

VISION AIRLINES CONTRACT OF CARRIAGE

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I. INTRODUCTION

This document summarizes the general terms of transportation applicable to transportation of customers and their baggage onboard all Vision Airlines' domestic and international flights. Domestic and international air transportation is also governed by treaties and Vision Airlines' tariffs on file with applicable government authorities, including the U.S. Department of Transportation. These terms and all applicable tariffs and/or treaties constitute the conditions upon which Vision Airlines transports customers and their baggage. Travel on Vision Airlines shall be deemed acceptance by the customer of Vision Airlines' terms of transportation.

Since other airlines may have different contracts of carriage (terms of transportation), that information must be obtained directly from the individual airline.

CONSEQUENTIAL DAMAGES: PURCHASE OF A TICKET DOES NOT GUARANTEE TRANSPORTATION. VISION AIRLINES SHALL IN NO EVENT BE LIABLE FOR ANY INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE PERFORMANCE OR DELAY IN PERFORMANCE OF, OR FAILURE TO PERFORM, TRANSPORTATION OF CUSTOMERS AND OTHER SERVICES INCIDENTAL THERETO (EXCEPT BAGGAGE LIABILITY AS PROVIDED BELOW) WHETHER OR NOT VISION AIRLINES HAD KNOWLEDGE THAT SUCH DAMAGES MIGHT BE INCURRED.

VISION AIRLINES' TERMS OF TRANSPORTATION ARE SUBJECT TO CHANGE WITH OR WITHOUT NOTICE. THE MOST UP-TO-DATE VERSION IS AVAILABLE ON THE VISION AIRLINES WEB SITE (VISIONAIRLINES.COM)

II. GENERAL INFORMATION

Definitions

Checked Baggage: Any property of a customer which is accepted for transportation and delivered into the custody of Vision Airlines whether checked in the cargo compartment or carried in the cabin of the aircraft.

Connecting Flight: Requires customers to change aircraft at an intermediate point for the continuation of their trip to their destination.

Convention: Shall mean one of the following: the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, October 12, 1929 ("Warsaw Convention"); the Warsaw Convention, as Amended at the Hague, 1955 ("Hague Protocol"); the Warsaw Convention, as Amended by Protocol No. 1 of Montreal, 1975 ("Montreal Protocol No. 1"); the Warsaw Convention, as Amended at the Hague, 1955 and by Protocol No. 2 of Montreal, 1975 ("Montreal Protocol No. 2"); the Warsaw Convention, as Amended at the Hague, 1955 and by Protocol No. 3 of Montreal, 1975 ("Montreal Protocol No. 3"); the Warsaw Convention, as Amended at the Hague, 1955 and by Protocol No. 4 of Montreal, 1975 ("Montreal Protocol No. 4"); or the Convention for the Unification of Certain Rules for International Carriage by Air done at Montreal 1999 ("Montreal Convention"), whichever is applicable to International Travel contemplated by a particular Ticket or Validated Ticket.

Direct Flight: Flight does not require a change of aircraft from point of origin to destination but makes one or more planned intermediate stops en route to customer's final destination.

Interline: Travel involving two or more airlines.

International Travel: Travel between two points where the place of departure is located in a different country than the destination or travel between two points within the same country which involves an intermediate stop in a different country.

Nonstop: Flights scheduled to depart from origin and arrive at destination without any planned intermediate stop en route.

Personal Item: Any property of a customer which is accepted for transportation in the cabin of the aircraft and which is not checked into the custody of Vision Airlines.

Ticket: The customer ticket and baggage check, or in the case of electronic tickets, the confirmation letter, associated notices and boarding pass, into which these terms of transportation are incorporated by reference.

Validated Ticket: A ticket that has been purchased (through direct payment or other satisfactory credit arrangement), including electronic tickets, and/or carries the identification stamp of Vision Airlines or another airline whose tickets Vision Airlines accepts.

Vision Airlines Acting as Agent for Another Airline

Vision Airlines will be responsible for the furnishing of transportation only over its own routes. When Vision Airlines issues a ticket, checks baggage or makes any other arrangements involving another airline, Vision Airlines acts only as agent for such other airline and assumes no responsibility for the acts or omissions of the other airline.

Waiver/Modification of Terms

No employee of Vision Airlines has the authority to waive, modify, or alter any provisions of these terms of transportation or any applicable fares/charges unless authorized by a corporate officer of Vision Airlines. Vision Airlines-appointed agents and representatives are only authorized to sell tickets for air transportation on Vision Airlines pursuant to the terms of transportation and applicable fares/charges of Vision Airlines.

