seating as well as baggage loading, allocation/placement and unloading. The pilot in command decides whether or not and how the flight is operated and which Passengers and accompanying animals may not travel, for example due to their behaviour, to Passenger and/or Client failure to provide requested documentation and/or submit to reasonable pre-flight health checks (such as taking of body temperature by crew), or to their health, physical or mental condition.

Client and Passenger accept all such decisions of the pilot in command. Client and Passenger agree that when (in the reasonable view of StratStep or the pilot in command) health, safety or security may be compromised, StratStep or the pilot in command may decide to refuse to start or commence a flight, divert a flight, or

take other action (including refusal to carry a Passenger, animal or luggage) necessitated by such health (for example, a Passenger appears to have symptoms of or have a communicable disease or condition or a Passenger refuses a screening for such disease or condition), safety and security considerations, without liability for loss, injury, damage or delay.

3.2. Carriage of expectant mothers

The following regulations apply for safety reasons and to avoid health risks to expectant mothers: StratStep will carry expectant mothers up to 4 weeks before the expected date of delivery without certification that the Passenger is fit to travel; StratStep is entitled to demand presentation of the woman's antenatal medical record as proof that the pregnancy is not beyond the 35th week.

Expectant mothers will no longer be carried as from 4 weeks before the expected date of delivery. The foregoing regulations also apply to the date of any planned return flight.

3.3. Carriage of infants, children and adolescents: Owing to the risk of potential health damage, StratStep recommends that new-born babies up to the age of 7 days should not fly. Infants travel on the lap of their parent, guardian or accompanying Passenger during take-off and landing.

3.4. Carriage of animals: Owing to safety reasons and because of the limited space available, Passengers are entitled to demand the transport of animals (including domestic animals and pets) only if StratStep has been notified at the time of booking and has confirmed carriage of the animal. Client is responsible for ensuring that the animal complies with the requirements in the country of destination and that the animal is medically fit to travel.

3.5. Carriage of baggage:

a. Excess and general baggage: Passenger baggage weight is limited for flight safety reasons and varies according to aircraft type. Items determined by the crew to be of excessive weight or size will not be permitted on the aircraft. Flights are being calculated with the EASA Air Regulations standard weight tables

by Passenger and by type of aircraft. If Passenger baggage exceeds these limits.

b. Passenger must notify StratStep prior to flight. Unless otherwise explicitly stated, Passengers are obliged to notify StratStep 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. The carriage of excess and general baggage shall be decided based on the available hold capacity and security regulations for each flight at the sole discretion of the pilot in command. Accordingly, StratStep reserves the right to accept only a limited quantity or refuse the carriage of excess or general baggage entirely

c. Generally prohibited baggage: For safety reasons, the following materials and items shall not be placed in either hold or checked baggage and will not be carried:

1. Briefcases or security-type attaché cases with installed alarm devices, or incorporative lithium batteries and/or pyrotechnic material.
2. Explosive devices, including detonators, fuses, grenades, mines and explosives.
3. Explosive materials, fireworks or signal rockets. Cases: flammable, non-flammable,
4. deeply refrigerated and poisonous, such as camping gas or aerosols, propane and butane.
5. Flammable fluids such as bleaches, peroxides, petrol and methanol.
6. Flammable solids and reactive substances, including magnesium, firelighters, fireworks, flares.
7. Cigarette lighters.
8. Oxidizers and organic peroxides (including bleach), car body repair kits.
9. Toxic or infectious substances, including bacteria, viruses, poisons, infected blood and pathogens.
10. Radioactive material, including medicinal or commercial isotopes.
11. Corrosives (such as mercury), which may be contained in thermometers, acids, alkalis and wet-cell batteries filled with battery fluid, corrosives and vehicle batteries.
12. Fuel-containing components of vehicle fuel systems.
13. Magnetized materials and all

hazardous items as listed in the IATA Dangerous Goods Regulations.

14. lithium ion battery-powered devices that exceed 160-watt hours.

15. personal electronic devices (PED) using lithium batteries that are damaged or known to be defective (please consult <http://wemakeitsafer.com/Computers-Laptop-Batteries-Recalls> to check battery safety of your PED).

