

TERMS AND CONDITIONS

CANCELLATIONS AND REFUNDS

A 48-hour cancellation or change of tour notice is required for all helicopter tours and must be made in writing by email. A full refund will be issued if you cancel your reservation a minimum of 48-hours prior to your scheduled tour departure time. Cancellations or changes made within (less than) 48-hours of the tour departure time, are not refundable and will be charged in full unless we are successfully able to re-book the seats. If you do not show up for your scheduled flight, you will be charged in full. All flights are weather permitting. If for any reason a flight is cancelled by Island Helicopters Kauai (Island Helicopters) due to the weather or maintenance, your ticket will be fully refunded or you may choose to re-schedule your tour plans. Please note that flight routes and destinations may vary due to weather conditions. Once a passenger has checked in, should they decide not to take the tour, no refund will be given. Island Helicopters is not responsible and will not refund any passenger who experiences airsickness.

RESERVATION POLICIES

Tours are booked as a shared experience for six (6) passengers; however, we do offer both Private and Preferred Seating tours. Our current protocol is to require parties of five (5) passengers to book a Private Tour. The cost of this Private Tour includes a substantial discount on the 6th (unoccupied) seat. A Private Tour discounted rate is available for all flights with five (5) or fewer passengers wishing to fly with only their group members. Please call us directly for pricing and availability. All reservations require a valid credit or debit card to hold your booking. For U.S. domestic customers booking directly with Island Helicopters, your card will not be charged until your scheduled tour date, if you choose to pay by credit card. For those booking with outside agencies, international customers and all those who are camping while on Kauai, you will be charged in full at the time of booking at the credit card pricing. For groups larger than six (6) passengers, we do require a 50% deposit which will be charged to the credit card submitted on the reservation request. After submitting your reservation request, one of our agents will contact you by email within 24-hours to confirm your reservation. If you have not received a confirmation by email within 24-hours of submission, please call us for information about your reservation. For reservation requests to fly within 48-hours, your reservation will not be confirmed until we have spoken with you personally. Due to volatility in the jet fuel market, flights that are booked over six (6) weeks in advance are subject to any price changes. Rest assured, we always try to keep our prices as low as possible, especially when compared to all of our competitors.

WEIGHT AND SEATING GUIDELINES

Seating within the helicopter is coordinated according to Federal Aviation Administration (FAA) regulations and the discretion of Island Helicopters. Helicopter weight and balance changes with every flight. It is imperative that stated body weights are as accurate as possible at the time of booking. FAA regulations require all passengers and their carry-on items are weighed at the time of check-in. In the event that a passenger's actual weight is significantly more than the weight given to us during the reservation process, there could be a possibility that the passenger may not be able to fly; yet they will still be responsible for their full seat price. Any passenger over 240 lbs. may be required to purchase an additional seat. For parties of two traveling together, that do not exceed 240 lbs. individually, but have combined weights exceeding 420 lbs., may be required to purchase an additional seat. Passengers who want to be accommodated in specific seats within the aircraft should call us to inquire about the pricing for a Private Tour or our Preferred Seating option.

INFANT AND CHILD PASSENGERS

Children under two (2) years of age on the scheduled tour date, not occupying a seat, may be carried free of charge when traveling with an adult. Although the purchase of a seat is not required for the infant, you will need to let Island Helicopters know at the time of booking your tour, what the child's estimated weight on the date of the flight is, as well as their date of birth. Per liability and insurance guidelines, Island Helicopters is unable to accommodate more than one lap child (under 24 months old) per tour. Children age 24 months and older are required to purchase a seat at the regular price.

ITEMS NOT PERMITTED AND HAZARDOUS MATERIALS

It is in violation of the federal laws governing air transit to bring aboard hazardous materials that include, but are not limited to: explosives, compressed gasses, flammable liquids and solids, oxidizers, poisons, corrosives, radioactive materials, guns and ammunition. We do not allow tablets/large iPads, tripods, selfie-sticks (or any type of handle attached to a camera/video device) and large cameras with extended lens to be used during the flight. Drones are not allowed at Manawaiopuna (Jurassic) Falls. We are not able to accommodate walkers, wheelchairs and animals of any kind (including service animals) onto the helicopter.

PHOTOGRAPHY AND VIDEOGRAPHY

Island Helicopters is not responsible for the quality of personal photos and videos taken during your flight. Our tours are flightseeing excursions with photo opportunities. We kindly ask that customers be respectful of others in the helicopter and do not place their camera/device in the center of the window for the duration of the flight. For those on the "Jurassic Falls Landing Adventure": Per the exclusive contract with the landowners of Manawaiopuna Falls, the taking of photos and videos at the falls is permissible for personal use only and is not allowed for commercial purposes unless otherwise pre-arranged, in writing, through Island Helicopters.

CUSTOMER CONDUCT

No one is allowed, at any time, to interfere with the duties of ground personnel or the pilot, and that such behavior is cause for being denied boarding for your tour. Intoxicated customers are not allowed on the helicopter. Smoking and vaping are NOT allowed within 25-feet of any public building in Hawaii, including Island Helicopters' office. Also, in accordance with our exclusive permit, smoking and vaping are NOT allowed at Manawaiopuna Falls.

COVID-19

As a tenant of the State of Hawaii, Island Helicopters is required to follow all health and safety orders set forth by this entity.

OTHER CONDITIONS

The "Jurassic Falls Landing Adventure" requires passengers to be able to walk approximately 100 yards on an uneven, unpaved trail and also climb four steps up and down on a small footbridge, in order to reach the base of Manawaiopuna Falls.