

Our above quotation covers the flight costs including landing fees, ATC- and airway fees, all planning-related and flight-related costs, crew accommodation, necessary visa, medical expenditures and medical crew costs (1 flight doctor and 1 paramedic or intensive care nurse). The price is exclusive for the asked destination and flight times, in case of time- or destination changes we reserve the right to arrange a new quotation.

Not included in this price are expenses for necessary de-icing of aircraft, war-insurance for particular countries and additional costs arising from landing at airfields outside official hours of operation. Such Costs will be charged extra and debited afterwards.

Also not included are grounds transports, which we offer too arrange at extra costs. Detailed prices for the above can be enquired during office hours from our operations headquarter. No VAT with international flights.

It is the client's responsibility to provide valid immigration documents and visa for all passengers.

SkyDoctors Air Ambulance GmbH will inform the client immediately if the medical crew finds the patient in a condition that does not permit to accomplish the transport as planned. In this case it is the client's obligation to make appropriate decisions together and in agreement with SkyDoctors Air Ambulance GmbH.

Unless a sea level / low-level cabin-pressure flight has been agreed upon in the flight confirmation, an extra charge of 15% will be applicable if the patients condition unexpectedly calls for a transport in sea level or low-level cabin-pressure. Whenever possible, such altered conditions and subsequent actions will be communicated to the client before departure of flight and will also be clearly documented in the medical transfer records.

In case of extremely adverse weather conditions we reserve the right of postponing a mission for safety reasons.

Payment terms:

We reserve the right to ask advance payment (applicable for new costumers). As a standard we expect payment within 7 days after the date of flight.

Cancellation terms:

In case of cancellation less than 96 till 48 hours prior to scheduled departure 20% of agreed flight price, at least € 2500,00

In case of cancellation less than 48 till 24 hours prior to scheduled departure 40% of agreed flight price, at least € 2750,00

In case of cancellation less than 24 hours prior to scheduled departure 60% of agreed flight price, at least € 3000,00

Special costs for deicing, late opening of airports or sealevel flights will be charged seperately.