



PRE-DEPARTURE GUIDELINES

FRONT DESK/RECEPTION AREA

- Upon arrival at the hangar, members/guests are requested to proceed to the front desk for check-in.
- For security reasons, all members/guests must present their membership identification card or any valid I.D. to the receptionist at the front desk.
- The front desk will also be the drop off point for check-in baggage. Please be reminded that check-in baggage is limited to 10 kilos per member/guest. One Hundred Pesos (100 Php) will be collected per kilo of anything in excess of the allowed weight. Snacks and beverage items may be brought for personal consumption. However alcoholic beverages, spirits and wines will be charged a corkage fee of One thousand Pesos (1,000 Php) if brought into any of the restaurant/bar outlets in the island.
- All bags will be scanned by a metal detector. Please ensure that dangerous or hazardous items are declared. (Attached Dangerous Goods Items).
- Members/guests are required to check in 1.5 hours prior to their flight schedule as we follow a strict departure time based on the slots given to us by Manila Airport Tower.
- Passengers will board the aircraft fifteen (15) minutes before departure time and once the doors are closed, we will no longer allow any late passengers to board the flight.

LOUNGE/HOLDING AREA (Pre-departure)

- Bringing and/or drinking of liquor or any alcoholic beverage is prohibited inside the lounge.
- Smoking is only allowed at designated areas.
- Body guards/Personal Security Aids will be requested to stay at a separate waiting area.
- Please refrain from entering restricted areas unless called for boarding.
- Please observe proper conduct at all times so as not to offend other members/guests/staff.

FLIGHT

- Hand carry bags must be approximately 12 inches in width and 10 inches in height. Due to safety reasons, carry- on baggage must be placed under the seat in front of you. No items should be placed on your lap during the duration of your flight.
- Members/guests will be prohibited to join the flight when intoxicated or under the influence of alcohol.
- As per the Civil Aviation Authority of the Philippines (**CAAP**), taking of photos is not allowed inside the hangar and on the ramp as this is considered a hazardous act and may cause injuries.
- In cases of flight delay due to uncontrollable circumstances, the member/guest will have the option to rebook their flight or totally cancel their booking without penalties or charges.