

Terms and Conditions for Contract of Carriage

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NOTICE: *This document contains important terms and conditions regarding the contractual rights and obligations of a passenger ticketed for air transportation upon Sterling Airways including, but not limited to:*

- *Fares & Tickets*
 - *Electronic Devices*
 - *Baggage Acceptance*
 - *Animal & Children Acceptance*
 - *Schedule Irregularities*
 - *Overbooking*
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1.1 Introduction

- A. This document contains the entire Terms and Conditions for Contract of Carriage ("Contract") by which the Company agrees to provide air transportation to the passenger. By accepting air transportation by Sterling Airways, the passenger agrees and consents to be bound by the terms and conditions set forth. In addition, the terms and conditions contained herein may be amended or modified from time to time by any certain terms or restrictions, which are applicable to special or reduced fares.
- B. Sterling Airways' general terms of transportation, which are applicable to the transportation of passengers and their baggage on all flight segments are included in this booklet. Other airlines may have different terms of transportation that must be obtained directly from the individual airline.
- C. In the event that Sterling Airways provides transportation as an Operator on behalf of a Public 380 Indirect Air Carrier, the Operator-Participant agreement of said Indirect Air Carrier applies.

NOTE: *The Terms and Conditions of this Contract of Carriage are put into effect on the date of ticket purchase. Changes made to the Sterling Airways Contract of Carriage are not retroactively applied.*

1.2 Identification - IMPORTANT!

- A. Enter your full name (first, middle, last, suffix) exactly as it appears on your government ID that you plan to use at the airport. The US federal government requires specific information about each passenger. [Learn More here.](#)
- B. Do you have a **REAL ID**? Beginning May 7th 2025, every air traveler 18 years of age and older is required to have a state-issued **REAL ID**-compliant license or identification card, enhanced driver's license, or [another acceptable form of ID](#) (such as a passport), to fly within the United States. REAL ID-compliant cards are marked with a star located at the top of the card. Guests can also visit the [DHS REAL ID website](#) and click their state on the map or visit www.tsa.gov.

1.2.1 Consequential Damages

- A. Purchase of a ticket does not guarantee transportation.
- B. Sterling Airways is in no event liable for any indirect, special or consequential damages resulting from the performance, delay in performance, or failure to perform (except for baggage liability as provided below) whether or not Sterling Airways has knowledge that such damages have been, may have been, or will be incurred.

1.2.2 Changes in Rules, Fares, and Charges

- A. Except as otherwise provided within specific fare rules, transportation is subject to the rules, fares and charges in effect on the date of ticket issuance, as determined by the validation stamped or imprinted on the ticket.

NOTE: *When a ticket is reissued, the amount of service charge/penalty applicable to the newly issued ticket is the greater of the service charge/penalty indicated on the original ticket or the service charge/penalty applicable to the reduced or new fare represented by the newly issued ticket. The amount of the service charge/penalty applicable to the newly issued ticket is indicated on the newly issued ticket.*

NOTE: *Sterling Airways may specify certain fares or coupon offerings that qualify for a fare refund. Such refunds are only in the form of a credit voucher for future travel on Sterling Airways with the administrative charge waived. Specific conditions and restrictions may apply. See individual coupon for details.*

- B. When the ticket is issued prior to the effective date of a new tariff containing an increase in the applicable local or joint fare, the increase is not collected provided the following conditions are met:
1. The ticket is issued on Sterling Airways ticket stock.
 2. The ticket is issued showing confirmed reservations for travel from the point of origin to the first point of stopover at a fare contained in a tariff in effect on the date of ticket issuance and these confirmed flights are not changed at the request of the passenger.
 3. The ticket is used by the passenger to whom the ticket was originally issued.

NOTE: *These provisions apply whether or not such increase results from a change in fare level, change in conditions governing a fare, or a cancellation of the fare itself.*

1.2.3 Sterling Airways Acting as Agent for Another Airline

- A. Sterling Airways is responsible for the furnishing of transportation only over Sterling Airways routes. When Sterling Airways checks baggage for interline transportation (transportation involving Sterling Airways and another airline), Sterling Airways acts only as an agent for such other airline, and assumes no responsibility for the acts or omissions of the other airline.

1.2.4 Fares Apply for Travel Only Between the Points for Which They are Published

- A. Tickets may not be issued at fare(s) published to and/or from a more distant point(s) than the tickets being traveled, even when issuance of such tickets would produce a lower fare. When a passenger deplanes at an intermediate point between the origin and destination shown on their ticket, Sterling Airways may require presentment of evidence (i.e., boarding pass or coupon proving use of a preceding flight) for the portion of the ticket from point of origin to the intermediate point. Without such evidence, Sterling Airways may collect payment from the passenger for any difference between:
1. The fare paid for the ticket from the point of origin to the destination point, and
 2. The fare which would apply from the intermediate boarding point to the destination point.

1.2.5 Waiver/Modification of Terms

- A. Only an authorized officer of Sterling Airways has the authority to waive, revise, amend, or repeal any of the terms and conditions contained herein. Sterling Airways' appointed agents and representatives (such as travel agent or other carriers) are only authorized to sell tickets and air transportation pursuant to the approved fare and terms and conditions applicable to such transportation at the time of the sale. No waiver, revision, amendment or repeal of any of the terms and conditions contained herein will be effective unless in writing and signed by an authorized officer of Sterling Airways. To the extent any waiver constitutes a waiver of a present enforcement of a term or condition, such waiver will not be effective as to any future enforcement or application of such term or condition unless such waiver of future enforcement is so expressly stated in writing and signed by an authorized officer of Sterling Airways.

1.2.6 Specific Fares and Charges

- A. Information on specific fares and charges is available through Sterling Airways website.

1.2.7 Definitions

- A. For transportation on Sterling Airways, the following definitions apply:
1. **Animals** – In addition to cats and dogs, other common animals may include small domesticated animals that fit in a carrier under your seat.
 2. **Baggage** – Refers to all luggage whether carried by the passenger into the passenger cabin or checked in the cargo compartments
 3. **Baggage Tag** – A document issued by Sterling Airways solely for identification of checked baggage. The baggage/strap tag portion is attached by Sterling Airways to the item being checked as baggage, and the baggage/claim tag portion is given to the passenger.

4. *Booking/Fare Class* – The alpha code used to book a given fare basis.
 5. *Carriage* – The transportation of passengers and/or baggage by air, gratuitously or for hire, and all services of Sterling Airways incidental thereto.
 6. *Checked Baggage* – Baggage which Sterling Airways takes custody of for the purpose of transporting such baggage and for which Sterling Airways issues a baggage/claim tag.
 7. *Circle Trip* – From Point A to Point B to Point C and back to Point A on the same or different carriers, with the same or different fare classes.
 8. *Controllable Flight Irregularities* – Flight irregularities that occur which can be controlled by Sterling Airways
 9. *Days* – Full calendar days, including Sundays and legal holidays; provided that for the purpose of notification, the balance of the day upon which notice is dispatched will not be counted and when the last day falls on Sunday or a legal holiday, such as a Sunday or legal holiday, it is not counted.
 10. *End to End* – Two or more published fares combined to construct a through journey.
 11. *Flight Coupon* – The portion of the passenger ticket which is valid for carriage.
 12. *Group* – 10 or more passengers traveling together whose tickets reflect identical itineraries. A group reservation must be booked through the Sterling Airways customer service
 13. *Immediate Family* – Spouse, domestic partner, children, parents, siblings, grandparents, grandchildren, aunts, uncles, nieces, and nephews. Relationships apply whether natural, adoptive, step, in-law or domestic partner.
 14. *Interline* – Any transportation which involves carriage via two or more air carriers.
 15. *Involuntary Refund* – A refund made to a passenger who is prevented from using the carriage provided for by their ticket because of cancellation of a Sterling Airways flight for which the passenger has a confirmed seat reservation, inability of Sterling Airways to provide previously confirmed space on a Sterling Airways flight, postponement or delay of a Sterling Airways flight for which the passenger has a confirmed seat reservation, or refusal by Sterling Airways of carriage of the passenger.
 16. *Limited Release Baggage Tag* – Tag that is attached to any baggage which is considered fragile, unsuitably or inadequately packaged, containing perishable items, and/or is damaged. Any such baggage is accepted for carriage by Sterling Airways at the customer's sole risk. Sterling Airways is not liable for any loss or damage to any baggage, or contents thereof, which is identified by a limited release baggage tag.
 17. *Military Passenger* – Military personnel of the US Military agencies who are on active duty status, or who have been discharged from active military service within seven days of the date of travel.
 18. *Non-controllable Flight Irregularities* – Flight irregularities that occur which cannot be controlled by Sterling Airways.
 19. *One Way* – Travel from one point to another.
 20. *On-line* – Air travel on Sterling Airways only.
 21. *Overbooking* – The acceptance of more confirmed reservations on a given flight than the seating capacity of the aircraft allows.
 22. *Passenger* – Any person, except members of the crew, carried or to be carried in an aircraft with the consent of Sterling Airways.
 23. *Qualified Individual with a Disability* – Any individual, who has a mental and/or physical impairment that, on a permanent or temporary basis, substantially limits one or more major life activities. The individual should have a record of such impairment, or be regarded as having said impairment. Qualified Individual with a Disability is further defined in the U.S. Department of Transportation regulations 14 C.F.R. Section 382.3.
 24. *Round Trip* – From Point A to Point B and back to Point A. Some fare rules may require the same fare class and carrier.
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25. *Routing* – The allowable intermediate airports via which transportation may be provided for the published fares.
26. *Segment* – One take off and one landing in egress to the final destination.
27. *Service Animal* – A service animal means a dog, regardless of breed or type, that is individually trained to do work or perform tasks for the benefit of a qualified individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Animal species other than dogs, emotional support animals, comfort animals, companionship animals, and service animals in training are not service animals for the purposes of this part.
28. *Standby Passenger* – Passengers who are enplaned on a flight subject to availability of space at departure time and only after all passengers having confirmed reservations for the flight have been enplaned. Standing by for an earlier flight, on the same date as on the passengers ticket, can be done without additional fees. Passengers are not allowed to standby for a flight later than originally ticketed, without incurring penalties, on non-refundable tickets, and any applicable fare differences.
29. *Stopover* – A deliberate interruption in a passenger's journey in excess of 4 hours. Stopovers by definition are agreed to in advance by the carrier at a point between the place of departure and the place of destination.
30. *Two Hour Rule* – If a passenger misses their connecting flight on Sterling Airways, but arrives at the ticket counter within two hours of the scheduled departure time (as it appears on the ticket), Sterling Airways will allow the passenger to fly standby for the next scheduled Sterling Airways flight on the same day of departure without penalty.
31. *Unaccompanied Minor Service* – is provided by Sterling Airways personnel for an unaccompanied minor/ special needs passenger from the time of boarding until that passenger is met at the stopover point or final destination. An unaccompanied minor is a traveler who has passed their 5th birthday but has not reached their 13th birthday and is NOT accompanied by an adult at least 18 years of age or their legal guardian.
32. *Validated Ticket* – A ticket that has been purchased through direct payment or other satisfactory credit arrangement and carries the identification stamp of Sterling Airways or another airline whose ticket Sterling Airways accepts.
33. *Sterling Airways Ticket Stock* – Refers to tickets printed or imprinted with Sterling Airways' carrier code number 359 in the ticket serial number
34. *Voluntary Refund* – A refund issued when a passenger chooses not to use their ticket for which they have a confirmed seat reservation. Voluntary refunds of a non-refundable or restricted fare are in the form of a travel voucher, less the penalties.