16. any object or substance whose possession and/or carriage by air is prohibited under applicable law. The above provisions do not apply to medicines and medical appliances, toiletries, smoking utensils (except petrol cigarette lighters) or alcoholic drinks, provided these are carried only in small quantities for personal use.

D. Prohibited items in checked baggage: Checked baggage must not contain fragile or perishable items, items of value including money, jewellery, precious metals, jewels, computers (including laptop computers), cameras, mobile phones, electronic cigarettes, vaping equipment or other electronic equipment, securities, stocks and bonds, as well as other valuables or business documents, samples, identification documents, house or car keys, medicines and/or medical aids and appliances (such as hearing aids, dental braces and glasses) required by the Passenger and/or spare lithium batteries, lithium ion battery-powered personal transportation devices (including Segway's and hoverboards) and lithium. StratStep may refuse to carry these items in checked baggage and is liable only for damage/loss that is wilfully caused or caused by gross negligence. StratStep shall be entitled to refuse the carriage of any baggage which is so inadequately packed that damage has to be expected despite exercise of the customary care.

E. Prohibited items in hand baggage:

1. Guns, firearms and weapons: Any object 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.
2. Pointed/edged weapons and sharp objects: Pointed or bladed articles capable of causing injury, including:
- 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
3. Blunt instruments
- Any blunt instrument capable of causing injury, including:
  - 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, num-chucks, kubatons and kubasaunts.
4. Explosives and flammable substances: All explosives and/or highly inflammatory substances which constitute a health hazard for Passengers or crew or a risk for the technical and general safety of the aircraft and the property of the actual carrier and/or third parties, including:
- ammunition; blasting caps; detonators and fuses; explosives and explosive devices.
  - replica or imitation of explosive material or devices; mines and other explosive military stores; grenades of all types; gas and gas containers e.g. butane, propane, acetylene and oxygen.
  - fireworks, flares in any form and other pyrotechnics (including party poppers and toy cap guns).
  - non-safety matches.
  - smoke-generating canisters or cartridges.
  - flammable liquid fuel (e.g. petrol/gasoline, diesel, lighter fluid, alcohol, ethanol); aerosol spray paint; turpentine and paint thinner.
  - alcoholic beverages exceeding 70 % by volume.
5. Chemical and toxic substances: Any chemical or toxic substances which pose a risk to the health of Passengers and crew or the security/safety of aircraft or property, including:
- acids and alkalis (e.g. spillable 'wet' batteries).
  - corrosive or bleaching substances (e.g. mercury and chlorine).
  - disabling or incapacitating sprays (e.g. mace, pepper spray and tear gas).
  - radioactive material (e.g. medicinal or commercial isotopes); poisons.
  - infectious or biological hazardous material (e.g. infected blood, bacteria and viruses and any items carrying or containing the same).
  - material capable of spontaneous ignition or combustion.
  - fire extinguishers.
- Restriction on liquids in hand baggage (EU Regulation 1546/2006): European Union regulations on Security in Civil Aviation restrict the amount of liquids that Passengers are permitted to take on board in their hand baggage. It must be ensured that these liquids are in individual containers with a capacity of no more than 100 ml, or the equivalent amount given in a different unit of measurement (based on maximum contents as printed on the container). All these individual containers must be packed in a transparent, re-sealable plastic bag with a capacity of no more than one (1) litre. The plastic bag must be easily and fully sealable. Passengers are not permitted to seal a normal (non-sealable) plastic bag using additional means. Only one (1) plastic bag is allowed per person. Liquids include gels, pastes, lotions, liquid/solid mixtures, such as toothpaste, hair gels, beverages, soups, syrups, perfume and other items of similar consistency, as well as the contents of pressurized containers such as aerosols, shaving cream and hair spray. Exemptions may be granted if the liquid is:
- to be used during the trip and is either required for medical purposes or a General dietary requirement, including baby food. When requested to do the Passenger shall provide proof of authenticity of the exempted liquid; or
  - obtained airside beyond the point where boarding passes are controlled from outlets that are subject to approved security procedures as part of the airport security programme, on condition that the liquid is packed in a bag that is both tamper evident and displays satisfactory proof of purchase at the airport on that day; or
  - obtained in the security restricted area from outlets that are subject to approved security procedures as part of the airport security programme; or
  - obtained at another Community airport, on condition that the liquid is packed in a bag that is both tamper evident and displays satisfactory proof of purchase at airside at that airport on that day; or
  - obtained on board an aircraft of a Community air carrier, on condition that the liquid is packed in a bag that is both tamper evident and displays satisfactory proof of purchase on board that aircraft on that day.
- The above regulations shall apply to all flights departing from airports in the European Union (including connecting flights) irrespective of their destination or the country in which the carrier is based. Passengers entering the EU from an airport outside the EU must undergo another security screening before boarding them connecting flight. Various non-EU states have

