

Terms and Conditions of FlyMiwok's Service

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1. Airport Operations and Service

Safety

While FlyMiwok-approved operators will always endeavor to operate flights as booked by you, the first priority of our Organization, its Operators and its Employees, and our first responsibility to you, our valued Customer, is and will always be optimum safety. We always predicate our daily operational and scheduling decisions on the safety, security, and wellbeing of our Customers, Operators, Employees, and equipment. We do not believe that this is an area where you would want or expect us to compromise—for any reason.

Occasionally, therefore, it may be necessary for our operators to delay, divert, or cancel a flight due to weather, field conditions, Air Traffic Control problems, repairs and maintenance, or other security or safety-related conditions and issues. When these situations arise, we will always do our best to minimize your inconvenience.

The pilot of any FlyMiwok-approved operators' plane reserves the right to deny boarding to any passenger who is intoxicated, unruly or appears unfit to fly.

Service

The probability of an on-time arrival is high when you travel with a FlyMiwok-approved operator. Our operators strive to operate every flight and meet every arrival time shown in your booking confirmation.

All indicated departure and arrival times are shown in "local" time for the city indicated.

Boarding

For safety reasons, please follow the pilot's instructions closely during the boarding process.

You are advised to arrive at least 15-30 minutes prior to your scheduled departure.

In order to be allowed to board the aircraft:

- You must bring along a government-issued photo identification, so we can match you with the name and itinerary number on the passenger list. It is also advised to bring along the confirmation email containing your name and itinerary number.
- In case you receive a special Senior or Military personnel discount, we might require you to produce documentation to verify eligibility for that discount
- You will have to sign a simple and short medical waiver that you are fit to fly in an airplane
- Customers with health problems such as diabetes, epilepsy or other health conditions that might impact the safe operation of an airplane can only sit in the back seat of the airplane and not in the front seat next to the pilot.

The pilot has the right to deny you boarding the aircraft, if

- Your name is not on the passenger list or you cannot produce identification (we do not accept "placeholders" or "walk-ups")
- There is a discrepancy between the amount and the weight of the baggage you bring along compared to what was specified when the reservation was made and if you are then unwilling to pay an additional fee if it was requested by the pilot
- You are unwilling to comply with the pilot's instructions
- You are intoxicated, unruly or appear unfit to fly
- You appear to be a risk to the safety of the flight or any of the other passengers on board

On-board Service

Due to our short flight times and to keep your fares low, we do not serve or sell drinks or meals onboard any of our flights, but we invite you to bring your own food and drink.

Flight Status Information

The best information we have regarding the status of your FlyMiwok flight is available on our web site, **flymiwok.com**, 24 hours a day, seven days a week, or through our call center. Our toll-free number is 1-877-GOMIWOK. Third-party computer systems assist us with flight tracking, and we endeavor to update the status of each FlyMiwok flight operation in real-time or at regular intervals.

Please keep in mind that much of the information available to us (regarding delays, for example) comes to us from other sources, such as the government's Air Traffic Control (ATC) system or the National Weather Service. What we are able to impart to you depends to a great extent on the quality and timeliness of information we receive from these sources.

If the status of your flight changes with respect to a known departure delay or cancellation, we will, in a timely manner, notify you at the airport, by email or by phone of the best available information regarding such known delay or cancellation. If, while in-flight, your aircraft is subjected to a known delay or diversion, we will, in a timely manner, notify you of the best available information regarding such known delay or diversion as it affects your aircraft.

2. Irregular Operations

Delays and Cancellations

FlyMiwok's operators always do their best to operate flights as scheduled. Sometimes, events beyond their control or situations they could not anticipate prevent them from doing so. If, for reasons within their control, your FlyMiwok flight does not operate as scheduled, we will, at your request, try to rebook you on another FlyMiwok flight with available seats to your ticketed destination. If you elect to take an alternate FlyMiwok flight, we will not charge you additional fees even if your ticket for the disrupted flight has usage limits or fare restrictions. If there are no FlyMiwok flights available for you to join, we will issue you a full refund and endeavor, to the best of our ability, to help you arrange for alternative transportation.

Departure Delays

FlyMiwok-approved operators will not begin the boarding process if it is known that your flight will be delayed. This will ensure that our Customers have access to airport facilities and services during the course of a delay.

Delays on the Aircraft

Onboard delays are situations we always try to avoid. However, if weather, visibility, airport conditions, mechanical problems, ATC requirements, or other uncontrollable circumstances cause ground delays, we will endeavor to return to the airport facilities.