1.2.8 Refusal to Transport

- A. Sterling Airways may refuse to transport or may remove a passenger at any point from a flight due to the following reasons:
1. Compliance with any government regulation or with government requisition of space or request for emergency transportation in connection with national defense or natural disasters (actual, threatened, or reported).
 2. Whenever such action is necessary or advisable by reason of weather or other conditions beyond its control (including without limitation, acts of God, labor disturbances, strikes, civil commissions, embargoes, wars, hostilities or disturbances) whether actual, threatened, or reported.
 3. Refusal by a passenger to permit a search of a person or property for explosives or for deadly or dangerous weapons, articles or substances.
 4. When a passenger refuses, upon request, to produce positive identification.

NOTE: *If a passenger appears to be at least 18 years of age, Sterling Airways has the right to require proof of positive picture identification, issued by a governmental agency, for any persons purchasing a ticket(s) and/or presenting a ticket(s) for the purpose of boarding an aircraft.*

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5. Comfort and Safety – Sterling Airways passengers and employees entrust the Company to protect them from any incidents in compliance with the requirements of the FAA Reauthorization Act of 2018, Section 551 and Public Law 115-254. Sterling Airways is required to notify law enforcement immediately after an incident of verbal or physical assault, including violations of section 46503 of title 49, United States Code.
- a. When, in the judgment of Sterling Airways personnel there is a possibility that a passenger may or has caused a disruption by being intimidating, offensive, disorderly, violent, or irrational to the point of a potential hazard, serious impairment to the physical comfort and safety of other passengers or Sterling Airways employees, and/or interfere with a crew member in the performance of their duties, or otherwise jeopardize safe flight operations. Such behavior is prohibited and in accordance with section 46503 of title 49: Interference with Security screening personnel:
- 1) An individual in an area within a commercial service airport in the United States who, by assaulting a Federal, airport, or air carrier employee who has security duties within the airport, interferes with the performance of the duties of the employee or lessens the ability of the employee to perform those duties, will be fined under title 18, imprisoned for not more than 10 years, or both. If the individual used a dangerous weapon in committing the assault or interference, the individual may be imprisoned for any term of years or life imprisonment.
6. *Conduct or Condition* – A qualified individual with a disability, but only for those certain safety-related reasons as outlined below:
- a. For a passenger who, because of their mental disability, is unable to comprehend or respond to safety related instructions;
- b. For a passenger who has both a severe hearing and vision impairment and who is unable to establish a means of communicating with Sterling Airways personnel sufficient to receive the safety briefing;
- c. For a passenger who has a mobility impairment so severe as to be unable to assist in their own evacuation. In the alternative, Sterling Airways may allow such physically or mentally challenged passenger to board by requiring an attendant to accompany such passenger, at no additional cost to the passenger.
- d. An infant under 7 days of age or any infant requiring an incubator or any life support systems.
- e. A passenger is pregnant and expecting delivery within one month of flying, unless the passenger provides Sterling Airways with a doctor's certificate, dated within 72 hours of departure, which states that the doctor has found the passenger to be physically fit for air transportation and is not due to deliver within 72 hours after reaching destination.
- f. Any person requiring oxygen or any life support systems.

NOTE: *Please note that personal oxygen concentrators are allowed to be carried on our aircraft as an assistive device and may be used in association with FARs and Company Policy.*

- g. An obvious contagious disease.
- h. Passenger is unable to sit in a seat with the seatbelt fastened.
- i. Improperly attired or reeks of offensive odor.
- j. Manacled prisoner who resists their escort.

NOTE: *Sterling Airways is not liable for any refusal by Sterling Airways to transport any passenger in accordance with the preceding paragraphs. However, at the request of the passenger, Sterling Airways does provide a refund to the passenger in accordance with the "Involuntary Refunds" section of this Contract.*

1.3 Fares**1.3.1 General**

- A. Specific fares and charges will apply only to air transportation between the airports through which the cities named in connection with such fares and charges are served either by Sterling Airways or other air carriers by who such fares and charges are published.
- B. When a metropolitan area is served by more than one airport and the passenger requires connecting service with arrival at one airport and departure from another airport on Sterling Airways or another carrier, transportation between the airports must be arranged by and at the expense of the passenger.

1.3.2 Round Trip Fares

- A. When a ticket is purchased or reissued, the fare applicable to a round trip is one of the following:
 - 1. The single factor round trip fare
 - 2. The sum of all one-way single factor fares for all flight segments of the trip

1.3.3 Circle Trip Fares

- A. When a ticket is purchased or reissued, the fare applicable to a circle trip is one of the sum of all one-way single factor fares for all flight segments of the trip.

1.3.4 Stopovers

- A. Stopovers are permitted only upon payment of the combination of applicable fares, or stopover charges when provided, for the individual flight segments of the trip unless the applicable fare permits such stopovers. A stopover occurs when a passenger arrives at an intermediate or junction transfer point on a flight of any carrier and fails to depart from such intermediate or junction transfer point on:
 - 1. The first flight on which space is available; or,
 - 2. The first flight that provides for the passenger's earliest arrival at an intermediate or junction transfer point(s) or destination point, via the carrier and class of service as shown on the passenger's ticket.

1.3.5 Routings

- A. Each fare applies only to transportation via the intermediate cities specified by Sterling Airways in connection with such fare. Changes in routing may subject the passenger to an additional charge.

1.4 Tickets

- A. No person aged 2 years old and above, will be entitled to transportation except upon presentation of a valid ticket. Such ticket will entitle the passenger to transportation only between the points of origin and destination as identified on the ticket and via the routing designated thereon.
 - B. Flight coupons are honored only in the order that the coupons are issued and only if all unused flight coupons are used together.
 - C. Use of coupons for two or more tickets issued at round trip fares for the purpose of circumventing applicable tariff rules (such as advance purchase/minimum stay) are not permitted. Sterling Airways agents and authorized travel agents are prohibited from issuing tickets under such circumstances when there is obvious intent to abuse and/or misuse restricted round trip fares (commonly referred to as "back-to-back ticketing"). Any agent found issuing such back-to-back tickets and any passenger attempting to wrongfully utilize a flight coupon in such back-to- back tickets is liable, both separately and jointly, for the difference between the fare paid and the fare for transportation used. Sterling Airways reserves the right to deny transportation to passengers found utilizing tickets in such manner, unless the difference between the fare paid and the fare for transportation used is received by Sterling Airways prior to enplanement.
 - D. A ticket which has not been properly validated, or which has been altered, mutilated or improperly issued, will not be valid for use or eligible for a refund.
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- E. Tickets are not transferable. In addition, Sterling Airways will not be liable to the purchaser or owner of a ticket for honoring or refunding such ticket when presented by another person.
- F. The purchaser of a Sterling Airways ticket and the passenger intending to use such ticket are responsible for ensuring that the ticket accurately states the name of the passenger. Presentation of a ticket for transportation on Sterling Airways by someone other than the passenger named therein renders the ticket null and void. Such ticket is subject to confiscation and is ineligible for any refund.

1.4.1 Ticket Validity

1.4.1.1 Period of Validity

- A. An original ticket or completely reissued published fare ticket, or portions thereof, is valid for transportation for one year from the date of issue or reissue.

EXCEPTION: *When a ticket includes a special fare having a shorter period of validity than one year, the shorter period of validity applies only to the special fare purchased.*

1.4.1.2 Extension of Validity (Ticket must be reissued)

- A. If, due to lack of space or flight cancellation, a passenger is prevented from using the ticket, or portion of the ticket, either during the period of validity specified in paragraph A above ("Period of Validity") or during the period of validity applicable to a special fare, then the period of validity is extended until space can be provided on a scheduled Sterling Airways flight comparable to the Sterling Airways flight on which the passenger had a confirmed seat reservation.
- B. If the passenger is unable to commence or continue travel due to:
 - 1. Personal illness or physical incapacity, or
 - 2. The illness, death or physical incapacity of a member of the passenger's immediate family or of an associate with whom the passenger is traveling; Sterling Airways extends the period of validity beyond the original limit, but not to exceed 1 year.

NOTE: *The illness or incapacity of the passenger, member of the passenger's immediate family, or associate with whom the passenger is traveling must be certified in writing by a physician, which certification must specify that, due to such illness or incapacity, the passenger is unable to complete travel before the original time limit. The written certification must be an original on the physician's or hospital letterhead, signed and dated. In the event of death of a member of the passenger's immediate family or death of an associate with whom the passenger is traveling, a copy of the death certificate must be presented to Sterling Airways. Upon presentation of the written doctor's certification or death certificate to Sterling Airways, the passenger's ticket and all coupons affected are reissued by a Sterling Airways agent. The reissued ticket and/or coupons must indicate on the face of the ticket and coupons that an extension, which cannot exceed one year, has been granted. In the event of death of a passenger, the fares for all unused portions of the deceased passenger's ticket is refunded in full to the deceased passenger's estate except when the form of payment was credit card. In the case of a credit card payment, the refund is credited to the payer. A certified copy of the deceased passenger's death certificate must be provided to Sterling Airways. A certified copy of the deceased passenger's death certificate must be provided to Sterling Airways.*

1.4.2 Confirmation of Reserved Space

- A. A reservation for space on a given Sterling Airways flight is valid when the availability and allocation of such space is confirmed by a reservation agent or authorized representative of Sterling Airways. Subject to payment in full or acceptance by Sterling Airways of a satisfactory credit arrangement, a validated ticket is issued indicating such confirmed space, provided the passenger applies for such ticket at least sixty (60) minutes prior to the scheduled departure time of the flight to which such reservation applies. Any reservation of space is subject to cancellation by Sterling Airways, without notice, if the passenger has not obtained a validated ticket specifying their confirmed
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reserved space at least 60 minutes prior to the scheduled departure time of the flight to which such reservation applies.

EXCEPTION: *Where rules applicable to a fare provide for issuance, validation, or purchase of a ticket more than 60 minutes prior to the scheduled departure time of the flight to which a reservation applies, the advance ticketing limit specified in such other rules take precedence.*

- B. Once a passenger obtains a ticket reflecting confirmed space for a Sterling Airways flight and date, either from Sterling Airways or its authorized representative, the reservation is confirmed even if there is no record of such ticket in the Sterling Airways reservations system.