passed identical or similar regulations.

**F. Carriage of sporting weapons:** Passengers must inform StratStep as early as possible in writing prior to the flight if they intend to include sporting weapons and/or associated ammunition in the baggage. Sporting weapons must be unloaded and stored in gun-cases or bags. Ammunition must be packed separately in a bag or case and its total weight must not exceed 5kg. Allowances for more than one person must not be combined into one or more packages. Sporting weapons and any associated ammunition must be the personal property of the Passenger and must be properly licensed by the Passenger's country of residence and have the required European weapon passport, where applicable. The Passenger shall provide such documentation as required by StratStep that evidences compliance with the above paragraph. StratStep may require that the Passenger provide additional documentation for the transport of sporting weapons and ammunition (for example, where the destination country of the Passenger requires such additional documentation to be furnished); StratStep will communicate to the Passenger any such requirement for additional documentation following the receipt by StratStep of the Passenger's initial notification of intention to carry a sporting weapon and/or associated ammunition. Failure by the Passenger to comply with any of the above points in this sub-Section 3.5(e) may result in StratStep refusing to carry the Passenger's sporting weapons and/or any association ammunition.

**G. Carriage of lithium batteries:** All spare lithium batteries, power banks and portable electronic devices (e.g. e-cigarette, personal vaporizers) must be in carry-on hand baggage and must be individually protected to prevent short circuits (e.g., by placement in original retail packaging, by otherwise insulating terminals by taping over exposed terminals, or placing each battery in a separate plastic bag or protective pouch). Spare lithium batteries must not come in contact with metal objects, such as coins, keys, or jewellery and take steps to prevent crushing, puncturing, or pressure

on the battery. Lithium batteries with capacity exceeding 160 watts are not permitted. For reference see European Aviation Safety Agency Safety Information Bulletins 2015-28, 2016-04 and 2017-04.

### 3.6. Electronic equipment

For safety reasons, the use of all PEDs 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. PEDs placed in checked baggage must be completely switched off and effectively protected from accidental activation. To ensure the device is never powered on during its transport, any applications, alarms or pre-set configurations that may activate the device must be disabled or deactivated. PEDs placed in checked baggage must be protected from damage by applying suitable packaging or casing or by being placed in a rigid bag protected by adequate cushioning (e.g. clothing). PEDs shall not be carried in the same baggage together with flammable material (e.g. perfumes, aerosols, etc.). For reference see European Aviation Safety Agency Safety Information Bulletin 2017-04.

### 3.7. Smoking

Smoking may be prohibited on some StratStep flights depending on the individual aircraft. Additional Costs for cabin cleaning will be charged to the Client.

## 4. Force Majeure

4.1. A "Force Majeure Event" is war, warlike events, infringements of a country's neutrality, insurrection, civil war, civil unrest, riots, sabotage, strikes, blockades, lockouts, quarantine (whether declared by a national authority or by an international organisation such as the United Nations) resulting in the suspension of all passenger air traffic, hijacking, terrorist actions, requisition, confiscation, expropriation, seizure, adverse weather conditions, natural disasters (such as volcanic eruptions and floods), technical reasons, detention or similar measures, accidents with aircraft, or other events over which StratStep has no control. StratStep reserves the right at any time during the carriage to suspend or redirect the flight in question and/

or provide the Passenger with another similar aircraft or cancel the flight at its sole discretion without further liability to the Client in the event that the carriage cannot be completed in accordance with Client's requirements due to a Force Majeure Event. This definition of Force Majeure Event incorporates Sections 4.2 and 4.3 (as applicable) as well as Sections 4.4 and 4.6.