Regardless of whether a delay is incurred on the ground or in the air, we will try to keep you informed. We will provide the best information available to us with regard to the cause of the delay and any changes in the status of your flight.

Disrupted Itineraries

FlyMiwok-approved operators will always do their best to get you to your destination safely and on time. Rare and unforeseen circumstances sometimes prevent them from reaching that goal. If that happens, your itinerary may be disrupted. Your itinerary is "disrupted" when you have departed from your "point of origin," and, through no fault of your own, your FlyMiwok-approved operator is unable to transport you to your destination as booked. In that case, you will be accommodated on the next flight by a FlyMiwok-approved operator with seats available to your destination, if available. You will not be charged any more money or required to purchase another ticket.

Reaching Your Destination

It is our goal to get you to your destination safely and on time. However, if circumstances within our control cause you to miss the last possible flight of the day to your destination, our Customer Service personnel have the authority to arrange for alternative transportation. We will find alternative transportation as near to the airport as possible.

If the cause of your inconvenience is not within our means of control, we will do our best to assist you securing alternative transportation.

We do not pay for tickets on airlines or absorb the difference between our fares and fares on airlines. Nor will we refund your FlyMiwok ticket.

Advisory at the Airport

If, when you check in for your FlyMiwok flight, we have learned that weather, field conditions, air traffic, or other operating conditions are such that your flight may be delayed en route, rerouted or include an unscheduled stop, the FlyMiwok Representative will let you know.

Generally, you will be notified either via email, text message or orally when you check in. This service is provided as a courtesy and intended to give you the option of postponing your trip or selecting an alternate FlyMiwok flight.

If you opt to travel on any FlyMiwok flight after being advised of the possibility of an en route delay, diversion, unscheduled stop, or cancellation, it is important to understand that you might incur some extra expenses. Your FlyMiwok ticket covers only the cost of your air transportation. Tickets for airlines, ground transportation, hotel accommodations, meals, telephone expenses, and other amenity costs are not included in our ticket prices.

3. Fares, Reservations, and Ticketing

Public and Private Flights

FlyMiwok offers both private and public flights. Refundable, Non-Refundable and Hop-On Fares are available and posted on www.flymiwok.com for both types of flights, or are available over the phone by calling our call center at 1-877-GOMIWOK. Typically, fares differ between public and private flights.

A. Public Flights

Public Flights are open for other passengers to join as well as passengers that are invited by you. Public flights are visible in the “Planning & Reservations” section of our website and will be offered to customers as an option to join while booking their ‘public’ flight. Other travelers can join any available public flight, as long as there are seats available on that flight.

B. Private Flights

Private flights are not open for other passengers to join, unless invited directly by you. A private flight is not visible in the “Planning & Reservations” section of our website, nor will it be offered to customers that have not been specifically invited by you. Customers with Special Needs, unaccompanied minors and customers transporting animals and / or oversized baggage must always book private flights.

Create or Join a Flight

FlyMiwok is not an airline. We do not offer scheduled flights. When you want to book a flight with us, you have the option to either create a new flight based on your schedule or join an existing flight that was scheduled by another member of the FlyMiwok community, if such a flight already exists for roughly the time and the departure point and destination you wish to travel to and from.

A. Create a Flight

When you cannot find a flight at the time you wish to travel with FlyMiwok, you can simply create a new flight in our travel reservation system and if you choose to make the flight public, offer the flight to others so they can join you on your flight, thereby increasing the potential of earning instant rebates.

B. Join a Flight

If you wish to join an existing public flight, you can do so rather than creating a new flight. The advantage of joining an existing flight would be that the price per person on the flight might be lower than if you create a new flight, depending on how many people actually fly with you. At certain times, we will also make lower-priced Hop-On Fares available when joining a public flight. Please note that you can only join a private flight, if you are invited by the creator of the flight.

The relationship between public/private flights and create/join a flight is also explained in the following table:

	Public Flight	Private Flight
Create a Flight	Yes	Yes

Join a Flight	Yes, once the flight exists	By invitation only
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Fares

FlyMiwok offers refundable, non-refundable and hop-on fares to you. Plus, we make special fares available to seniors (65 years of age or older), military personnel, infants and toddlers under the age of two years and older children (traveling with adults).

A. Refundable Fares

Our refundable fares are fully refundable and enable you to make changes to your travel plans. Refundable fares are available for both public and private flights. **Please note:** By 12 pm Pacific Time on the day prior to the departure of your first flight segment, Refundable fares will automatically convert to non-refundable fares and you will not be able to receive a refund for the flight under any circumstances.