EXCEPTION: *Tickets will not be valid if reservations are canceled either (i) pursuant to the [“Cancellation of Reservations”](#) section of this Contract or (ii) by the passenger or their representative.*

- C. Because not all passengers holding confirmed reservations use those reservations, Sterling Airways flights are subject to over-booking which could result in the carrier's inability to honor tickets for previously confirmed space on a given flight or for the class of service reserved. In this event, Sterling Airways' obligation to the passenger is governed by the “Denied Boarding Compensation” section of this Contract. The term “over-booking” as used in this Contract means the acceptance of more confirmed reservations on a given flight than the seating capacity of the aircraft allows.

1.4.3 Reservations and Ticketing Time Limits

- A. Reservations requested from any Sterling Airways office or authorized agency are accepted by Sterling Airways subject to a 24-hour ticketing time limit unless specified differently within the fare rule.

1.4.4 Cancellation of Reservations

- A. Sterling Airways will cancel reservations of any passenger whenever such action is necessary to comply with the following:
1. Any governmental regulation.
 2. Any governmental request for emergency transportation in connection with the national defense.
 3. When such cancellation is necessary or advisable by reason of weather or other conditions beyond the control of Sterling Airways.
 4. Refusal by a passenger to permit a search of a person or property for explosives, or for deadly or dangerous weapons, articles or substances.
 5. When a passenger refuses, upon request, to produce positive government issued identification.

1.4.5 Failure to Occupy Space

- A. If the passenger fails to occupy space that was reserved for them on a Sterling Airways flight and Sterling Airways does not receive notice of the cancellation of such reservation prior to departure of such flight, or if any other carrier cancels the reservation of any passenger in accordance with this rule, Sterling Airways cancels all reservations held by such passenger on the flights.
- B. ANY PASSENGER WHO HAS NOT SHOWN UP NOR CONTACTED STERLING FORTY (40) MINUTES BEFORE SCHEDULED DEPARTURE WILL BE CONSIDERED A “NO SHOW” AND IS NOT ELIGIBLE FOR ANY PURCHASE CREDIT OR REFUND FOR THAT LEG.

1.4.6 Airport Check-in Time Limit

- A. Sterling Airways recommends that you arrive at the airport at least 90 minutes prior to the scheduled departure time of your flight for domestic travel. Some airports and destinations may require an even earlier arrival. If the passenger has not presented themselves at the loading gate for check-in and/or boarding at least 45 minutes before the scheduled departure time of the flight on which the passenger's reservation was made, the passenger's
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reservation on that flight is canceled. Any passenger traveling with checked baggage must check in a minimum of 45 minutes prior to scheduled departure time.

1.4.7 Misconnected Passengers

- A. Any passenger who, due to the late arrival of an inbound connecting flight of Sterling Airways or another air carrier, is unable to present themselves for check-in in accordance with the above-mentioned twenty-minute check-in time limit, is considered a misconnected passenger and two-hour rule would apply ([See "1.2.7: Definitions"](#)).

1.4.8 Liability

- A. Sterling Airways will not be liable for any losses, damages, claims, or expenses that arise out of, or are the result of, any cancellation of reservation of any passenger in accordance with the provisions of this "Cancellation of Reservations" section. Notwithstanding the foregoing, the following provisions will also apply
1. If a reservation was canceled pursuant to [Para 1.4.4](#) or [Para 1.4.7](#) of this section, the passenger's remedies are limited to those remedies provided for in the "Failure to Operate on Schedule or Failure to Carry" section of this Contract.
 2. If a reservation was canceled pursuant to [Para 1.4.5](#) of this section, Sterling Airways provides a refund to the passenger in accordance with the "Voluntary Refunds" section of this Contract.
 3. If a reservation was canceled pursuant to [Para 1.4.6](#) of this rule, Sterling Airways reroutes the passenger on our next available flight, however, the passenger is required to pay a penalty on non-refundable type tickets plus any applicable fare difference, or Sterling Airways provides a refund to the passenger in accordance with the "Voluntary Refunds" section of this Contract.
- B. Sterling Airways may refuse to transport any passenger for any of the reasons stated in the "Refusal to Transport" section of this Contract.

1.5 Portable Electronic Devices

- A. Sterling Airways prohibits the use of the following personal electronic devices at all times while on board the aircraft:
1. CB Radios
 2. Remote control toys and games
 3. Remote control devices
 4. Wireless computer mouse
 5. Wireless CD ROMs
 6. Radios (transmitters and receivers)
 7. Walkie-talkies
 8. TVs and commercial TV cameras
 9. Pager transmitters
 10. Electronic cigarettes
 11. Personal air purifiers
 12. VHF scanner receivers
 13. Any device with the cellular network enabled
- B. Portable electronic devices (e.g., watches, calculating machines, cameras, cellular phones, laptop and notebook computers, camcorders, medical devices, etc.) containing dry cell or lithium batteries may be carried in either personal items, gate-checked or checked baggage, provided they meet the requirements listed below. When carried in checked baggage, portable electronic devices powered by lithium batteries must be completely switched off (not in sleep or hibernation mode) and protected to prevent unintentional activation or damage.
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- C. Spare batteries for portable electronic devices must be carried into the passenger cabin, in a personal item, and cannot be in checked or gate-checked baggage. Each spare lithium battery 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). In addition, each installed or spare lithium battery:
1. For a lithium metal battery, the lithium content must not exceed 2 grams. Portable medical electronic devices (e.g., automated external defibrillators (AED), nebulizer, continuous positive airway pressure (CPAP), etc.) may contain lithium metal batteries exceeding 2 grams, but not exceeding 8 grams. No more than two lithium metal batteries each exceeding 2 grams, but not exceeding 8 grams, may be carried as spare batteries for portable medical electronic devices in a personal item and must be carried with the portable medical electronic device the spare batteries are intended to operate;
 2. For devices containing lithium ion batteries, a maximum of 15 devices are allowed provided the battery does not exceed 100 Wh. Additionally, 20 spare batteries under 100 Wh may be carried in personal items only. Sterling Airways accepts portable electronic devices containing lithium ion batteries between 100-160 Wh. No more than two individually protected lithium ion batteries between 100-160 Wh may be carried per person as spare batteries in a personal item.
 3. Articles containing lithium metal or lithium ion cells or batteries, the primary purpose of which is to provide power to another device must be carried as spare batteries in a personal item only.
- D. Battery-powered portable electronic smoking devices (e.g., e-cigarettes, e-cigs, e-cigars, e-pipes, e-hookahs, personal vaporizers, electronic nicotine delivery systems) are permitted to be carried, provided they meet the requirements of 49 CFR 175.10. These devices cannot be used or recharged on board the aircraft, and must be carried on one's person or in a personal item only.
- E. Medical-Portable Electronic Devices (M-PEDs) – Passengers with a disability are permitted to use a ventilator, respirator, continuous positive airway pressure (CPAP) machine, nebulizer, or an FAA-approved portable oxygen concentrator (POC). Approved portable oxygen concentrators must have a manufacturers label that indicates the device meets the FAA requirements.
- F. Portable Oxygen Concentrators (POC) – POCs are devices that provide oxygen to the user without the potential hazards created by the presence of canisters of compressed oxygen. POCs are not considered hazardous material and can be used during flight.
- G. Sterling Airways strongly recommends that all PEDs and MPEDs are carried into the passenger cabin. PED/MPEDs in checked baggage are not covered for damage.
- H. Baggage equipped with lithium batteries must be carried as a personal item unless the battery is removed from the baggage. Removed batteries are carried in accordance with the provision for spare batteries prescribed in paragraph C above.

1.6 Smoking/Non-Smoking Seat

- A. Smoking is prohibited on all flights.

NOTE: *Federal Law prohibits tampering with, disabling, or destroying any smoke detector installed in an aircraft lavatory. This includes all electronic smoking devices (i.e., e-cigarettes, e-cigs, e-cigars, e-pipes, e-hookahs, personal vaporizers, electronic nicotine delivery systems).*

1.7 Baggage Acceptance

1.7.1 General Conditions

- A. Sterling Airways accepts baggage for transportation, such personal property as is necessary for, or appropriate for the wear, use, comfort, or convenience of the passenger for the purpose of the trip, subject to the following:
1. All baggage is subject to inspection by Sterling Airways however, Sterling Airways is not obligated to perform an inspection of any baggage. Sterling Airways reserves the right, at any time, to either refuse to transport or remove from an aircraft any baggage that the passenger refuses to submit for inspection.
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2. Sterling Airways reserves the right to refuse to transport baggage on any flight other than the flight carrying the passenger.
3. Sterling Airways reserves the right to refuse to accept property for transportation if:
 - a. The size, weight, or character of such property renders it unsuitable for transportation on the particular aircraft which is to transport it;
 - b. The property cannot be accommodated without harming or annoying passengers; or,
 - c. The property is not suitable or adequately packaged to withstand ordinary handling unless the passenger has executed a release form.
4. Sterling Airways does not accept baggage or other personal property for storage.
5. Sterling Airways checks baggage that is tendered by a passenger only upon presentation by the passenger of a valid ticket for transportation over the lines of Sterling Airways, or over the lines of Sterling Airways and one or more other carriers, subject to the conditions specified below:
 - a. The passenger's name must appear on the baggage.
 - b. Baggage is not checked:
 - 1) To a point that is not on the passenger's routing.
 - 2) Beyond the passenger's next point of stopover or, if there is no stopover, beyond the final destination designated on the ticket.
 - 3) Beyond a point at which the passenger wants to reclaim the baggage or any portion thereof.
 - 4) To a point which is intermediate to the passenger's next point of stopover, or if none, intermediate to the final destination

1.7.2 Personal Items

- A. Only one personal item is allowed, per ticketed passenger, in the cabin of the aircraft. Personal items include the following:
1. Purse
 2. Briefcase
 3. Computer and case
 4. Diaper bag
 5. Other similar size item (backpack, small duffel bag, portfolio)
 6. Pet in cabin (restrictions apply)

NOTE: *In addition to the ONE personal item, a passenger may carry, within reason: a coat, an umbrella, reading material, food for immediate consumption, infant restraining device or service animals and devices.*

- B. Upon request by the passenger, a fragile and or bulky item may be accepted by Sterling Airways as cabin-seat baggage subject to aircraft type and the provisions in the "Cabin-seat Baggage and Charges" section of this Contract.

1.7.3 Restricted Articles

- A. Articles listed in the DOT Hazardous Materials Regulations (49 CFR Parts 171-180) and/or IATA dangerous goods regulations and revisions and reissues thereof, are not accepted for Carriage as Baggage except for the items specifically listed in 49 CFR 175.10 Exceptions for Passengers, Crewmembers, and Air Operators.