4.2. Where StratStep or an affiliate thereof arranges flight services pursuant to a StratStep On Demand, Charter Service or Direct agreement (or similarly named contract for the provision of one-off flight services), the above definition of "Force Majeure Event" shall be modified to incorporate this Section 4.2. If a Force Majeure Event occurs prior to the commencement of the carriage and no suitable solution can be found in the sole discretion of StratStep, StratStep reserves the right to cancel the contract of carriage without liability to the Client. In this case, StratStep shall credit the Client with an amount corresponding to the flight in question minus all expenses already incurred. Where StratStep cancels the contract of carriage having commenced but not completed the carriage due to the Force Majeure Event, the Client shall only be charged on a pro rata basis for the portion of the carriage performed and any balance shall be refunded to the Client.

4.3. Where StratStep or an affiliate thereof arranges flight services pursuant to a StratStep Program or Flight Service agreement (or similarly named contract for the provision of flight services over a contractually defined term), the above definition of "Force Majeure Event" shall be modified to incorporate this Section 4.3. StratStep (or its affiliate) shall not be deemed unable to fulfil its obligations under the applicable Special Terms due to a Force Majeure Event unless such Force Majeure Event renders StratStep unable to arrange lawfully flight services to, from, and/or within two-thirds of the countries that fall within the contractual service area for a sustained period of at least ninety (90) days. If a Force Majeure Event occurs prior to the commencement of a flight and no suitable solution can be found in the reasonable opinion of StratStep, StratStep reserves the right to cancel that flight without

liability to the Client. Where StratStep cancels the contract of carriage having commenced but not completed a flight carriage due to the Force Majeure Event, the Client shall only be charged on a pro rata basis for the flight legs performed.

4.4. Unless stated otherwise in mandatory (indispensable) legislation, StratStep shall not be responsible for any damage or direct and indirect loss because of or arising, directly or indirectly, in connection with a Force Majeure Event.

4.5. StratStep shall not be liable for any damage or direct and indirect loss of any nature whatsoever to the Client arising from any delay arising because of a Force Majeure Event.

## 5. General Liability Provisions

Liability in connection with the carriage of Passengers, freight and baggage inside and outside the European Community is subject to the liability restrictions of EC Regulation No. 2027/97 of 9 October 1997 as amended by EC Regulation No. 889/02 ("EC Regulation 2027/97"), the Convention for the Unification of Certain Rules of International Carriage by Air of 28 May 1999 ("Montreal Convention"), or the Warsaw Convention for the Unification of Certain Rules relating to International Carriage by Air of 12 October 1929 as amended by the Hague Protocol of 28 September 1955, depending on whether the case involves national or international carriage as defined in the Warsaw Convention or Montreal Convention or the Guadalajara Convention 1961.

h. The liability of StratStep and/or the actual carrier shall in no case exceed the level of the proven damage. StratStep and/or the actual carrier shall be liable for indirect and/or consequential damage only if the damage is attributable to gross negligence or intent on the part of StratStep and/or the actual carrier. The foregoing exclusion of liability shall not apply to indirect and/or consequential damage resulting from injury to life, body or health of a person owing to infringement of an obligation caused by negligence on the part of StratStep and/or the actual carrier.

i. If the damage is attributable to contributory negligence on the

part of the damaged party, the standards of the applicable law relating to exclusion or reduction of compensation obligations in cases of contributory negligence by the damaged party shall apply. The above provision shall apply accordingly if the damaged party fails to satisfy his/her obligation to keep the damage to a minimum.

j. StratStep and/or the actual carrier shall not be liable for damage caused in fulfilment of government regulations or because the Passenger fails to satisfy his/her obligations pursuant to these regulations.

k. StratStep and/or the actual carrier shall be liable for errors or omissions in flight schedules or other publications of flight times, for information supplied by agents, employees or authorised representatives of StratStep and/or the actual carrier relating to dates, departure and arrival times or flight handling, only in cases of intent or gross negligence.