B. Non-Refundable Fares

Our non-refundable fares are not refundable and non-reusable. Non-refundable fares are available for both public and private flights.

C. Hop-On Fares

Our Hop-On fares are deeply discounted, but non-refundable, non-reusable and non-transferable. Hop-On fares are made available on any flight after 12 pm Pacific Time on the day prior to the departure of a flight. Hop-On fares will also be made available on any flight as soon as a non-refundable seat is sold on that flight.

D. Transferability and Corporate Accounts

If you paid for your FlyMiwok reservations by using funds from a corporate 6 Degrees membership account, all fares are transferable to other employees of the same corporation. However, the following restrictions apply:

- You have to inform FlyMiwok of the transfer by phone at least two hours before the departure of the first segment of your reservation. This will allow FlyMiwok to change the name on the passenger list of the flight(s) you are booked on. When boarding a plane, FlyMiwok will check the identities of all passengers. If the name of a passenger is not on the FlyMiwok passenger list, we reserve the right to deny boarding to that passenger.
- You always have to transfer the entire reservation. You cannot transfer just parts of a reservation. Nor can you split a reservation into several new reservations. If you cannot transfer the entire reservation, you have to cancel it and book a new reservation, which might be subject to different pricing, terms, conditions and restrictions.
- You can only transfer the reservation to someone who is employed with the same corporate organization that booked the original reservation with FlyMiwok.
- Employees, contractors and owners of travel agencies, travel brokers and travel-related businesses are not allowed to sign up for Corporate accounts, or transfer reservations to other people, unless specifically approved to do so in writing by FlyMiwok.

E. Transferability and Individual Accounts

If you paid for your FlyMiwok reservation with a personal credit card or by using funds from an individual 6 Degrees Membership account, your reservation is not transferable. If you need to transfer a reservation, you have to cancel it and book a new reservation, which might be subject to different pricing, terms, conditions and restrictions.

F. Discounts

Discounts are only applied to the fare of a reservation and are never applied to taxes, security fees, airport / passenger facility charges and fees for extra baggage.

Unless stated explicitly in the terms of a promotion, if a customer qualifies for multiple discounts, these discounts cannot be combined. Instead, the highest of the applicable discounts will be used.

Seniors (age 65 and older), Military personnel and Infants and Toddlers (see section 9) are entitled to a 5% discount on any regular, non-promotional fare.

G. Canceling a Non-Refundable or Hop-On Fare

We understand that your plans are subject to change. Thus, if you book a flight with a non-refundable or Hop-On fare and there is a need for you to cancel, or if you need to cancel any flight after 12 pm local-time (for your point of departure) on the day prior to the departure of your first flight segment, you can do so. Doing so will make your seat available for other customers to use and while we cannot provide refunds for non-refundable or Hop-On fares, your name will remain on the passenger list of the flight(s) you were booked on, thus making you eligible for instant rebates. If you elect to not show up for the flight(s) you were booked on, you will not be eligible for instant rebates.

H. Cancel and Rebook (“not being left stranded”)

We also understand that your plans are subject to change once you have departed on a flight. If you are booked on a round-trip ticket and need to make a change to a subsequent leg after you have already flown your first leg, you can do so. However, the following restrictions apply:

- You need to make the change by phone at least 1 hour before the second (inbound) leg of the flight is scheduled to depart, by calling our call center at 1-877-GOMIWOK. This cannot be made in FlyMiwok’s online reservation system.
- You will not receive a refund, but you are eligible for instant rebates.
- If there is another flight available and if there is space on the flight to accommodate you, we will offer to book you on that flight for the lowest available fare.
- If there is no other flight available, we will help to arrange for a rental car at your own cost.
- If you do not make the change by phone and thus do not show up for your second (inbound) leg of your itinerary, you do not qualify for “cancel and rebook”, nor will you be eligible for instant rebates.

Fares Charged and Instant Rebates

A. Non-Refundable and Refundable Fares Charged

Regardless whether you travel on your own or with companions or whether you join or create a flight, the fare that we will quote and charge each passenger is the published “You” fare (as if you are flying alone on the airplane).

B. Hop-On Fares Charged

When Hop-On fares are available for a flight, you will be quoted and charged the applicable Hop-On fare (either “You + 1” or “You + 2”).

C. Instant Rebates

Once you are on board the plane, the final price for that particular flight segment will be determined based on how many passengers are booked on the flight. Unless you booked a Hop-On fare, should there be one additional customer on the passenger list, the difference between the indicated “Your price” price for your price category and the “You+1” price for your price category will be rebated to your Six Degree Membership account. Similarly, in case of two

additional customers, the difference between the indicated “Your price” price for your price category and the “You+2” price for your price category will be rebated to your Six Degree Membership account.