1.7.4 Fragile and Perishable Items

- A. Sterling Airways refuses to accept property for transportation that is not suitably packaged to withstand ordinary handling. Fragile and perishable items are accepted only if appropriately packaged in an original factory sealed carton or a container designed for shipping such items. Sterling Airways is not liable for any damage or loss to the contents of cardboard boxes which are checked for baggage, including items placed in cardboard boxes provided by Sterling Airways. Fragile items without appropriate packaging are only accepted and/or transported at the passenger's sole risk. [See "1.7.7.5.2: "Exclusion from Liability" under the section "Claim Limits and Procedures" herein for additional information.](#)
- B. Some examples of fragile/perishable articles include, but are not limited to: optics, artistic items, chinaware/ceramics/pottery, electronic and mechanical items, liquids, flimsy garment bags and suit/dress covers, glass, musical instruments, business papers, photographic/video equipment, cell phones/pagers and chargers, computer and all accessories, heirlooms, collectibles, unsuitably- protected recreational and sporting goods, animal horns and antlers, food, plants, and medication.

1.7.5 Human Remains

- A. Sterling Airways accepts crematory containers, containing human or animal remains, as checked baggage or carried onboard if cleared using Transportation Security Administration (TSA)-approved screening procedures. Container cannot be opened. If the crematory container produces an opaque image on x-ray, the container may not be carried in the cabin, but can be transported as checked baggage. If the crematory container, containing remains, sets off an explosive detection alarm, and the source of the alarm cannot be verified by TSA, the container is not permitted onboard the aircraft.
- B. Empty crematory containers are allowed to be opened for the screening process, if needed.

1.7.6 Special Items Acceptance

- A. The following are special items that are not accepted as checked baggage and they are subject to specified conditions and payment of charges when applicable:

1.7.6.1 Firearms and Ammunition (Checked Baggage Only)

- A. In accordance with federal law, a passenger who presents baggage which contains a firearm and/or ammunition must declare that the firearm is unloaded and ammunition is properly packaged. The passenger must sign a "Firearms Unloaded" declaration tag. The declaration tag is properly placed inside the baggage containing the firearm and/or ammunition by a Sterling Airways Agent. Properly packaged small arms ammunition up to a maximum of 11 pounds may be checked as baggage. The ammunition may be packed in the same container as the firearm or in a separate container. One item of shooting equipment per passenger is allowed in place of one checked bag only when permitted by governmental regulations and Sterling Airways Airline Firearms Policy. For additional information related to conditions of acceptance for firearms and/or ammunition as baggage, [see "1.7.6.4: "Sporting Equipment"."](#)

NOTE: *Empty gun cases may be accepted as checked baggage, however the Firearms Unloaded/ Ammunition tag that is enclosed in the case must indicate, "Case Empty".*

1.7.6.2 Infant Carrying Seats

- A. A government-approved infant carrying seat is accepted for transportation in the passenger compartment, provided an additional seat is reserved for the infant, a ticket is purchased, and the seat can be properly secured by the seat belt in a window seat. The seat must be secured so that the seat back of the infant carrier does not impede the egress in an emergency and for the well-being of the child. If an additional seat is available on the flight, an infant can occupy a seat, without the purchase of a ticket, in accordance with the requirements listed herein.
- B. Infant/child carrying seats or car seats intended for use during a flight must have a sticker indicating they are approved for air travel. Infant/child carrying seats that do not have this sticker are not permitted for use during the flight but may be transported in either carry-on or checked baggage.
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- C. The chart below shows the width of the narrowest and widest seats for our aircraft in inches. Infant/child carrying seats that do not fit the below dimensions are not permitted for use during the flight but may be transported in either carry-on or checked baggage.

Aircraft Type	Min/Max
Saab 2000	18.5"/19"

Table 1-1: Aircraft Width Dimensions

1.7.6.3 Musical Instruments, Fragile, or Bulky Items

- A. Sterling Airways accepts musical instruments, fragile, or bulky items as cabin-seat baggage subject to advance arrangements and applicable charges as set forth in on the Company website. Bass violins and cellos are only accepted as cabin-seat baggage and are subject to cabin- seat baggage charges. Cabin seat baggage may not be accepted on all flights/aircraft types.

NOTE: *Seat Baggage is not allowed in the SAAB 2000*

1.7.6.4 Sporting Equipment

- A. One item of the following sporting equipment can be checked by Sterling Airways as a part of the checked baggage allowance defined in the "Baggage Allowance" section of this Contract. Fees may apply as detailed on the Company's website.
1. Bowling Equipment: One item of bowling equipment is: 1 bowling ball, 1 bowling bag, and one pair of bowling shoes.
 2. Fishing Equipment: One item of fishing equipment is: 2 rods, 1 reel, 1 landing net, 1 pair of fishing boots (properly encased), and 1 fishing tackle box.
 3. Golfing Equipment: One item of golfing equipment is: 1 golf bag containing not more than 14 golf clubs, 12 golf balls and 1 pair of golf shoes.
 4. Shooting Equipment: Items of shooting equipment are accepted only as checked baggage subject to the conditions specified below:
 - a. One rifle or one pistol case containing firearms and accessories appropriate to the design of the case
 - b. Or, one bow and quiver of arrows with maintenance kit enclosed or in a container of sufficient strength to protect the bow and quiver with arrows from accidental damage.
 - c. Conditions of acceptance:
 - 1) Firearms must be unloaded and a "Firearms Unloaded" declaration must be signed by the passenger indicating that the firearm is unloaded and/or ammunition is properly packaged. The tag will be placed inside the container.
 - 2) Firearms/ammunition must be packed as follows:
 - 3) Rifles and/or shotguns must be packed in a locked hard-sided case. Rifles and/or shotguns packed in soft-side cases are not accepted.
 - a) Handguns must be packed in a locked hard-side gun case. The locked hard-side gun case may be placed inside a piece of checked baggage. Handguns in soft-side cases are not accepted.
 - b) The gun case must be locked at the time of acceptance, and the key or lock combination retained in the passenger's custody.
 - c) Ammunition must be declared and must be securely packaged in a box made of fiber, wood, metal, plywood, reconstituted wood, fiberboard, plastic, or other suitable packaging designed

to carry small amounts of ammunition, securely packed in clips or magazines having a sturdy cover over the exposed rounds. A maximum of 11 pounds of ammunition is accepted, per passenger.

- 4) The passenger is responsible for knowledge of and compliance with all Federal, State or local laws regarding the possession and transportation of firearms.
 - 5) For more information about firearms and ammunition in checked baggage you may visit the TSA website.
5. Skiing Equipment: One item of skiing equipment is: 1 pair of skis, 1 pair of ski poles, 1 pair of ski bindings, and 1 pair of ski boots; or 1 snowboard, 1 set of bindings, and 1 pair of boots.

NOTE: *Items in excess of the allowance are subject to excess baggage charges listed in the "Baggage Allowance" section of this Contract, for a single piece whether or not presented as a single piece.*

NOTE: *If the total number of items of sporting equipment (as defined herein above) per passenger, plus the total number of other items of baggage per passenger, is in excess of the free baggage limit on certain fare classes per passenger, excess bag charges apply.*

- B. The following sporting equipment is accepted by Sterling Airways as checked baggage, but only as excess baggage to which excess bag charges will apply. Each of the following sporting equipment items are subject to a specified excess bag charge per item whether or not the items are presented as a single piece.
1. **Bicycles** – One item of bicycle equipment is: 1 bicycle. Sterling Airways accepts non-motorized touring or racing bicycles with single seats. Sterling Airways only accepts bicycles properly packed in a bicycle box or a hard sided container. No part of the bicycle can be protruding from the box. Handlebars must be turned sideways and pedals removed so as not to protrude the box and cause damage to other baggage.
 - a. Non-motorized, single seat bicycles are accepted as checked baggage. Tandem bikes are not accepted.
 - b. Bikes are required to be in a bike box or hard sided case designed for a bicycle. When packed in a bike box, liability release on the back of the baggage tag must be signed by the passenger
 - c. A \$75.00 one-way transportation fee is charged per bike (up to 100 pounds). Bikes over 100 pounds are not accepted.
 2. **Scuba-Diving Equipment** – One item of scuba diving equipment is: 1 empty scuba tank, 1 regulator, 1 pressure gauge, 1 mask, 2 fins, 1 snorkel, 1 knife, 1 spear gun, and 1 BC-vest. These items must be placed in a container so as to avoid damage to any of the equipment.

NOTE: *Sterling Airways does not provide bags or boxes for such items as listed above.*

1.7.6.5 Animals as Checked Baggage

- A. See [Section 1.9: "Acceptance of Live Animals"](#).

1.7.6.6 Wheelchairs/Assistive Devices

- A. Sterling Airways provides assistance in the enplaning and deplaning process.
 - B. This assistance includes, as needed, the services of personnel and the use of ground wheelchairs, and aisle chairs (when available).
 - C. Wheelchairs and other assistive devices are accepted in addition to the carry-on limits, subject to size constraints of the aircraft.
 - D. No charge is imposed if the weight limit on a checked wheelchair or assistive device is exceeded.
 - E. Wheelchairs are stowed in the cargo compartment with priority over other cargo and baggage.
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- F. The term powered wheelchair refers to any battery-operated assistive device including, or powered wheelchairs that customers with disabilities use during their travel experience.
- G. Sterling Airways accepts powered wheelchairs or mobility aids equipped with non-spillable batteries, or lithium batteries, provided they meet all the requirements below. One wheelchair or mobility aid is allowed per person. Wheelchairs and mobility aids are carried in the cargo compartment of the aircraft. Battery-powered wheelchairs must:
1. Be free of damage or defects;
 2. Have the cables disconnected and terminals protected to prevent short circuit;
 3. Have electrical circuits isolated;
 4. Be checked in at least 1 hour prior to scheduled departure;
 5. Have the battery securely attached to the wheelchair or mobility aid, and marked plainly and durably "NON-SPILLABLE" or "NON-SPILLABLE BATTERY". Or if removed, the battery must be placed in a strong, rigid packaging marked "NON-SPILLABLE BATTERY". The battery must have the manufacturer's label or placard attached, containing information regarding the battery capacity. Removal of the battery is the responsibility of the mobility aid owner or their designee.
- H. For wheelchairs and mobility aids equipped with lithium batteries:
1. The watt hour rating of the battery must not exceed 300 Wh.
 2. Where the wheelchair or mobility aid does not provide adequate protection to the battery:
 - a. The battery must be removed from the wheelchair or other mobility aid by the device owner or their designee, according to instructions provided by the wheelchair owner or the device manufacturer;
 - b. The battery must be carried as a personal item only;
 - c. Battery terminals must be protected from short circuits (by placement in original retail packaging or otherwise insulating the terminal e.g., by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch).
 3. A maximum of one spare battery not exceeding 300 Wh or two spares not exceeding 160 Wh each may be carried. All spare lithium batteries must be carried into the passenger cabin, and be of appropriate size to fit in an approved stowage location.
- I. Battery-powered devices such as scooters, hoverboards, and other recreational devices are not accepted under any circumstances.
- J. Canes and other assistive devices may be stowed on board the aircraft in close proximity to the passenger's seat, subject to safety requirements.

