



### **American Express® Terms and condition**

- This offer is open to all American Express Corporate Card members whose accounts are valid and in good standing. An American Express Cardmember ("Cardmember") for the purpose of this offer means a person holding a card issued by American Express® Banking Corp. in India.
- These offers are being made purely on a "best effort" basis. Card members are not bound in any manner to participate in these offers and any such participation is purely voluntary
- To receive these offers, purchase should be charged in full to the American Express Card. No cash alternative is available
- American Express Banking Corp. is neither responsible for availability of services nor guarantees the quality of the goods/services and is not liable for any defect or deficiency of goods or services so obtained/availed of by the Card members under these offers. Any disputes with regard to the quality of goods/services availed shall be taken up with the merchant/service establishment directly. American Express shall have no liability whatsoever with regard to the same
- American Express shall not be liable whatsoever for any loss/damage/claims that may arise out of use or non-use of any goods or services availed by Card member under these offers. American Express reserves its absolute right to withdraw and/or alter any of the terms and conditions of the offer at any time without prior notice
- Nothing expressed or implied in the program shall in any way waive or amend any of the terms and conditions of the existing Card member agreement with the Card issuer
- Any disputes arising out of and in connection with this program shall be subject to the exclusive jurisdiction of the courts in the state of Delhi only.
- This offer is subject to partner Terms and Conditions.
- In the wake of COVID 19, while the merchants/service establishments may be maintaining all safety measures, we request you to ensure safety at your end as well. In no event shall American Express be held liable for any fallouts/illness or any concerns arising/occurring due to the cardmember choosing to order/avail services from the merchant/service establishment.

### **BLADE: Terms and Conditions**

#### **Offer 1. BLADE Pay-Per-Person offer:**

- Platinum – 15% off on all bookings. Only applicable for helicopters

#### **Offer 2: BLADE Anywhere (charter service) offer:**

- Flat 15% off on charter bookings for Platinum cards with a minimum bill amount of INR 1.5 lacs. This does not include landing, handling, or parking/halt charges. This is applicable only on the flying charges – Extras including handling charges, landing charge etc. will not be part of the offer. This is applicable for all routes.

**Offer 3: BLADE Care (air ambulance service) offer:**

- Flat 15% off on all air ambulance booking for Platinum cards.
- Extras including handling charges, landing charge etc. will not be part of the offer
- The above offers are before taxes.
- The above offers are applicable for supplementary cards as well.
- Offers will be valid from 20<sup>th</sup> June 2022 to 15th January 2023 (both days included)

**Terms and Conditions****Offer 1: Fly Blade – Pay Per Person Service**

- Valid on all BLADE operating Pay Per Person sectors within India on intercity and intracity routes
- One BLADE ticket is a single journey ticket per person
- Current BLADE India routes
  - **Maharashtra:**
    - Mumbai, Pune, Shirdi, Aamby Valley and Hilton Shillim
  - **Karnataka:**
    - Bangalore, Coorg, Kabini & Hampi
- Discount is applicable before taxes and any other fees.
- This offer can be used multiple times during the offer period
- There are no Blackout dates for this offer.
- There are no exclusions on Multi City Flights Sectors within BLADE's current sectors.
- This offer cannot be clubbed or exchanged with any other offer or discount extended by FLY BLADE INDIA as part of any other arrangement.
- The offer will be applied on the base price as published on the BLADE India website.
- Standard BLADE India policies for cancellation, modification and transfers apply (on the BLADE website) - <https://flyBLADE.in/>
- Standard Baggage Policy by Fly BLADE INDIA will apply.
- All tickets would be subject to availability at the time of booking and will be governed by the standard BLADE INDIA Policies
- BLADE India reserves the right to accept or deny any booking
- BLADE India reserves the right to modify or discontinue any promotional offer at their discretion.
- The pilot in command is the final authority for operations.
- In case a cardmember directly contacts BLADE, cardmembers will be redirected to American Express.

**Offer 2: Fly Blade - By Charter**

- Charters will be confirmed upon receiving 100% advance payment.
- The charter cost will be quoted subject to indicated flying time, overnight stay, waiting charges etc. If there is any change to these parameters, the quote will be revised accordingly. This quote includes the initial (basis cardmember itinerary) Flying hours, Landing, handling, fuel, flying hours, stop charges, any layover or overnight stay. The cardmember needs to pay this entire amount on his/her card. However, later if they change their itinerary and want to use the charter longer / take a different route – the Travel and Lifestyle Services (for Platinum cards) needs to inform Fly BLADE and give a written confirmation that the cardmember will settle this amount later their return.
- BLADE India reserves the right to accept or deny change in cardmember's itinerary. For extra services during Fly BLADE reserved service, extra payment must be made within 12 hours of charter completion.