	You Booked		
	Refundable or Non-Refundable	Hop-On	Hop-On
You Paid	“You”	“You + 1”	“You + 2”

Passengers booked on the flight	Rebates you receive after the flight*		
1	None	None	None
2	You – You+1	None	None
3	You – You+2	You+1 – You+2	None

* You do not receive rebates, if you do not show up for the flight(s) you were booked on or if you were denied boarding

Instant rebates will be visible in your 6 Degree account no later than 24 hours after the particular flight segment you received credit for landed at its destination.

If you do not show up on time for your flight or if you were denied boarding, you will not receive any instant rebates. If you cancel a non-refundable reservation at least two hours before the departure of your first flight segment, you are eligible for instant rebates

Fare Rules

If you choose to use a Refundable fare and if you need to cancel your reservation before 12 pm Pacific Time on the day prior to the departure of your first flight segment, the canceled reservation is not eligible for instant rebates and the full amount you paid for your travel will be credited back to your 6 Degrees Membership account and then may be applied toward the purchase of future travel on FlyMiwok, or you may ask for a full refund. Your new reservation may, without penalty or fee, be subject to different pricing, terms, conditions, and restrictions. We will charge the appropriate fare for the new itinerary, which may mean a fare increase, but FlyMiwok does not charge a “fee” for the “exchange” of tickets.

All fares may vary from market to market.

If you purchase tickets for more than one person on the same flight, each person must be identified by name and personal identification, such as a driver's license id. If a person is not uniquely identified, FlyMiwok reserves the right to deny boarding to such person. Your name cannot serve as a “placeholder” for another passenger.

If you purchase a ticket and elect to travel on an alternate flight or flights, it may cost you more money. We do not charge a handling or “change” fee, but you will be required to cancel your existing travel itinerary and the applicable fare charged at the time of the

change for the full itinerary on which you qualify and actually travel.

Tickets for fares that are age-related or status-related (seniors, infants, children, military, government contracts, students) are sold contingent on the traveler's ability to provide proof of age or status before boarding the plane.

A fare quote is not guaranteed until a ticket is purchased. However, if the fare increases after you have purchased your ticket, we will not collect the difference unless you change your flights, travel dates, or person(s) traveling.

Promotions

From time to time, promotional fares and other incentives are available when you purchase your ticket through our web site. These promotional fares will be made available to all qualifying customers in participating markets until the promotion expires. Our online reservation system has been programmed and our employees have been trained to offer the available promotional fares for which you qualify at the time of your call or online transaction without you having to ask for them. In the case of coupon promotions you will be required to provide a coupon code while making the reservation. Once a promotional coupon has been used, it will expire and cannot be reused. Each promotion may have its own specific Terms and Conditions.

Information and Ticketing

Information regarding all of our current fares, applicable restrictions, seat availability, and other requirements is available 24 hours a day, seven days a week our web site, **Flymiwok.com**.

Our toll-free number is 1-877-GOMIWOK
Customers who are deaf or hard of hearing can reach FlyMiwok through Teletypewriter (TTY) service at 1-877-GOMIWOK.

4. Reservations

Sales and Information

Our Agents have been trained to offer the available fares in our reservations computer system for which you qualify at the time of your call or face to face transaction. Such fares will be offered to you. Our Agents can also answer any questions you wish to ask about restrictions, departure and arrival times and the number of stops (if any) that will be included in your itinerary.

At this time, tickets cannot be purchased directly at any of the airports we serve.

Confirming Your Flight Reservations

A reservation, once booked and confirmed by purchasing your ticket(s), means that we are holding a seat for you on the specific flight(s) shown on your itinerary. We do not reserve specific seats, and we do not assign them prior to departure. All seating on FlyMiwok is "open" and available to passengers with reservations on a first-come, first-served basis.

Once you are confirmed, we will hold your confirmed space until five minutes before your flight's scheduled departure. You are advised to arrive at least 15-30 minutes prior to your scheduled departure.

Claiming Your Reservation

Your reservation is claimed when you check in for your flight at the airport. You must be present and available for boarding in your flight's departure area at least fifteen minutes prior to scheduled departure. If you do not identify yourself to our representative at least fifteen minutes before scheduled departure, your reservation may be cancelled. If you check in late, and there are still seats available on your confirmed flight, we will try to accommodate you. However, as a courtesy to everyone onboard, we will not delay our flight, or displace any previously accommodated Customer.