1.7.7 Cabin-Seat Baggage and Charges

1.7.7.1 Seat Baggage

- A. When a passenger requests that an item of baggage be carried in the cabin, and it is determined by Sterling Airways that the item is too fragile and/or bulky for storage in either the overhead compartments or under a seat, Sterling Airways requires the passenger to purchase assigned cabin-seat space for the baggage and secure the baggage in such assigned cabin-seat space.

NOTE: *Seat baggage is not allowed on the Saab 2000.*

1.7.7.2 Baggage Allowance

- A. Sterling Airways accepts and transports free of charge, subject to the presentation of a valid ticket and to the provisions of paragraphs [Para 1.7.7.2.1](#), [Para 1.7.7.2.2](#), and [Para 1.7.7.2.3](#) below, one personal item per passenger. Any additional piece of luggage is deemed to be excess and subject to excess baggage charges, as set
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forth. For certain fare classes and membership programs, Sterling Airways accepts and transports one free checked item per passenger.

1.7.7.2.1 Dimensions

- A. The first piece must not exceed 62" and any additional piece must not exceed 55" (Length + Width + Height).

NOTE: *Only one personal item is allowed inside the cabin of the aircraft not to exceed 16 pounds. All standard "carry-ons" that meet dimension requirements are gate checked.*

1.7.7.2.2 Weight

- A. No piece of luggage, as part of the Baggage Allowance, can exceed 50 pounds. Each piece of luggage that weighs 51 – 100 pounds is deemed to be overweight baggage and subject to oversize/overweight baggage charges as set forth below.

1.7.7.2.3 Pooled Luggage

- A. Members of the same family or groups of passengers traveling together for the same purpose may pool their baggage,

EXCEPTION: *Certain sporting equipment items, as identified in [Section 1.7.6: "Special Items Acceptance"](#) is treated as items of baggage to maximize baggage allowances and minimize fees.*

EXCEPTION: *In addition to the maximum allowances provided above, each fare-paying passenger may have on their person, without additional charge, the following personal articles, within reason, so long as such articles remain at all times in the passenger's custody:*

1. A handbag, pocketbook, organizer or briefcase.
2. An overcoat or wrap.
3. An umbrella.
4. A camera.
5. A reasonable amount of reading material for the flight.
6. A reasonable amount of infant/child paraphernalia that fits under the seat or in the overhead bin.
7. Crutches/canes/braces or other prosthetic device on which the passenger is dependent.
8. Food for immediate consumption.

NOTE: *The above items must fit in the overhead compartment, garment closet, and/or beneath/ alongside the seat in front of the passenger.*

NOTE: *If the Captain determines that the normal baggage allowances exceeds the weight and balance of the aircraft, Sterling Airways will make arrangements to transport the excess baggage on the next available flight that is able to accommodate the extra baggage.*

1.7.7.3 Excess, Oversize, Overweight Baggage Charges

- A. Baggage in excess of the Baggage Allowance specified above is accepted for transportation only upon the payment of the excess baggage charges set forth in this section and at the discretion of Sterling Airways; and further subject to cargo weight and space restriction at the time of departure. Excess baggage charges and oversize/overweight baggage charges apply from the point at which baggage is accepted for transportation to the destination point to which the baggage is checked or transported in the passenger compartment. Baggage connecting to other airlines may also be subject to additional excess baggage charges and/or oversize, overweight charges imposed by such other airlines. These additional charges are collected by Sterling Airways.
- B. Excess baggage charges are \$40 for the second bag, and \$100 for the third and fourth extra bags.
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- C. Any container or bag which exceeds the dimensions permitted in the Baggage Allowance, but is less than 80 inches in overall measurement, with no single dimension greater than 72 inches.

NOTE: *Sterling Airways does not accept pieces greater than 80" as checked baggage.*

- D. Baggage weighing over 50 pounds, but not more than 100 pounds is accepted.

NOTE: *Sterling Airways does not accept pieces weighing more than 100 pounds as checked baggage. The above Oversize/Overweight Baggage Charges are in addition to any Excess Baggage Charges applicable from paragraph A above.*

NOTE: *Military personnel on active orders are allowed three bags, up to 70lbs each, at no cost.*

1.7.7.4 Electronic Surveillance of Passengers and Baggage

- A. All passengers and their baggage are subject to inspection with an electronic detector with or without the passengers' consent or knowledge.

1.7.7.5 Claim Limits and Procedures Liability

1.7.7.5.1 General

- A. Sterling Airways is not liable for loss of, damage to, or delay in delivery of any personal property, baggage (whether such baggage has been checked, carried on, or otherwise delivered into the custody of Sterling Airways).
- B. Unless otherwise pre-empted by Title 14, Code of Federal Regulations, Section 254.4, Sterling Airways liability for baggage loss, damage, or delays is not to exceed \$3800 per fare-paying passenger domestically when itinerary involves both Sterling Airways and code share partners or jointly ticketed with a carrier in which Sterling Airways has a ticketing and baggage agreement and that joint segment is operated with an aircraft with over 60 seats.
- C. Liability for mobility aids and devices is limited to the original purchase price.

1.7.7.5.2 Exclusion from Liability

- A. Sterling Airways is not liable for loss of, damage to, or delay in delivery of any perishables, liquids, or fragile items which, in the sole discretion of Sterling Airways, are unsuitably packed. Transportation of any such perishables, liquids, or fragile items that are unsuitably packed is at the passenger's sole risk.
- B. Sterling Airways is not liable for:
1. Damage, loss or theft of items taken on board an aircraft and remaining in the personal possession of the passenger. Items brought on board are the sole responsibility of the passenger.
 2. The following items are judged to be unsuitable as contents of Checked Baggage. Sterling Airways is not liable for the loss, damage, or delay in delivery of any fragile or perishable items or for the loss, damage, or delay in delivery of any of the following items:
 - a. Currency, gift cards, gift certificates, or securities
 - b. Negotiable papers, manuscripts, historical or business documents, blueprints or other items made of paper
 - c. Liquids, liquor, perfumes
 - d. Watches, jewelry
 - e. Cameras, video and photographic equipment, camcorders, audio equipment, film, camera equipment, photographs, videos
 - f. Electronic equipment/devices and personal electronic equipment/devices, including related components
 - g. Computers and related components
 - h. Telescopes, binoculars, eyeglasses and other optical devices

- i. Porcelain, china, pottery
 - j. Silverware, swords, knives
 - k. Precious metals, stones or materials
 - l. Sculptures, art objects, paintings or other works of art
 - m. Unprotected items such as umbrellas
 - n. Items checked in paper or plastic bags, cardboard boxes, or other packages not suited for transportation
 - o. Irreplaceable books, publications, collectibles (such as baseball cards)
 - p. Antiques, heirlooms, collector's items, or historical artifacts
 - q. Tools, tool boxes or containers, battery powered hand tools
 - r. Keys
 - s. Sales samples and items intended for sale
 - t. Medications
 - u. Furs, including coats, gloves, hats
 - v. Game trophies, antlers, and pelts
 - w. Sports Equipment
 - x. Perishables such as seafood, plants, frozen or preserved food and related items
 - y. Any other similar valuable or irreplaceable property
- C. If checked baggage is accepted less than 45 minutes before departure, Sterling Airways is not liable for any losses or damages suffered, or expenses incurred, including, but not limited to, delivery expenses, as a result of the baggage not being loaded on the same flight as the passenger.
- D. Sterling Airways is not liable for normal wear and tear to baggage or property, including, but not limited to, scratches, small dents, rips, tears, and soiling. Sterling Airways is not liable for damaged or missing telescopic handles, straps, zippers, feet, wheels or wheel casings. Sterling Airways is not liable for damage to baggage or damage to/loss of baggage contents that is the result of over-packing or misuse.
- E. Sterling Airways is not liable for any internal damage to baggage or baggage contents if the degree of outside damage to the baggage does not reasonably indicate that such internal damage occurred or could have occurred.
- F. Sterling Airways may accept previously damaged items as checked baggage with a signed limited release from the passenger. Sterling Airways is not liable for further damage to previously damaged items.
- G. Sterling Airways is not liable for items taped, strapped, or tied to another piece of Baggage.
- H. Sterling Airways is not liable for any expenses or loss that may result when any pet is refused passage. Passengers traveling with pets in the cabin or checked into the baggage compartment are solely responsible for compliance with all government regulations and restrictions, including providing proper paperwork such as a health certificate when applicable.
- I. Sterling Airways is not liable for baggage not claimed from the baggage claim area in a timely manner.

1.7.7.6 Time Limitations

- A. Preliminary Baggage Notice: Sterling Airways is not liable for loss of, damage to, or delay in the delivery of any baggage unless notice is submitted in person to Sterling Airways within 4 hours after the arrival of the flight on which the loss or damage is claimed to have occurred. Appropriate forms are provided by Sterling Airways.
- B. In addition to the Preliminary Baggage Notice being given within 4 hours, written notice of a claim for lost, damaged or delayed delivery baggage must be given by the passenger within 7 days of the alleged incident. If this does not occur, Sterling Airways does not review or process any such claim filed.
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1.7.7.7 Abandoned Baggage

- A. Abandoned baggage refers to luggage left unattended for a period exceeding seven days. In such cases, Sterling Airways reserves the right to dispose of the abandoned baggage without any compensation to the passenger.
- B. Additionally, any associated shipping or handling costs are the responsibility of the passenger.

1.8 Acceptance of Children**1.8.1 Children Accompanied by Someone Other Than an Adult**

- A. Children 5-12 years old can travel as an “accompanied minor” with someone 18 years or older. Newborns less than 8 days old are not accepted for travel. Birth certificates may be required for all children.

1.8.2 Unaccompanied Children

- A. Under 5 years old – Children ages eight days to five years must be accompanied by another passenger at least 18 years or their legal guardian. Birth certificates may be required.
- B. 5-12 years old – All travel must be on flights for which the unaccompanied child holds confirmed reservations from the airport of origin to airport of destination. Unaccompanied children are not allowed to travel on a standby basis. The child must be brought to the airport of departure by a parent or responsible adult who must remain with the child until the child is enplaned and the aircraft has departed. Evidence must be furnished to Sterling Airways that another parent or responsible adult will meet the child upon deplaning at the child's destination.
- C. 13-17 years old – accepted without restrictions. An Unaccompanied Minor may be requested by the parent or responsible adult when a connection is made enroute.

1.8.3 Unaccompanied Minor Service Charges for Children

- A. Charges for unaccompanied minor service are assessed and payable as per the pricing structure on the Company website.
- B. A unaccompanied minor service is automatically required for any unaccompanied children 5-12 years of age.
- C. A unaccompanied minor service may be requested for any unaccompanied children 13-17 years of age.
- D. Payment of all applicable unaccompanied minor service charges must be received by Sterling Airways prior to enplanement of the child.