l. The exclusion and restriction of liability on the part of StratStep and/or the actual carrier shall also apply accordingly in favour of agents, employees or representatives of StratStep. The total sum to be paid in compensation by StratStep and/or the actual carrier and/or the aforesaid persons shall not exceed the maximum statutory and contractual liability sums which apply to StratStep and/or the actual carrier.

m. Unless otherwise explicitly specified, none of these conditions refers to a waiver of the liability exclusions which apply to StratStep and/or the actual carrier or pursuant to the Warsaw Convention, the Montreal Convention, European or national legislation.

n. Notwithstanding anything to the contrary in the Special Terms, the Client shall be liable to and shall indemnify StratStep and/or the actual carrier for any breach of these GTCC-StratStep by the Client and/or by any Passenger(s), including any consequential losses incurred by StratStep because of such breach, however remote. Where,

i. StratStep and/or the carrier breach the cabotage rules set out in Section 2.5.1 because of any act or omission of the Client and/or Passenger(s) (including by way of

alteration to passenger manifests).  
ii. the Client is in breach of Section 2.5.2 above, the Client shall indemnify StratStep and/or the actual carrier for all resulting loss and liability incurred, including future loss of revenue, fines, regulatory sanctions and costs incurred in attending and/or defending any regulatory or legal proceedings or investigations.

## 6. Notice pursuant to Annex to EC Regulation 2027/97 Notice pursuant to the annex to EC regulation 2027/97 as amended by EC regulation 889/02

6.1. Liability of StratStep and/or actual carrier for Passengers and their baggage

This information notice summarizes the liability rules applied by Community air carriers as required by Community legislation and the Montreal Convention.

c. There is no maximum sum in terms of liability in case of Passenger death or injury. For cases of personal injury up to SDR 113,100 (equivalent sum in local currency), StratStep and/or actual carrier cannot contest claims for compensation. In case of claims greater than this amount, the contractual and/or actual carrier can defend itself by proving that its actions were not negligent or otherwise at fault.

d. If a Passenger is killed or injured, StratStep and/or actual carrier must make an advance payment, to cover immediate economic needs, within 15 days from the identification of the person entitled to compensation. In the event of death, this advance payment shall not be less than £10000 GBP (approximate amount in local currency).

e. StratStep and/or actual carrier is liable for damages caused if Passengers are delayed unless the company took all reasonable measures to avoid these damages or it was impossible to take these measures. The liability for damages caused by Passenger delay is limited to SDR 4694 (equivalent sum in local currency) (EN Official Journal of the European Communities 30.5.2002 L 140/5). Any possible liability under EC regulation 261/2004 remains unaffected.

f. (d) The contractual and/or actual carrier is liable for damages caused if baggage is delayed unless the

company took all reasonable measures to avoid these damages or it was impossible to take these measures. The liability for damages caused by baggage delay is limited to SDR 1131 (equivalent sum in local currency).

- g. StratStep and/or actual carrier is liable for the destruction, loss or damage to baggage up to a sum of SDR 1131 (equivalent sum in local currency). In case of checked baggage, if the baggage was not damaged prior to carriage, the company is liable even if it is not at fault. About hand baggage, StratStep and/or actual carrier is only liable if its actions are negligent or otherwise at fault.
- h. A Passenger can benefit from a higher liability limit by making a General declaration at the latest at booking subject to a supplementary fee.
- i. If the baggage is damaged, delayed, lost or destroyed, the Passenger must write and complain to StratStep and/or actual carrier as soon as possible. Passengers whose checked baggage sustained damage must submit a written complaint within seven days upon the date the baggage was placed at the Passenger's disposal.
- j. If StratStep and/or actual carrier that carries out the flight is not the same, the Passenger may address complaints to or make claims for damage against either company. If the name of code of a contractual and/or actual carrier is indicated on the confirmation, that company is the contracting contractual and/or actual carrier.
- i. Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.
- i. The basis for the rules described above is the Montreal Convention of 28 May 1999, which is implemented in the Community by Regulation (EC) No. 2027/97 (as amended by Regulation (EC) No. 889/2002) and national legislation of the Member States.

6.2. Disclaimer: This is a notice required by European Community Regulation (EC) No. 889/2002. This notice cannot be used as a basis for a claim for compensation, nor to interpret the

provisions of the Montreal Convention, and it does not form part of the contract between the carrier(s) and the Client. No representation is made by the carrier(s) as to the accuracy of the contents of this notice.