FlyMiwok requires all traveling Customers to present a government-issued photo identification at the time of check-in. If you cannot identify yourself, if the government-issued photo identification number does not match our records or if you are not listed on our passenger list, we might deny you boarding the flight.

5. Overbooking

We Do Not Overbook

“Overbooking” means that operators do not necessarily stop accepting reservations when they have taken enough to fill a particular airplane on a particular flight. Some operators overbook to compensate for passengers who neither cancel reservations nor show up for their confirmed flights.

FlyMiwok will never overbook any of its flights. You have our word on it!

Oversold Flights

Since we do not overbook, we will never have oversold flights! We will not need to ask you to volunteer to give up your seat. Nor will we “bump” you.

6. Tickets and Refunds

Tickets

FlyMiwok does not issue tickets; instead, we solely rely on FlyMiwok's convenient ticketless travel option. Your itinerary and confirmation number will be electronically generated and stored in our computer system, so there is no paper document to lose or forget.

Refunds

Balances in your 6 Degrees Membership account are not eligible for refunds. If you cancel a Refundable fare reservation before 12 pm Pacific the day before the departure of the first flight segment and after the full amount you paid for your reservation has been credited back to your 6 Degrees Membership account, you can then request a refund of that amount within thirty days after canceling your reservation. If you made a reservation and received instant rebates after the flight, the instant rebates are credited back to your 6 Degrees Membership account and you can then request a refund of these instant rebates within 30 days after flying the first segment of your reservation. Please mail us at the address below with your refund request.

All eligible refunds are provided according to your original form of payment and rules associated with that form of payment.

Refunds purchased with credit cards will be credited back to the same credit card, minus the fee that a credit card processor charges to FlyMiwok. Our Refunds Department will process a credit card refund within fourteen business days from the date we receive your request. Your credit card company may then take up to ten business days to post the credit to your account, and, based on your individual billing cycle, you will see the refund on your credit card statement within one to two statement mailings.

Refunds for purchases with debit cards cannot be credited back to your card. In this case, we will send you a refund check. Our Refunds Department will process a debit card refund within fourteen business days from the date we receive your request.

All refund requests should include the confirmation email and itinerary number that we provided when you made your travel arrangements.

Refund requests should be mailed to:

FlyMiwok Refunds Department
533 Airport Blvd
Burlingame, California, 94010

7. Baggage

Due to the small size of our Cirrus aircraft, the weight and volume (size) of your baggage and carryon items is more important than the number of items you bring along. When making your travel reservation you need to specify the weight of all the baggage and carryon items that you plan to take with you during your travel. FlyMiwok might charge an additional fee for your baggage during the reservation process.

During the boarding process, our pilots will check the weight and volume (size) of your baggage and carryon items against what was specified at the time the reservation was made. In case of a discrepancy, our pilots might request an additional fee for excess weight of your baggage and carryon items or you might be denied boarding.

Carryon Items

In order to maintain better control of carryon items, the following limits have been imposed.

1. Each ticketed Customer may carry only one bag plus one smaller, personal-type item onboard the airplane. Personal-type items include small handbags for men or women, small cameras, reading material, laptop computers (case included) and small, book-sized backpacks.
2. Because of their fragile nature, articles that would be at greater than normal risk of damage if carried in the cargo hold (e.g., musical instruments, blueprints, map tubes, fishing poles, artworks, media cameras/video equipment) are considered personal-type items and may be carried in the passenger cabin if remaining onboard space permits.
3. Medications, keys, valuables, and expensive jewelry should be carried onboard
4. Neither FlyMiwok nor our approved operators accept claims for lost, forgotten, pilfered, stolen, or damaged carryon items.

Baggage

Since FlyMiwok flies small planes, space for oversized baggage might be at a premium. If any of your baggage pieces is in excess of 20 inches x 18 inches x 24 inches, please contact us at 1-877-GOMIWOK

If you are in need of transporting oversized baggage, including bicycles, vaulting poles, and surfboards, you will be required to book a private flight with FlyMiwok.

For humane reasons, we do not transport any live animals on public flights, not even assistance animals accompanying and trained to assist a Customer with a disability. If you are in need of transporting live animals, you will be required to book a private flight with FlyMiwok.

Baggage Handling

We do everything humanly possible to ensure that the items you entrust into our care are loaded onto the same plane you board and returned to you promptly at your destination. We know that your belongings are important and valuable to you.

Here are some important steps you can take to make sure your luggage takes the same trip you do.