1.8.4 Infant Carrying Seat

- A. A government-approved infant carrying seat is accepted for transportation in the passenger compartment, provided an additional seat is reserved for the infant, a ticket is purchased, and the seat can be properly secured by the seat belt in a window seat. The seat must be secured so that the seat back of the infant carrier does not impede the egress in an emergency and for the well-being of the child. If an additional seat is available on the flight, an infant can occupy a seat, without the purchase of a ticket, in accordance with the requirements listed herein.
- B. Infant/child carrying seats or car seats intended for use during a flight must have a sticker indicating they are approved for air travel. Infant/child carrying seats that do not have this sticker are not permitted to be used during the flight, but may be transported in either carry-on or checked baggage.
- C. The chart below shows the width of the narrowest and widest seats for our aircraft in inches. Infant/child carrying seats that do not fit the below dimensions are not permitted for use during the flight but may be transported in either carry-on or checked baggage.

Aircraft Type	Min/Max
Saab 2000	18.5"/19"

Table 1-2: Aircraft Width Dimensions

1.8.5 Responsibility of Carrier

- A. Sterling Airways is not liable for, and does not assume responsibility for, any financial or guardianship duties for any minor passenger beyond those duties of reasonable care owed by Sterling Airways to an adult passenger.

1.9 Acceptance of Live Animals**1.9.1 General**

- A. Sterling Airways accepts live animals for carriage as pet-in-cabin and checked baggage. The owner of the pet is responsible for complying with all applicable laws, customs, and/or other governmental regulations and requirements, or restrictions of the state or territory with the animal is being transported.
- B. The passenger must make arrangements and assume full responsibility for complying with any applicable laws, customs, and/or other governmental regulations and requirements, or restrictions of the country, state, or territory to which the animal is being transported.
- C. The passenger is responsible for any costs incurred if they do not have the required health documentation.
- D. Advanced reservations must be made at least 24 hours prior to departure. Confirmed space is offered on a first come first served basis. Reservations for your pet can be made through our Sterling Airways Call Center. Pets without advanced arrangements may be denied if the space is not available.
- E. Animals traveling in the cargo hold are not accepted more than 2 hours prior to departure.
- F. Pets in cabin count towards the customer's personal item allowance.
- G. Snakes are not allowed to be in checked baggage or as a pet in cabin.
- H. No hard sided kennel larger than the 400 series is accepted by Sterling Airways.
- I. Sterling Airways does not transfer pets to other airlines.
- J. Sterling Airways reserves the right to refuse transport of animals in cabin or cargo hold at any time.
- K. Muzzled animals are not accepted for transportation.
- L. Sterling Airways at its sole discretion, retains the right to refuse to transport any animal that has aggressive behavior or any characteristics that appear to be unsafe with air travel during any portion of the passenger's trip. If an animal becomes aggressive or causes a disturbance at any time, the animal can be removed at Sterling Airways discretion. It is the passenger's sole responsibility and expense to make other arrangements for the animal.

1.9.2 Within the State of Alaska

- A. The state of Alaska requires a valid Rabies Vaccination Certificate to be in the customer's possession for transport of dogs and cats to/from, or within Alaska. Dogs or cats less than 3 months old do not require a rabies certificate.
- B. In addition to proof of rabies vaccination, proof of a parvo virus vaccination is required for travel to Kotzebue and Nome.

1.9.3 Acceptance of Pets in the Cabin (PETC)

- A. Pet in Cabin fees apply.
- B. Customer must be at least 18 years old to travel with a pet in cabin.
- C. The container must be stored under the seat directly in front of the passenger and the animal must remain in the container during boarding, deplaning, and at all times while on board the aircraft. Pet containers that cannot fit under the seat directly in front of the passenger must be carried in the aircraft cargo compartment.
- D. The aisle-way must be always kept clear.
- E. Customers traveling with PETC are not permitted to occupy a bulkhead or exit row seat.
- F. The following pets are accepted in the passenger cabin of the aircraft:
1. Domestic Cats
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2. Small dogs
 3. Household birds
 4. Domesticated rabbits
 5. Tropical fish (only in a leak-proof container)
- G. The animal is harmless, inoffensive, and odorless and requires no attention during flight
- H. Soft and hard sided carriers that are specifically designed for pets are permitted in the cabin if the carrier fits within the under-seat limitations below.
- I. The dimensions of the most restrictive under seat space is 16"w x 16"h x 9" deep.
- J. Failure to meet the conditions of acceptance may result in refusal by Sterling Airways to transport the animal.

1.9.4 Pets in the Cabin (PETC) Restrictions

- A. Sterling Airways limits 3 pet kennels in the passenger cabin.
- B. No more than one kennel per customer not to exceed 16 pounds
- C. Number of pets per kennel – Two puppies or kittens under 10 weeks old, or two household birds count as one animal if in one kennel. No body parts can protrude from the carrier and the animals must not appear to be in distress.
- D. The animal is harmless, inoffensive, and odorless and requires no attention during transit.
- E. Dogs and cats must be 8 weeks of age and be fully weaned
- F. Pets in the cabin count towards the customer's carry-on allotment.
- G. Your pet carrier must:
1. Be within the listed dimensions above
 2. Have adequate air ventilation
 3. Be clean and have leak proof bedding
 4. Be in good condition free of tears or breaks that might allow your pet to get loose.

1.9.5 Pets as Checked Baggage

- A. Sterling Airways accepts animals including cats, dogs, ferrets, guinea pigs, hamsters, household birds, non-poisonous reptiles, pot-bellied pigs, rabbits, and tropical fish. Pets may travel in the cargo/baggage hold under the following conditions:
1. Pet in cargo hold fees apply.
 2. Sterling Airways limits 2 pet kennels in the cargo hold.
 3. Sterling Airlines does not accept kennels larger than a 400-size
 4. The passenger and Sterling Airways are responsible for following USDA and IATA regulations regarding the size and type of kennel that is acceptable
 5. Advanced reservations must be made at least 24 hours prior to departure. Confirmed space is offered on a first come first served basis. Reservations for your pet can be made through our Sterling Airways Call Center. Pets without advanced arrangements may denied if the space is not available.
 6. Including the kennel, the total weight not to exceed 110 lbs.
 7. The animal is harmless, inoffensive, and odorless and requires no attention during transit.
 8. Animals are accepted for carriage on Sterling Airways flights in Alaska. Passengers connecting to another carrier must collect the animal from Sterling Airways and recheck the animal with the other carrier.
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9. Litter mates at least eight weeks old may be shipped in the same kennel provided it is large enough for them to turn around and stand up. Two litter mates in one kennel count as one animal. Litter mates under 6 weeks old can travel with or without their mother. All litter mates (and their mother, if applicable), must be able to turn around in the kennel. No other species are allowed to share kennels, e.g., dogs and cats cannot travel together in the same kennel.
10. The passenger must claim their animal at the baggage carousel within 30 minutes of arrival at the gate. If the animal is not claimed within this time, it will be transported to a pet facility (such as the Animal Control Center) at the owner's expense.
11. Prior to acceptance, the animal must be contained in a kennel and subject to inspection and approval by Sterling Airways before acceptance of transport. Kennels must meet all the criteria noted in the Kennel Requirements below.

1.9.6 Kennel Acceptance for Pets As Checked Baggage

A. The kennel must:

1. Be constructed of plastic, wood, or metal and be escape-proof, structurally sound and strong enough to withstand the normal rigors of transport.
 2. Be secured with nuts and bolts or standard replacement hardware.
 - a. Soft sided, collapsible, clip-down, snap or slide lock kennels are not accepted by Sterling Airways.
 3. Be clean and leak-proof, containing absorbent bedding, such as fabric or paper.
 4. Have adequate air vents with at least one third ventilation on the upper half of the containers.
 - a. Vents must be covered with permanent bars or other sturdy material.
 - b. Be free of sharp edges or points that may injure the animal and not have any broken wires or protrusions that could injure animal.
 5. The kennel must have handholds or handles on the exterior that enable it to be lifted without being tilted. The handle placement must ensure that anyone handling the kennel does not come in physical contact with the animal.
 6. Have a securely fastened metal grate door with at least one zip tie securing door to frame.
 7. Have a means of administering food or water without opening the container.
 - a. Have food and water dishes attached to the inside of the kennel
 8. The pet must have sufficient space for the animal to freely stand, sit, turnaround and lie down comfortably and without any signs of distress.
 9. To prevent accidental injury, no part of the animals' body can protrude through any openings in the kennel.
 10. All kennels containing live animals, which are checked as baggage, must have at least one releasable zip tie securing the closed door to the frame. Sterling Airways has a limited amount of releasable zip ties for use upon request.
 - a. It is the responsibility of the customer to provide and install releasable zip ties.
 - b. A Sterling Airways representative visually inspects the cage to verify that the customer has properly installed sufficient zip ties to prevent the animal from escaping prior to loading any kennel containing a live animal as checked as baggage.
 - c. The zip ties are to be installed at the point when the animal is loaded in the kennel (i.e., ticket counter, gate/boarding area).
 11. To ensure that animals can be removed in the event of an emergency, no kennel containing a live animal can be locked.
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1.9.7 Labeling for Pets As Checked Baggage

- A. The kennel must be properly marked. Federal regulations require that the following also apply to each kennel:
1. The words "Live Animals" – in letters at least 1 inch high must be marked on the top and at least one side of the kennel. Sterling Airways has a limited number of live animal stickers for use upon request.
 2. The words "This Side Up" must be marked on the sides of the kennel. Sterling Airways has a limited amount of "This Side Up" stickers for use upon request.
 3. The name, address, and phone number of the customer must be marked on the kennel.
 4. It is recommended that the animal's name is marked on the kennel.

1.9.8 Fees

- A. Pet in Cabin – \$95.00
B. Pet in Cargo Hold – \$95.00

1.9.9 Health Certificates

- A. The passenger must provide, for each animal traveling as checked baggage health certificate issued by a veterinarian. The certificate must be issued:
1. Within 10 days of originating travel
 2. Within 30 days of return travel on the same ticket
 3. Within 10 days when return travel is on a separate ticket

1.9.10 Temperature Restrictions

- A. Temperature restrictions may apply. If the temperature in either the origin or destination city is extremely hot or cold, as determined by Sterling Airways and the Captain of the flight, the pet may be denied boarding in the cargo compartment. Animals can be accepted above/below these maximums as long as the acclimation temperature is stated on the pets health certificate.