#### **7. Privacy and data protection**

- a. During the course of its relationship with the Client, StratStep (including StratStep's officers, employees, contractors, subcontracts, agents and actual carriers) shall act as data controller in the collection and processing or learn Personal Data ('Personal Data' shall have the meaning assigned to it in StratStep Privacy Policy published at [www.stratstepgroup.com](http://www.stratstepgroup.com)) about the Client and/or Passengers. The protection of the Client's and Passengers' Personal Data is very important to StratStep. StratStep hereby commits that the Client's and Passengers' Personal Data will be held and processed by it in compliance with applicable data protection laws and regulations, these GTCC-StratStep, and the StratStep Privacy Policy published at <https://www.StratStepaviation.com> which is incorporated herein by reference. The Client hereby accepts that the Client's and Passengers' Personal Data be held and processed by StratStep in compliance with applicable data protection laws and regulations, these GTCC-StratStep, and the StratStep Privacy Policy.
- b. Without prejudice to the what is stated in the StratStep Privacy Policy, StratStep and/or the actual carrier are explicitly entitled to transmit Personal Data obtained from official photo identification documents and other Personal Data processed or used in connection with the carriage to public authorities and border control agencies, provided that the authority's or agency's request for disclosure is based on mandatory legal regulations and is necessary for performance of the contract of carriage.
- c. Moreover, the actual carrier is also explicitly authorised by Client to process, capture, save, modify, block, delete, disclose, transmit and use Personal Data of Client and Passengers within the scope of performance of the contract and in accordance with applicable data protection regulations for the purpose of delivery by the

actual carrier of flight services and performance by the actual carrier of its obligations under the contract, and actual carrier is further explicitly authorised to transmit the said Personal Data to its own offices, authorised representatives and to the parties who provide services on its behalf, including to air crew (pilots and cabin crew) charged with the delivery of flight services to the Client.

#### **8. Passenger emergency contact details (EC Regulation No. 996/2010, Article 20(3))**

8.1. In accordance with Article 20(3) of EC Regulation No. 996/2010, every Passenger has the right to provide StratStep with the name and contact details of a person who StratStep is to contact in the event of an emergency relating to the Passenger. StratStep shall use such information only in the event of such an emergency. StratStep undertakes that none of the details provided by a Passenger under this Section 8 will be passed on to third parties or used for commercial purposes.

8.2. Where the contract to which these GTCC-StratStep apply is concluded with a person or company other than a Passenger, that person or company shall;

- i. facilitate the exercise by Passengers of their right set out in Section 8.1; and,
- ii. provide StratStep with all assistance requested by StratStep to allow Passengers to exercise (and StratStep to give effect) to that right.

#### **9. Amendments**

9.1. StratStep reserves the right to amend these GTCC-StratStep at any time with effect for the future without obligation to notify the Client. The GTCC-StratStep as amended from time to time are published on the website as from the date on which they come into force. By continuing to use StratStep services after amendment of the GTCC-StratStep, the Client declares his consent to the amendments.

9.2. No agency, employee or any other third party is entitled to make any amendments and/or addenda to these GTCC-StratStep or to waive their

applicability.

9.3. These GTCC-StratStep (and any documents, terms or agreements referred to therein) contain the entire provisions of the contract between the Client and StratStep and supersede all previous agreements, regardless of whether such agreements were made verbally, by electronic means or in writing.

## 10. Severability clause

Should any individual provision be or become invalid, this shall not affect the validity of the remaining provisions. The invalid provision shall be replaced by a provision which comes as close as possible to the economic purpose of the invalid provision.

## 11. Applicable Law and Legal Venue

These GTCC-StratStep and any dispute, controversy, proceedings or claim of whatever nature arising out of or in any way relating to these GTCC-StratStep (including any non-contractual dispute or claim) shall be governed by and construed in accordance with English law. The English courts located in London shall have exclusive jurisdiction to determine any dispute arising in connection with these GTCC-StratStep, save that StratStep shall retain the right to bring proceedings against the Client in the courts of any other competent jurisdiction whether proceedings in the English Courts are pending or have been prosecuted to judgment. This Section 11 is without prejudice to the rules of jurisdiction of any applicable law (including the Warsaw Convention or the Montreal Convention) which may apply to the carriage of the Passenger(s).