1. Make sure your luggage is in good, sturdy condition. Zippers, clips, handles, joints, and seams should be in good repair. Be sure any luggage closes securely. Neither FlyMiwok nor our approved operators assumes responsibility and will not be liable for loss of or damage to protruding parts of luggage and other articles of checked baggage, including but not limited to wheels, feet, pockets, hanger hooks, pull handles, straps, zippers, locks, and security straps. In addition, we assume no liability for defects in baggage manufacture or for minor damage arising from normal wear and tear, such as cuts, scratches, scuffs, stains, dents, punctures, marks, and dirt.

2. Make a list of the items you've packed and their estimated value. Keep your list in a safe place until you return. Keep in mind, when packing your bags, that our FlyMiwok-approved operators liability for loss or damage is not extended to money; jewelry; photographic, video, and optical equipment; computers and other electronic equipment; computer software; silverware and china; fragile or perishable items; liquids; precious gems and metals; negotiable papers; securities; business or personal documents; samples; items intended for resale; paintings, artifacts, and other works of art; antiques; collectors' items; unique or irreplaceable items; heirlooms; research, experimental, and scholastic items and documents; manuscripts; furs; irreplaceable books or publications; and similar valuables contained in checked luggage or unchecked bags. These items should not be transported in or as luggage on any FlyMiwok flights. FlyMiwok does not operate any flights and therefore cannot accept any liability whatsoever for your baggage.

3. Make sure your bags are marked with your name, address, and phone number on the outside of each bag. Put a card or slip of paper with the same information inside of your bags.

4. Remove loose hooks, straps, handles, hangers, and locks from the outside of bags.

5. Medications, keys, valuables, and expensive jewelry should be carried onboard.

6. Report any missing, delayed, or damaged items **before you leave the airport!** This will enable us to begin our tracing efforts immediately.

8. Customers with Special Needs

Infants and Toddlers

Currently, federal air safety regulations allow children younger than two years of age to be held in the lap of another person who is at least 12 years of age. If you wish to hold your child under two years of age, we will not collect a fare. Unfortunately, we cannot guarantee that a seat will be available if your infant or toddler is not included in your reservations as a confirmed member of your party. In some cases, car or safety seats for unconfirmed infants and toddlers must be checked and will count toward your checked baggage allotment.

While the decision to hold your little one is certainly up to you, our governmental safety agency, the Federal Aviation Administration (FAA), and FlyMiwok strongly recommend that children under 40 pounds are safer and more comfortable when secured in an approved, hard-sided car or safety seat. Children over 40 pounds in weight should use only the airplane seat and seatbelt.

FlyMiwok requires that Infants and Toddlers have to be transported in private flights only. For that matter, we offer discounted INFANT FARES to make travel more affordable for Customers who reserve and purchase seats for small children. By reserving space and purchasing a ticket for a private flight, you can be assured that your child is traveling as safely and as comfortably as possible.

To learn whether your youngster's car or safety seat is federally approved for air transportation, look for the words "FMVSS.213 APPROVED FOR USE IN AUTOMOBILES AND ON AIRCRAFT" in red letters on the device's label.

Federal regulations prohibit the use of child booster seats and harness- or vest-type restraining devices, unless such devices have been specifically approved by the Federal Aviation Administration under a Type Certificate (TC), Supplemental Type Certificate (STC), or Technical Standard Order (TSO). Customers are responsible for providing Carrier copies of the TC, STC, or TSO documentation for review at the Departure Gate.

Unaccompanied Minor (UM) Children

Children from the ages of five (5) through eleven (11) years need lots of attention, particularly if they must travel alone. Our policies for this special group of travelers have been designed to enable us to provide the best possible service to Unaccompanied Minor children and their families and friends without detracting from the service we must make available to all of our Customers. Our policies are also intended to give you and your child(ren) the peace of mind that comes with knowing your child(ren) will be looked after once his/her flight departs.¹¹

1. To be qualified for special Unaccompanied Minor travel arrangements, children must be at least five years of age and no older than eleven years of age.
2. Children under the age of five must be accompanied on their entire journey by another traveler who is at least twelve years old.
3. Unaccompanied Minors must have confirmed reservations on a flight that does not require a change of planes or flight numbers.
4. Proof of the child's age and identity may be required.

5. FlyMiwok will collect the appropriate fare for an Unaccompanied Minor child or children; however, FlyMiwok does not collect any additional "UM charges" or "handling fees" for Unaccompanied Minors.