- The charter quote will consist of a minimum of 2 hours flying time. The flying time quoted in the quotation is approximate and is subject to weather and other conditions and may vary. The final settlement of bills shall be done as per actual hours flown over and above estimated flying time (from and to the base). Fly BLADE has a full cancellation policy on charters as well (link shared below). Basically, if the cancellation is beforehand (from BLADE's end) due to weather or a technical snag or anything, a full refund is made.
- For cancellation policy kindly [click here](#)
- Crew layover in case of prolonged halts during the course of a single day at a particular station becomes the responsibility of the cardmember booking the charter to make the arrangements for lodging at a five-star hotel. BLADE will make the accommodation and ground transfer arrangements and invoice the same to the cardmember booking the charter.
- Flight timings are indicated in NIL wind conditions and billing would be on actual time taken for the engine on to engine off, depending on weather, wind, fog visibility conditions. Flight schedules are subject to change or divert due to weather conditions, flight safety and operational restrictions. This is on case-to-case basis.
- If the flight is delayed and the guest is in agreement there is no refund, however if the flight is being rescheduled and the guest does not wish to reschedule to another day, BLADE will do a full refund.
- Extension of watch hour charges will be applicable basis the stop or holding. Travel and Lifestyle Services (for Platinum cards)/cardmember needs to have this signed off before cardmember makes this change.
- Incase a cardmember directly contacts BLADE, cardmembers will be redirected to American Express.

#### **Examples-**

- Scenario 1: If the guest chooses to hold the aircraft longer, basis the aircraft continued availability the guest is given a confirmation if the same is possible or not
  - If it is possible, Travel and Lifestyle Services (for Platinum cards) to send a mail with the change in plan.
  - After the flight is completed, the final invoice is shared for the additional amount to be paid within 12 hours of Charter completion.
  - The invoice can come with the break-up of what all additions were made to that flight.
- Scenario 2: In case there is a change in flight because guest wanted it to be cut short, then there is no refund. In case there is a technical glitch or weather diversion or return to base then the guest pays for the amount of flying done, diversion and return to base cost, the balance is refunded. This can only be determined on the situation BLADE is faced with at that time.
- Refund is made through the same channel as the payment was made. Refund process:
  - This has to be done on case-to-case basis.
  - In case of full refund, it is done within 7-15 working days
  - In case of partial refund, the flying hours and extras are calculated, shared with guest and upon approval the balance is refunded within 7-15 working days
- Confirmation of charter should be given with full payment at least 18 hours before scheduled departure time for necessary ground handling arrangements to be made.
- The quotation given is subject to availability of the crew and the aircraft and is subject to change based on availability at the time of confirmation.
- In case of foreign passengers, BLADE will require names, nationality, passport number, date of issue and expiry of the passport and valid visa of the passengers travelling.
- Fly BLADE India will not be held liable if due to technical snag, the flight stands cancelled.
- Total pieces of baggage are to be confirmed one day prior to departure.
- Fly BLADE India are not permitted to carry any Dangerous goods.
- Pilot Flight duty time limitation to be adhered to DGCA Regulations.

### **Terms & Conditions for Medical Evacuation:**

- Only By the per sperson Service and Charter have policies. For ambulance as the service is very case -to-case basis, there are no policies. The terms and conditions for medical evac are shared at the time of booking confirmations.
- In case a cardmember directly contacts BLADE, cardmembers will be redirected to American Express.

### **Fulfillment Process or Booking Process:**

- Platinum cardmembers will need to contact Platinum Travel and Lifestyle Services with travel details.
- Final Voucher (Ticket) will be sent on cardmember's registered email id.
- Guest will get a booking confirmation via email 24 hours prior to departure with flight details.