## 12. Prohibited Business Practices and Sanctions

12.1. The Client hereby represents, warrants, undertakes and acknowledges that:

1. to the extent that any laws, statutes, regulations, and codes relating to anti-bribery, anti-corruption, anti-money laundering, terrorist financing, and unfair and prohibited business practices (including but not limited to, the UK Bribery Act 2010 and the US Foreign Corrupt Practices Act) (collectively referred to herein as the "Laws") apply to any

aspect of the relationship between StratStep and the Client, the Client shall always comply with the Laws and will remain in compliance with the Laws;

2. any funds or monies paid to StratStep by the Client shall not have been derived as proceeds of money laundering, terrorist financing and/or of any other illegal or criminal act or activity,
3. the Client and all Passengers are not a Designated Party (a "Designated Party" means any person or entity that is designated in published lists issued by the U.S. government or the United Nations or the European Union as a Specially Designated National or a Designated Person, a terrorist, a foreign terrorist organization, an organization that assists or provides support to a foreign terrorist organization, a proliferator of weapons of mass destruction, a narcotics trafficker or any other similar designation that would prohibit StratStep from engaging in a transaction with that individual or entity under applicable law), or the subject or target of any economic or trade sanction law or regulation or travel ban,
4. no employee or director or owner or shareholder or parent company or affiliate or subsidiary of the Client, and no Passenger is a Designated Party, or the subject or target of any economic or trade sanction law or regulation or travel ban,
5. if the Client or any employee or director or owner or shareholder or parent company or affiliate or subsidiary of the Client, or any Passenger, becomes a Designated Party or the subject or target of any economic or trade sanction law or regulation or travel ban, then Client shall disclose such an event to StratStep immediately,
6. baggage and cargo of the Client and that of all Passengers shall not violate any applicable export control laws. Without prejudice to the generality of the foregoing, and specifically with respect to flights to Iran, the Client and all Passengers shall not take onto the aircraft or include in any baggage or cargo any:
  - i. arms or related materiel, including defence articles, defence services, or technical data that are controlled on the United States Munitions List (USML) established under

section 38 of the Arms Export Control Act (22 U.S.C. § 2778),

- ii. any item that is or would be, if located in the United States controlled by ECCNs OA-E521 or 600 series ECCNs,
  - iii. items used to facilitate the development or production of a chemical or biological weapon or other weapon of mass destruction and their means of delivery, including ballistic missiles, or
  - iv. items that would require separate authorization from the Office of Foreign Assets Control of the US Department of the Treasury under the Iranian Transactions and Sanctions Regulations (31 C.F.R. part 560) or from any other U.S. Government agency,
1. the Client and the Passengers shall comply with all applicable economic and trade sanction laws and regulations which are applicable to them, including without limitation the economic and trade sanction laws and regulations enacted by the United States, the United Nations, and the European Union;
  2. all information and documentation provided by the Client to StratStep during StratStep's due diligence process is accurate and complete,
  3. StratStep may be legally bound to file reports to any competent authority concerning any breach by Client, or by any Passenger, of any applicable economic or trade sanction laws or regulations or Laws,
  4. StratStep may be required by applicable economic or trade sanction laws or regulations or Laws to block or freeze funds received from Client and which are within StratStep's possession or control. Such blocking or freezing of funds by StratStep shall be affected without any liability to Client. StratStep may furthermore, and without liability to the Client or to any person named in (4) above, deal with and remit such funds in such manner as prescribed by the applicable economic or trade sanction laws or regulations or Laws and/or as prescribed to StratStep by the relevant authorities.
  5. the Client and the Passengers will not engage in or facilitate any activity that could lead StratStep to breach any Laws, economic or trade sanction law or regulation or travel ban,

6. without prejudice to the foregoing, StratStep may, without liability to Client or to any other person, refuse carriage to any person or refuse to operate any flight if, in the sole and absolute judgement of StratStep, such carriage or the operation of such flight would result in violation (in any jurisdiction) of any enforcement order, warrant, law or regulation or economic or trade sanction law or travel ban,