1.9.11 Animal Breeds Not Accepted As Checked Baggage Due To Health Risks

- A. Brachycephalic (short-nosed) dogs and cats are subject to respiratory problems resulting from air travel, stress, and warmer temperatures. Below is a list of breeds of brachycephalic dogs and cats (or any mix thereof), are not accepted for transport as Checked Baggage:
1. Dogs: American Pit Bull, American Staffordshire Terrier, Boston Terrier, Boxer, Brussels Griffon, Mastiff (All Breeds), Bulldog, Bull Terrier, Chow Chow, Dutch Pug, English Bulldog, English Toy Spaniel, French Bulldog, Japanese Boxer, Japanese Pug, Japanese Spaniel, Pekingese, Pug, Shih Tzu, Staffordshire Bull Terrier
 2. Cats: Burmese, Exotic Shorthair, Himalayan, Persian
- B. The following are NOT accepted as checked baggage or pets in cabin
1. Spiders
 2. Snakes
 3. Bees
 4. Wild animals
 5. Farm animals
 6. Pigs (pot bellies included)
 7. Amphibians
- C. Sterling Airways reserves the right to make an exception on a case-by-case basis.
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1.9.12 Service Animals

- A. A service animal is defined as a dog, regardless of breed or type, that is individually trained to do work or perform tasks for the benefit of a qualified individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Animal species other than dogs, emotional support animals, comfort animals, companionship animals, and service animals in training are not service animals. (14 CFR Part 382).
- B. Sterling Airways accepts service animals to accompany a passenger with a disability at no charge.
1. Sterling Airways does not deny transportation to a service animal on the basis that carriage may offend or annoy others traveling on the aircraft.
 2. Sterling Airways requires passengers traveling with a service animal to complete the U.S. Department of Transportation Service Animal Air Transportation Form. This form can be found at: <https://www.transportation.gov/sites/dot.gov/files/2021-01/U.S.%20DOT%20Service%20Animal%20Air%20Transportation%20Form.pdf>
 3. Service Animals are trained to properly behave in public settings. A properly trained service dog remains at its owner's feet. An animal that engages in disruptive behavior shows that it has not been successfully trained to function as a service animal. Airlines are not required to treat disruptive animals as a service animal, even if the animal performs an assistive function for a passenger with a disability.
 4. The service animal may accompany a qualified individual in a seat in which the person sits, unless the animal obstructs an aisle or other area that must remain unobstructed in order to facilitate an emergency evacuation such as an exit row.
 5. If a service animal cannot be accommodated at the seat location of the passenger who is using the animal, they will be offered the opportunity to move with the animal to another seat where the animal can be accommodated, as an alternative to requiring the animal to travel in the cargo hold.
- C. General requirements for processing Service Animals include:
1. A single passenger may have up to two service animals. Due to limited space aboard the aircraft, Sterling Airways may offer the passenger the option to either transport the second service animal in the cargo hold or travel on a later flight with more space available, free of charge.
 2. A service animal should sit in the floor space in front of the passenger's assigned seat but cannot protrude into the aisles. Passengers may use an approved in-cabin kennel for smaller service dogs provided its use meets the stowage requirements.
 3. Service animals must remain leashed or placed in a cabin approved kennel, must be properly behaved, and remain in the control of the passenger at all times.
 4. In the event of damages or extra cleaning requirements due to the transportation of a service animal, the passenger in charge of the service animal is responsible for all fees.
 5. Passengers traveling with a service animal are fully responsible for complying with all government laws, regulations and requirements, including, but not limited to, health certificates and vaccinations.
 6. Any costs or expenses due to failure to comply with the above rules and requirements are the sole responsibility of the passenger traveling with the service animal.

1.10 Failure to Operate on Schedule or Failure To Carry**1.10.1 General**

- A. The provisions of this rule apply to any passenger who has a ticket or conjunctive tickets with a confirmed reservation on a flight, and the passenger is unable to use one or more of the tickets for one of the reasons named herein below.

1.10.2 Definitions

- A. For the purpose of this rule, the following terms have the meaning indicated below:
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1. *Stopover* – a deliberate interruption in excess of four hours of the passenger's journey, as agreed to in advance by Sterling Airways and the passenger, at a point between the place of departure and the place of destination.
2. *Connecting Point* – a point to which a passenger holds or held confirmed space on a Sterling Airways flight and out of which the passenger holds or held confirmed space on a Sterling Airways or other carrier's flight. All airports through which a city is served by any carrier will be deemed to be a single connecting point when the receiving carrier has confirmed reservations to the delivering carrier.
3. *Misconnection* – occurs at a connecting point when a passenger holding confirmed space on a flight of a receiving carrier is unable to use such confirmed space because the delivering carrier was unable to deliver the passenger to the connecting point in time to connect with the receiving carrier's flight.
4. *Outbound Flight* – the flight on which the passenger originally held confirmed space beyond the point where the scheduled irregularity or failure to carry occurs.
5. *Schedule Irregularity* – any of the following irregularities occurring on date of departure:
 - a. Delay in scheduled departure or arrival of a Sterling Airways flight resulting in misconnection, or
 - b. Flight cancellation, omission of a scheduled stop, or a delay/interruption of four or more hours in the scheduled operation of a Sterling Airways flight, or
 - c. Substitution of equipment, or
 - d. A schedule change which requires rerouting of a passenger at departure time, but only if prior notice of such schedule change has not been given by Sterling Airways to such passenger prior to the passenger's arriving at the airport for check-in on the original flight.

1.10.3 Schedule Irregularity

- A. The following applies when a passenger is delayed because of a controllable/non-controllable irregularity or Sterling Airways cancels the passenger's reservation according to "[Cancellation of Reservations](#)" section of this Contract.

1.10.3.1 Limitation of Liability

- A. Except to the extent otherwise allowed in this rule, Sterling Airways will not be liable for any damages suffered by the passenger or any other party as the result of any failure by Sterling Airways to operate any flight according to schedule or for changing the schedule or type of equipment used on any Sterling Airways flight, regardless of whether notice of such change in schedule or type of equipment has or has not been provided to the passenger.

1.10.3.2 Delay, Misconnection, or Cancellation

- A. To the extent reasonably possible, Sterling Airways provides onward transportation to passengers delayed or misconnected as the result of Sterling Airways controllable/non-controllable irregularities or cancellation of Sterling Airways flights or service.
- B. For any delay or misconnection that is the result of the operations of Sterling Airways, Sterling Airways will transport the passenger on the next available flight offered by Sterling Airways at no additional cost to the passenger. If Sterling Airways is unable to provide onward transportation, Sterling Airways will arrange for onward transportation for the passenger on another carrier or combination of carriers with whom Sterling Airways has agreements for such transportation. The passenger will be transported on such other carrier(s)' next available flight, in the same class of service, at no additional cost to the passenger.
- C. If Sterling Airways is unable to arrange alternate air transportation that is reasonably acceptable to the passenger, Sterling Airways will refund the passenger's unused flight coupon.
- D. Sterling Airways will have no obligation to accept or honor another carrier's ticket which does not reflect a confirmed reservation on a Sterling Airways flight, unless the issuing carrier reissued the ticket as a result of any changes in routing. In the event such carrier is not able to reroute the passenger over such carrier's lines; Sterling Airways

reserves the right to reroute passenger only over Sterling Airways' own lines between the points named on the original ticket.

1.10.4 Schedule Change

- A. When a passenger is delayed as a result of a change in Sterling Airways' schedule, and notice of such schedule change has not been given by Sterling Airways to such passenger prior to the passenger's arriving at the airport for check-in on the delayed or rescheduled flight, Sterling Airways will arrange to transport the passenger over Sterling Airways own lines to the destination point, next stopover point, or next transfer point shown on Sterling Airways' portion of the ticket, without stopover, whenever reasonably possible, and at no additional cost to the passenger.
- B. When a Sterling Airways schedule change results in the cancellation of all Sterling Airways service between two cities, Sterling Airways reroutes passengers holding confirmed and ticketed reservation between such cities, over the lines of another carrier or combination of carriers with whom Sterling Airways has a special ticket acceptance agreement in place for such transportation (if available), at no additional cost to the passenger or the passenger is offered a refund as defined in the Involuntary Refund section below.

1.10.5 Amenities/Service for Delayed Passengers

- A. *Lodging* – Passengers are provided one night's reasonable lodging when a Sterling Airways flight on which the passenger is being transported is:
 - 1. Diverted to an unscheduled point and the delay at such unscheduled point is expected to exceed 4 hours; or
 - 2. Late arriving at the destination airport for such Sterling Airways flight, (ii) the passenger, per the passenger's confirmed ticket, is scheduled to connect with a connecting flight at such airport, (iii) as a result of the late arrival of the Sterling Airways' flight at such airport the passenger is reasonably unable to board such connecting flight and (iv) alternate transportation is not available until after 6:00 a.m. the next day.

EXCEPTION: *Hotel accommodations are not furnished to a passenger whose trip is interrupted at a city which is the passenger's origin point, destination point, stopover point (not to be confused with connecting point), or permanent domicile.*

- B. *Ground Transportation* – Any ground transportation provided is determined by Sterling Airways and is via public conveyance.
- C. *Meals* – When the delay is in excess of four hours, a meal voucher may be provided.
- D. *Communications* – When the delay is in excess of 4 hours, the passenger may be entitled to:
 - 1. Make one 3-minute long distance telephone call using Sterling Airways' phone lines, and
 - 2. Send one message using the Sterling Airways' internal communications system.
- E. *Extraordinary Circumstances* – Sterling Airways provides such amenities as Sterling Airways deems reasonably necessary to maintain the safety and/or welfare of certain passengers such as those passengers who are either mentally or physically challenged, unaccompanied children, the elderly, or others to whom the furnishing of such amenities would be consistent with the passenger's special needs or circumstances.
- F. *Carriers in Default* – Sterling Airways does not, under any circumstance, accept or honor any passenger tickets or related transportation documents which have been issued by a carrier which is in substantial default of such carrier's interline obligations or which voluntarily or involuntarily has become the subject of bankruptcy proceedings (the defaulting carrier).
- G. *Strike/Work Stoppage* – In the event of a strike, which causes any cancellation or suspension of operation on any other carrier, the provisions of this section "Amenities/Service for Delayed Passengers" does not apply with respect to passengers holding tickets for transportation on that carrier.

NOTE: *No amenities are offered when delays or cancellations are weather related or out of the control of Sterling Airways.*

1.11 Denied Boarding Compensation**1.11.1 General**

- A. If, due to the fact that there are more passengers holding confirmed reservations and tickets on a Sterling Airways flight than there are available passenger seats on such flight and Sterling Airways is unable to provide a seat on a Sterling Airways flight to a passenger who holds a previously confirmed seat on such flight, then Sterling Airways may take the following actions regarding voluntary and/or involuntary denied boarding as specified below.
- B. *Transportation for Passengers Denied Boarding* – Sterling Airways will transport passengers who have been denied boarding, whether voluntarily or involuntarily, on the next Sterling Airways flight in which space is available, at no additional cost to the passenger. If Sterling Airways is unable to provide onward transportation, Sterling Airways will reasonably attempt to arrange for transportation of the passenger on the first reasonably available flight of another accepting airline to be determined by Sterling Airways at no additional cost to the passenger.
- C. *Time of Offer of Compensation* – Any offer of denied boarding compensation is only be made by Sterling Airways on the day and at the place where the failure to provide the confirmed, reserved space occurred and, if accepted, compensation is issued to or in the name of the passenger who was denied boarding. Any such compensation issued by Sterling Airways is only issued in the form of a voucher good for travel on Sterling Airways. All offers of compensation for denied boarding must be in writing, signed by an authorized Sterling Airways employee. If, at the time and place of the denied boarding, no available Sterling Airways' employee is authorized to extend a valid offer of compensation, the offer will be made by mail or other means within 72 hours after the scheduled departure time for the Sterling Airways flight on which the passenger was denied boarding. Any offer of compensation must be accepted by the passenger as follows:
1. If such offer is validly made at the time and place of denied boarding, then acceptance of such offer must be made prior to the passenger's departure from such place;
 2. If such offer is made by mail, written acceptance of the offer must be received by Sterling Airways within 14 calendar days after the date on which the denied boarding occurred. Upon accepting an offer of compensation for denied boarding, the receiving passenger must sign and return to Sterling Airways an original copy of such offer.