6. An adult family member or guardian must escort the unaccompanied child(ren) to the departure gate and must **remain with the child and in the airport until the child's flight is airborne.**

7. To ensure the child's safety and wellbeing, we will collect detailed information from the escorting party, including the name, address, relationship, and contact numbers for the party sending the child and the authorized individual(s) who is to meet the child at his/her destination.

8. Please arrive in the boarding area of the airport fifteen minutes before the flight leaves in order to check luggage (if any), complete the documentation necessary for the child to travel alone and ensure that the child is available for boarding. For the child's protection, we will not accommodate an UM on a flight that is under a possible delay, reroute, or cancellation advisory.

9. Unaccompanied Minors who arrive in sufficient time will be preboarded and introduced as such to the Pilot.

10. Any person(s) meeting the child at his/her destination should be there to meet the flight and be prepared to offer positive proof of identity in order to receive the child.

11. For the protection and wellbeing of UM travelers, any child who is not met upon arrival will remain in the custody of FlyMiwok personnel.

12. Children not met within a reasonable amount of time will either be returned to the point of origin after contact has been made with the sending party or entrusted to the custody of the appropriate local social services agency.

13. Standard policies for checked luggage and carryon bags are the same for Unaccompanied Minors as they are for all of our ticketed passengers; however, it is a good idea to pack carryon items lightly. A carryon bag should be of a size and weight that is manageable for the youngster.

14. Children 12 years of age and older are considered young adults, and travel under the same terms and conditions as do older adult passengers.

Customers with Disabilities

FlyMiwok welcomes members of the disability community. If you have a disability and are concerned about accommodations on FlyMiwok, our Reservations Sales Agents are available to answer your questions and help you prepare for your trip. Our Deaf and Hard of Hearing Customers can reach us through TTY at 1-877-gomiwok. General information on FlyMiwok for Customers with Disabilities is available at www.flymiwok.com, and information on the Air Carrier Access Act can be found at www.dot.gov.

Specific questions about service in progress can be directed to our on-duty personnel (Complaints Resolution Official) during hours of operation at each airport we serve. In the meantime, here are some things you should know about travel on FlyMiwok under the terms and conditions of federal regulations implementing the Air Carrier Access Act (14 CFR Part 382, Nondiscrimination on the Basis of Disability in Air Travel).

1. FlyMiwok will not refuse to transport any individual on the basis of a disability, nor will we

require a Customer with a disability to accept a service or condition that is not offered or available to other Customers, unless there is a specific safety-related regulation that requires us to do so.

2. Customers who need wheelchairs or other assistance devices will have to travel on private flights only, due to weight, space and other requirements.

3. Due to the small size of our aircrafts, wheelchairs and other assistance devices have to conform to the maximum size and weight limits we have for private flights, otherwise they cannot be accommodated

4. We will transport wheelchairs and other assistance devices intended for the personal use of the Customer checking the item(s) without charging for them. We also offer assistance in enplaning and deplaning.

5. FlyMiwok will not be able to provide wheelchairs or other assistance devices on a flight or in the boarding area. If you are in need of a wheelchair or other assistance devices, we request that you will bring your own.

6. If you are traveling with a trained assistance animal, you will have to do so on a private flight. FlyMiwok will allow your assistance animal to travel with you at no extra charge. Please ensure that your assistance animal is situated in an onboard area that will not obstruct the exit-path of any other Customer. If you are not sure about where your animal should be situated, our Pilot will happily assist you.

7. FlyMiwok policy and federal safety regulations may prohibit a Customer with a disability from selecting an emergency exit seat. Our Pilot will be happy to assist you in finding a suitable seat and convenient, approved onboard stowage space for any assistance device you bring onboard with you.

8. FlyMiwok will accommodate at least one person's personal folding wheelchair in the aircraft cabin on a priority basis in accordance with Federal Regulations.

9. If your wheelchair has a spillable battery or if it must be disassembled for transport, please note that we must be made aware of your travel plans at least 48 hours before your departure. This will ensure that the proper personnel and equipment are available to serve you in a timely and helpful manner. We suggest that you check in at least fifteen minutes prior to departure.

10. When you arrive at your destination, you have the option of receiving your wheelchair or other assistance device at or near the aircraft or you may elect to receive it in the terminal area. If you select the terminal area, we will help you get there.

11. If your disability is such that you require assistance from a specially trained individual, you should make arrangements for that individual to travel with you. Our Employees receive only the training that is essential for routine onboard emergencies.

12. FlyMiwok is not equipped to transport or provide medical oxygen or other hazardous materials and/or contained gas—either in the passenger cabin or as cargo or baggage.