7. without prejudice to the foregoing, StratStep may, without liability to Client or to any other person, refuse carriage to any person if, in the sole and absolute judgement of StratStep, such person has been convicted or adjudicated of a criminal offence in any jurisdiction:

- i. related to drug possession or trafficking, human rights violations, terrorism, or to fraud, theft, bribery, corruption, money laundering, terrorist financing or other financial impropriety and/or
- ii. which, in the sole and absolute judgment of StratStep, may bring StratStep into disrepute; and/or
- iii. which, in StratStep's reasonable opinion, is prejudicial to StratStep's interests.

12.2. Client hereby consents and gives permission to StratStep to carry out due diligence or other screening activities (including background checks) on Client and Passengers. Moreover, and without prejudice to the foregoing, Client shall promptly provide to StratStep all information and documentation reasonably requested by StratStep at any time in order for StratStep to be able to perform its due diligence, screening, and assessment processes and procedures to ensure that no Passenger intended to be carried and no flight intended to be operated under the provisions of these GTCC-StratStep violates any provision of these GTCC-StratStep or any law or regulation or economic or trade sanction law or travel ban and, if so, required by StratStep at any time the Client shall certify to StratStep in writing compliance with this contractual provision, and shall promptly provide such supporting evidence of compliance as StratStep may reasonably request.

12.3. StratStep may (without prejudice

to all its other rights under the Special Terms, under the GTCC-StratStep and at law) terminate the Special Terms by means of written notice to the Client, with immediate effect, without need of judicial recourse, and without liability for compensation or damages (whether direct and/or indirect) of any type or nature in favour of the Client, if:

- i. the Client breaches any representation, warranty, undertaking or acknowledgment set forth in this Section 12 and fails to remedy (if such a breach is remediable in the sole discretion of StratStep) that breach within 10 days of Client being notified in writing of the breach: or,
- ii. the Client and/or any of its directors and/or employees and/or owners and/or shareholders and/or parent companies and/or affiliates and/or subsidiaries becomes a Designated Party or the subject or target of any economic or trade sanction law or regulation or travel ban; or,
- iii. the Client and/or any Passenger has been convicted of a criminal offence related to human rights violations, terrorism, or to fraud, theft, bribery, corruption, money laundering, terrorist financing or other financial impropriety.
- iv. Furthermore, Client assumes all liability and shall indemnify, reimburse, and hold free and harmless StratStep, its officers, directors, shareholders, employees, agents, and subcontractors (each an "Indemnitee"), from and against all claims, demands, suits, judgments, losses, fines, penalties, damages, costs, liabilities and causes of action, including costs and expenses incidental thereto, incurred or suffered by any Indemnitee by reason of or in connection with a breach or deemed breach by Client of any representation, warranty, undertaking or acknowledgement set forth in Section 12 above. This indemnity (i) is not limited by any provision in the Special Terms and (ii) will survive the termination or expiration of this Contract.

13. Confidential Information  
StratStep acknowledges that, because of StratStep delivering flight services to

the Client, StratStep and its employees may learn confidential and proprietary information relating to the Client and/or Passengers ("Confidential Information"). StratStep undertakes not to, and shall procure that its employees shall not, disclose such Confidential Information to any third party save:

- i. as required to deliver those flight services and any ancillary services requested by the Client and/or Passengers.
- ii. where such Confidential Information is in or enters the public domain, other than because of a breach by StratStep of its obligations hereunder.
- iii. pursuant to a legal or regulatory requirement to disclose, deliver, communicate, or otherwise make available the Confidential Information to a third party.
- iv. to the auditors and/or legal advisors and/or other professional advisors and/or bankers and/or any potential or actual investors or partners of StratStep.
- v. to an affiliate or subsidiary or strategic partner of StratStep (including to the officers, directors, employees, agents and advisors of the subsidiary, affiliate or strategic partner); or
- vi. to protect StratStep's rights, property and safety and the rights, property and safety of the Client and/or Passengers, or others. Provided however, that, Confidential Information shall not include Personal Data of the Client and of Passengers. Personal Data of the Client and of Passengers shall be held and processed by StratStep in accordance with Section 7 above.