1.11.2 Voluntary Denied Boarding

- A. Sterling Airways requests volunteers for denied boarding before using any other boarding priority. Volunteers are compensated as determined by Sterling Airways.
- B. If the sections "[Refusal to Transport](#)", "[Flight Delays/Cancellations](#)", or "[Involuntary Denied Boarding](#)" are not applicable, and a passenger requests a refund for a ticket issued on Sterling Airways ticket stock, then upon surrender of the unused portion(s) of the ticket, Sterling Airways issues such refund to the passenger upon satisfaction of the following conditions:
1. If no portion of the fully refundable, unrestricted ticket has been used, the amount of the refund is the amount equal to total amount of the fare and the charges applicable to the ticket, as issued to the passenger.
 2. If a portion of the fully refundable, unrestricted ticket has been used, the amount of the refund for the unused portion of the ticket will be the amount equal to the difference between the amount shown in the "Total" box on the ticket less the total amount of the fares and the charges applicable to the transportation of the passenger covered by the used portion of the ticket.
 3. Refunds are issued in accordance with paragraphs 1) or 2) above provided an application for refund has been postmarked no later than the expiration date of the ticket.
 4. Sterling Airways will not be obligated to issue a refund for any portion of a ticket that does not reflect a confirmed reservation on a Sterling Airways flight unless such ticket was issued on Sterling Airways ticket stock.
 5. No refunds for non-refundable type fares – No refund is given for tickets issued for "non-refundable" type fares. If a ticket is comprised of one or more non-refundable round-trip fares, the non-refundability of such fares applies to the amount shown in the "Total" box on the ticket. If a ticket is comprised of one or more non-
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refundable one-way fares, the amount of non-refundability applies only to those fares that are non-refundable type fares.

6. If a passenger requests a voluntary refund of a non-refundable, restricted ticket, Sterling Airways will only issue a travel voucher, good for future travel on Sterling Airways only, for the amount of the unused portions, less a cancellation fee.

EXCEPTION: *In the event of death of the passenger, a refund in the full amount of the fares for all unused portions of the deceased passenger's ticket is issued to the passenger's estate in accordance with the provisions of paragraphs 1) through 4) herein above. A certified copy of the deceased passenger's death certificate must accompany the application for refund that is submitted to Sterling Airways.*

1.11.2.1 Person to Whom Refund is Made

- A. Except as provided below, Sterling Airways issues a refund only to the person named as passenger on the ticket.
- B. Tickets Refunded to Purchaser Only:

Refund of Tickets as Described Below:	Will be made only to:
In exchange for an 846 Special Service Miscellaneous Charge order	The purchaser of the 846 Special Service Miscellaneous Charge Order.
Under a Universal Air Travel Plan	The subscriber against whose account the ticket was charged.
Against a Transportation Request, issued by a government agency, other than a US government agency.	The government agency, which issued the transportation request.
Against a US government Transportation Request.	The US government agency which issued the US Government Transportation Request with a check payable to the "Treasurer of the United States."
Tickets for transportation with Sterling Airways issued against a credit card.	The account of the person to whom such credit card has been issued.

Table 1-3: Ticket Refund Guidelines

- C. Tickets Refundable to Person Other than Passenger:
 1. If, at the time of purchase, the purchaser designates on the ticket another person to whom the refund will be made; the refund will be issued to the person so designated. A refund made in accordance with this procedure to a person representing themselves as the person so designated in the ticket or exchange order will be deemed a valid refund and Sterling Airways is not liable to the true passenger for another refund.
 2. If, at the time of application for refund, evidence is submitted that either a:
 - a. Company purchased the ticket on behalf of an employee of such company, or
 - b. Travel agency has made refund to the travel agency's client, then such refund is issued directly to the employee's company or to the travel agency.

1.11.2.2 Lost Tickets

1.11.2.2.1 Amount of Refund

- A. Subject to the rules herein above regarding non-refundable fares, if a passenger loses their Sterling Airways ticket, or any unused portion thereof, and provided such ticket was issued on Sterling Airways ticket stock, Sterling Airways will issue a refund to the passenger in the following amounts as applicable:

1. The passenger has purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket. The refund will be equal to the fare(s) and charges paid for the new ticket.
2. The passenger has not purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket. The refund will be equal to the fare(s) and charges paid for the lost ticket.

NOTE: *For non-refundable/restricted tickets, any refund due is issued in the form of a travel voucher*

1.11.2.2.2 Application for Refund

- A. *Time Limits* – refund is made in accordance with paragraph 1 above provided that a written application for the refund is postmarked no later than the expiration date of the lost ticket.
- B. *Filed* – the application must be obtained at a Sterling Airways field station or an IATA Travel Agency and then forwarded, by the passenger or travel agent, to the Customer Service Department of Sterling Airways.
- C. *Form of application* – standard Lost Ticket Application. Facsimile is not accepted.
- D. *When payable* – a refund is processed at the end of a 4 month waiting period subject to E. and F. below.
- E. *Previous Use* – Sterling Airways will issue a refund provided that the lost ticket or lost portion thereof has not been previously honored for transportation or refunded to any person.
- F. *Indemnity* – Sterling Airways will not be liable for failure to identify the person using or presenting a ticket for refund as being the true owner of the ticket.

1.11.2.2.3 Service Charge

- A. Sterling Airways collects a service charge for handling a request for issuance of a refund or replacement for any lost ticket.

1.11.2.3 Aged Refunds

- A. Refunds are not issued for tickets presented that are more than one year old.

1.11.3 Involuntary Denied Boarding

- A. *Boarding Priorities* – If a Sterling Airways flight is oversold and/or weight restricted and not enough passengers agree to voluntarily relinquish their seats, Sterling Airways reserves the right to deny boarding to passengers in accordance with the following:
 1. Priority for boarding passengers on the flight is according to time of check-in.
 2. Reasonable efforts are made to accommodate the physically challenged, elderly, infirm passengers needing assistance, unaccompanied minors, and connecting passengers.
 - B. *Amount of Compensation* – Sterling Airways provides reasonable compensation to passengers for involuntary denied boarding in the form of a voucher, good for travel on Sterling Airways. The amount of compensation will be dependent upon the length of time required to rebook the passenger to the passenger's final destination.
 - C. *Waiver of Payment of Compensation* – No denied boarding compensation payment is made if:
 1. The denied boarding is a result of a substitution of equipment of lesser capacity when such substitution is required by operational or safety reasons.
 2. The passenger is asked to deplane by a Sterling Airways crewmember due to the passengers conduct.
 3. The passenger is accommodated on a flight scheduled to arrive within one hour of the passenger's original arrival time.
 4. The passenger has not checked in within the posted requirements.
 - D. The amount that Sterling Airways refunds upon surrender of the unused ticket or portion of the passenger's ticket, pursuant to the ["Refusal to Transport"](#), ["Acceptance of Children"](#), or ["Failure to Operate on Schedule or Failure To Carry"](#) sections of this Contract, will be:
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1. If no portion of the ticket has been used: the amount of the refund will be an amount equal to the fare and charges paid; provided, however, that Sterling Airways will not be obligated to refund any portion of an unused ticket which does not reflect a confirmed reservation on a Sterling Airways flight, unless such ticket was issued on Sterling Airways ticket stock.
 2. If a portion of the ticket has been used:
 - a. If the ticket reflects one or more one-way type fares purchased:
 - 1) If travel was terminated at an origination/destination point, as reflected on the ticket, the amount of the refund will be the amount of the fare paid for the unused segment(s).
 - 2) If travel was terminated at an intermediate or stopover point, the amount of refund will be the amount of the one- way fare from the point of termination to either the destination named on the ticket or the point at which transportation is to resume, with the amount of such refund being limited to the amount of the lowest one-way fare for such travel for the class of service indicated on the ticket, less any discount received by the passenger on the original ticket.
 - b. If the ticket reflects either a round trip or excursion type fare purchased;
 - 1) Round-trip, circle-trip, or open-jaw trip – the amount of the refund will be 50% of the amount of the round-trip or excursion fare, from the point of termination to the destination/stopover point named on the ticket or to the point at which transportation is to resume, for the class of service indicated on the ticket and booking class paid for.
 - 2) If no fare of the type paid by the passenger for the passenger's original ticket is published between the point of termination to the destination or point at which transportation is to resume, the amount of the refund is in the same proportion to the total amount paid by the passenger for the original ticket as the normal coach fare published between the point of termination and destination named on the ticket or to the point at which transportation is to resume is to the normal coach fare for all flights from the passenger's point of origin to the passenger's destination point.
- E. Sterling Airways does not issue a refund for:
1. Any portion(s) of a ticket, which does not reflect a confirmed reservation on a Sterling Airways flight, unless such ticket was issued on Sterling Airways ticket stock.
 2. An amount that exceeds the fare paid for the portion(s) being refunded.

1.12 Conditions

1.12.1 Amendments

- A. Sterling Airways reserves the right, at any time, to amend or modify these Terms and Conditions for Carriage of Contract, with such amendments or modifications to be effective for all air travel on Sterling Airways which commences after the date of such amendment or modification. The terms of this Agreement may only be waived, amended, or modified by means of a written document. Only an authorized officer of Sterling Airways has the authority to waive, amend, or modify any of the terms and conditions contained herein.

1.12.2 Headings

- A. The paragraph heading herein are for convenience only and will not affect the construction hereof.

1.12.3 Use of Terms

- A. As used herein, words in any gender will be deemed to include the other gender and the singular will be deemed to include the plural, and vice versa.

1.12.4 Severability

- A. If any provision in this Contract will be held invalid, illegal or unenforceable in any jurisdiction, the validity, legality and enforceability of the remaining provisions of this Contract will not be impaired thereby, nor will the validity, legality or enforceability of any such defective provision be in any way affected or impaired in any other jurisdiction.

1.12.5 Damages

- A. Except as otherwise provided for by law, the liability of a defaulting party under this Contract will be limited to the actual and direct monetary damages caused by such breach.

1.12.6 Entire Agreement

- A. This Contract constitutes the entire agreement between the parties concerning the subject matter hereof and supersedes and merges any prior written or oral agreements between the parties.