13. Our airplanes are not equipped to transport Customers who require stretchers, incubators, respirators, or other devices that may rely on the aircraft power supply.

14. Customers with health problems such as diabetes, epilepsy or other health conditions that might impact the safe operation of an airplane can only sit in the back seat of the airplane and not in the front seat next to the pilot.

9. 6 Degrees Frequent Flyer Program

6 Degrees Membership

FlyMiwok's frequent flyer program, 6 Degrees, is open to all Customers. With 6 Degrees, receiving travel discounts is easy. We count 6 Degrees flight credits for one-way trips and roundtrips, not miles flown with FlyMiwok. Each level of membership provides you with additional discounts on all flights taken during the next 12 months and unless you reach a higher membership level, you will also retain that level during these 12 months.

6 Degrees Membership Levels

Once you register an account on flymiwok.com or through our call center, you will automatically be enrolled into our 6 Degrees Membership program at Club Level. You can reach the next level of membership by either flying with FlyMiwok the number of required trips or by pre-paying.

Membership Level	Either fly...		..or prepay!	Discount on all future travel during the next 12 months
	Number of Roundtrips	Number of One-Way Trips	Pre-Payment	
Club	-	-	-	0%
Silver	6	12	\$1,895	5%
Gold	12	24	\$3,895	10%
Platinum	18	36	\$5,895	15%
Executive Platinum	24	48	\$7,895	20%

You can pre-pay by depositing funds into your 6 Degrees membership account. Once your balance in the 6 Degrees membership account reaches the next level, the corresponding discount will be applied to all future reservations during the next 12 months. Pre-payment Membership levels and Membership levels based on flights taken are not additive; if the pre-payments you made and the number of flights you have taken amount to two different membership levels, your membership level will be set to the higher of the two levels.

Funds credited to your accounts from canceling any fare travel arrangement or instant rebates will not be eligible towards the Pre-Payment level of the next 6 Degrees Membership level.

6 Degrees Discounts

Once a membership level has been reached, the corresponding discount will be applied to all future travel reservations during the next twelve months. Discounts cannot be applied towards travel reservations in the past.

Discounts are never applied to taxes, security fees, airport / passenger facility charges and fees for extra baggage.

Transferring 6 Degrees Membership Balances

Any funds in your 6 Degrees Membership account are non-transferable, so they cannot be transferred to another 6 Degrees Membership account.

Refunds of 6 Degrees Membership Balances

Funds deposited as prepayment into your 6 Degrees Membership account are non-refundable.

Instant rebates that you received from a reservation are refundable.

6 Degrees Membership Balance Expiration

Funds in your 6 Degrees Membership account expire twelve months after having been on board of your last flight.

6 Degrees Flight Credits

You will receive one 6 Degrees flight credits for every flight where you were on board at the time of departure.

You will not receive a 6 Degrees Flight Credit for a (segment of a) flight that you either canceled or did not show up to in time for departure or if you were denied boarding.

6 Degrees Flight Credits are posted within 24 hours after the flight you've taken has landed.

Keeping Track of Your Membership Level

As a 6 Degrees Member, your flight activity is automatically updated at www.flymiwok.com. Simply log onto our website for a flight reservation or provide your 6 Degrees membership number at the time you are making reservations over the phone with one of our Reservations Sales Agent.

You can view your 6 Degrees membership account at your convenience through the password-protected area on www.flymiwok.com. There, you can also verify your account status and change your account information.

10. How To Contact FlyMiwok

Telephone Reservations Center

Call us for flight times, availability, reservations, or with questions about the service we provide and the cities we serve.

Toll-free: 1-877-gomiwok (that's 1-877-466-4965)

Visit us at our web site, www.flymiwok.com to check flight times, availability, and fares; book air, hotel, and car reservations; subscribe to receive free e-mails alerting you to FlyMiwok specials, promotions, fare sales, and other exciting new information; check a flight's status for that day; cancel previously booked reservations; sign up for Six Degrees; view your Six Degrees Account; and many other exciting features.

Refunds Department

To request a refund, please mail to:
533 Airport Boulevard
Burlingame, CA 94010

Career Opportunities

Submit your resume online to careers@flymiwok.com

Corporate Headquarters

FlyMiwok, Inc.
533 Airport Boulevard
Burlingame, CA 94010
1-877-GOMIWOK

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FlyMiwok's terms and conditions, in its entirety or parts thereof, are subject to change without notice. The current and all previous versions of FlyMiwok's terms and conditions are void as soon as a newer version is posted at www.flymiwok.com