



# Helicopter Hire Policies

## Booking a Flight

Thank you for your interest in our services. helidubai is the region's premier helicopter service company providing a full-service luxury corporate and private charter flights. We operate 7 days a week and require 36 hours notification to book a flight. However, we will do our best to accommodate short notice requests depending on the availability of the helicopter.

Policies and procedures for booking a helicopter:

1. Upon receiving a helicopter request via email, fax or the website, we will forward a helicopter booking form and passenger manifest.
2. The helicopter booking form needs to be signed, stamped acknowledging the Terms & Conditions on page 2 (applicable for all companies) and returned back along with the completed passenger manifest and passport copies of each passenger. Please don't forget to include all weights.
3. For security purposes, as required by the UAE government, we require copies of passports for all passengers intending to fly with us prior to the flight.
4. The helicopter and personnel will be scheduled and dispatched upon receipt of the required documents and full payment.
5. Rescheduling of flights must be done no less than 24 hours prior to flight.
6. Cancellation policy: flights cancelled prior to 24 hours will not be charged. Flights cancelled within 24 hours of the booking will be charged at **50%** of the total cost for the day. Flights cancelled within 4 hours of take off time will be charged at **100%** of the total cost. No refunds will be made in the event of "no shows"

**All flight bookings are subject to aircraft availability and are on a first come first served basis.**

**Our office working hours are from 0730 – 1430 Sunday to Thursday**  
**Office +971 04 224 40 33 // Fax +971 4 224 4168 [helidubai@daw.ae](mailto:helidubai@daw.ae)**