### **Cardmember Journey Post Booking the Pay-Per-person Service:**

- Once booking is confirmed, the guest to reach out to book the car (if required). This can be discussed at the time of making the booking. All the points on pick up location, time of pick up etc. is discussed over the call and advised basis the location, sector being travelled etc. Car details with driver, driver's phone number is also shared with the Relationship Manager/Travel and Lifestyle Services/cardmembers for smooth coordination.
- Guest receives a voucher as soon as the booking is made. This is a confirmation of booking of the flight.
- Guest receives confirmation voucher a day prior to flight with all the details.
- There are 2 mails with information (vouchers) that goes out from BLADE, once as soon as the booking is made and the next 24 hours prior to departure, which is also called the confirmation voucher. That voucher contains sector information, aircraft details, exact time, T&Cs etc.
- American Express RM's and Travel and lifestyle services will share cardmember details with BLADE India. Guest receives a call an hour prior to flight checking if they need any assistance with location etc. BLADE flier experience team calls them, this is standard practice, this is to ensure the following
  - If the guest is coming on their own, they should have no difficulty locating the lounge, making sure they are arriving on time, addressing any questions they might have etc.
- BLADE Flier Experience team is present at the lounge, they are the ones who make the call and would greet and meet the guest as well
- Guest arrives at the BLADE lounge 20-30 mins prior to departure – is checked in, taken through safety briefing, served snacks and beverages (which is on house) before departure.
- The team already takes the necessary documents before the flight like a government identification proof, vaccination certificate basis the state rules and DGCA rules implemented at that time.
- These documents are pre submitted with the operations/Flier experience team
- A soft copy of the voucher is enough
- The driver details are taken down by lounge team so that the arrival team can be informed and can help with ensuring timely arrival.
- Guest is assisted to the aircraft and bid goodbye
- Guests arrives to the arrival destination, has the option to straight head for the car or use lounge facilities as they require.
- The lounge has a comfortable seating space where F&B is served on the house. Check in process is completed and safety guidelines briefed. All BLADE lounges have a washroom space attached which the flier experience team requests guest to use before travel as there is no such facility on a helicopter

- The lounge person/ Flier experience team member reaches out to guest.
- In case a cardmember directly contacts BLADE, cardmembers will be redirected to American Express.

#### **Cardmember Journey Post Booking the Charter:**

- A relationship manager is assigned from BLADE's end upon closing a charter
- The BLADE relationship manager calls the guest, introduces themselves and takes them through the guest journey that is to follow for this charter
- Depending on the type of charter it is, food preferences etc. are taken
- The BLADE RM handholds the guest from the start to the end of their journey for this booking, ensuring car entry points, internal car arrangements, boarding pass arrangements etc. There is no boarding pass that is given for a charter beforehand. Basically, if the charter is taking off from a BLADE lounge, the guest is given a slapband check in, if it is from an airport, they get the airport boarding pass and if it is from any other location then there might be no boarding pass needed. As a flight confirmation. First a Payment Invoice is raised from BLADE, against which payment is done and once the payment is received a tax invoice is shared. If the flight is taking off from an airport, then boarding passes are needed. This is again all dependent on the type of charter – fixed wing, turbo, helicopter etc.
- BLADE RM also tries to be present in person wherever possible to assist the guest. For all destination where there is BLADE present, a BLADE rep (assigned BLADE RM) will be present. There are different locations (airport/aerodrome/BLADE lounge/other lounge) where the charter can take off from or land. These locations could be outside of locations BLADE is present at, most of these location charters are remotely managed. The BLADE RM assigned to a charter guest assists the guest from start to end. Meet and greet is a function of location be it departure or arrival.

#### **Medical Evacuation or Ambulance Booking:**

- Guest to arrange for a 3-way call between Relationship Manager/Travel and Lifestyle Services, patient's family member and treating doctor to get details on the requirement and patient's condition to advise accordingly.
- It is important to know the condition of the patient (covid/non-covid) and doctor's consent on it being safe to travel.
- There are other requirements that also need to be highlighted, which is why this call is essential

#### **Cardmember Journey Post Booking the Ambulance:**

- Cases to case and subjective
- This kind of service follows a tight process, sometimes ambulance has to be brought till inside of the airport and the same at destination of arrival. All medivacs are taken over by the senior management and are closely managed till the same is completed. Medevacs at BLADE are treated with utmost care.

#### **Links for BLADE India policies :**

- All FAQs: <https://flyBLADE.in/p/help>
- Weather and Delay Policies: <https://flyBLADE.in/p/weather>
- Flight Cancellation and Change Policies: <https://flyBLADE.in/p/cancellations>
- Only pay per person Service and Charter have policies. For ambulance as the service is very case-to-case basis, there are no policies. The T&Cs for medical evac are shared at the time of booking confirmations, if any

- For offer related queries cardmembers can contact Travel and lifestyle team for Platinum cards
- Cardmembers can raise queries regarding this offer by 15<sup>th</sup> January 2023

Escalation Matrix:

- Blade Point of contacts (Level 1, 2 & 3) are meant for Amex internal usage and not CMs
- CMs are to reach out to TLS POC mentioned below

Contact Level	Time from receipt of customer request	Contact Number + Email	Committed TAT for partner to respond to Cardmember/ Amex
Level 1	Immediate to 24 hours	Erika: 93244 57697, <a href="mailto:erika@flyBLADE.in">erika@flyBLADE.in</a>	24 hours
Level 2	24-48 hours	Disha: 93110 78948 <a href="mailto:disha@flyBLADE.in">disha@flyBLADE.in</a>	24 hours
Level 3	>48 hours	Payal: 98860 99678 <a href="mailto:payal@flyBLADE.in">payal@flyBLADE.in</a>	48 hours
Platinum TLS		1 800 419 0150	