Specific Fares and Charges

Information on specific fares and charges is available through any authorized Vision Airlines agent and on the Vision Airlines web site (visionairlines.com).

Use of Radios, TVs and Other Electronic Devices On Board Aircraft

In order to avoid disturbances to the aircraft's electronic navigational equipment, AM and FM radio receivers, compact disc players, portable computers, and other electronic devices must be turned off for taxi, takeoff and landing. Use of these items, however, is permitted in flight, unless otherwise restricted by Vision Airlines flight crewmembers.

Items which may not be operated at any time inside the aircraft include: TV receivers, remote controlled toys and radio transmitters.

Cellular phones may be used inside the cabin on most flights while the aircraft is parked at the gate and the aircraft doorway is open, and after landing while taxiing to the gate, as advised by the flight crew. Cellular phones may not be used while taxiing from the gate, during takeoff, landing or during flight. At the captain's discretion, cellular phones may be used during extended onboard ground delays.

Claims Notification

Vision Airlines reserves the right to reject any claims (except for injury or death) which have not been submitted to Vision Airlines in writing within 60 days from the final date of travel. Special rules apply to baggage, as detailed in Section XI.

Applicable Law

These terms of transportation shall be interpreted and enforced according to the laws of the State of Nevada.

Our Customer Commitment

Vision Airlines has voluntarily established a program setting standards for service levels in the areas of fares, flight information, baggage, ticket purchase and refund, customers with special needs, onboard delays, oversales (overbooking), and complaint resolution. These commitments are incorporated into the applicable sections within this document.

Vision Airlines has committed to:

- Offer the lowest fare for which the customer is eligible.
- Provide customers with accurate, timely information on flight delays or cancellations.
- Provide timely baggage delivery.
- Comply with the required lost-baggage liability limits.
- Make prompt refunds.
- Clearly disclose policies for customers with special needs.
- Improve handling of long onboard delays.

- Supply basic information and policies about “oversold” flights.
- Respond promptly to complaints or requests for information.

III. ACCEPTANCE OF CUSTOMERS

Refusal to Transport

We may refuse to transport, or remove from any flight, any passenger for the following reasons:

1. Compliance with any government regulation or with any government requisition of space or request for emergency transportation in connection with national defense or national disasters (actual, threatened, or reported).
2. Whenever necessary or advisable by reason of weather or other conditions beyond its control (including, without limitation, acts of God, labor disturbances, strikes, civil commotion, embargoes, wars, hostilities, or disturbances), actual, threatened, or reported.
3. Refusal by a passenger to permit a search of person or property for explosives or for deadly or dangerous weapons, articles, or substances.
4. Refusal by a passenger to produce positive identification upon request.
5. Failure of a passenger traveling across any international boundary to possess all valid documents (passports, visas, certificates, etc.) required by the laws of the countries from, over, or into which the passenger will fly. We are not responsible for any failure or inability of a passenger to comply with government laws, regulations, orders, demands, and requirements which are subject to change without notice.
6. Any passenger who may pose a threat to the comfort and/or safety of other passengers or employees including (but not limited to) passengers who:
 - Are over the age of five (5) and barefoot unless required for medical reasons;
 - Are less than one (1) day old;
 - Are unescorted individuals under the age of five (5) years old;
 - Are unaccompanied minors, ages five (5) through fourteen (14), and are traveling on a through or connecting flight;
 - Are involved in a criminal act such as a bomb threat or hijacking attempt;
 - Appear to be intoxicated or under the influence of drugs;
 - Refuse to comply with smoking regulations;
 - Are declared to be a high risk prisoner;
 - Attempt to interfere with any crewmember in the pursuit of their duties;
 - Are known to have a contagious disease which has been determined by Vision Airlines' medical advisor (MedLink) to be a direct threat to the health and safety of others;
 - Are unable or unwilling to sit in a seat with the seat belt fastened;
 - Require an onboard stretcher kit.
 - Require intravenous or intramuscular feeding.
 - Drip IV equipment is not permitted.
 - Customers traveling with portable IV machines are permitted providing the machine can be properly stowed in accordance with carry-on baggage policies.

- Exhibit behavior that may be hazardous to himself/herself, the crew, or other passengers;
- Possess an unauthorized firearm or explosive device;
- Are seriously ill and have been determined by MedLink to be a health risk; or
- Are abusive or violent to other passengers and/or employees including verbal harassment related to race, color, gender, religion, national origin, disability, age, ethnicity, or sexual orientation.

We reserve the right to refuse to transport, on a permanent basis, any passenger who has been repeatedly removed or denied transportation for violent, disorderly, or abusive conduct. The decision to refuse transport to a passenger on a permanent basis must be made at the Director level or above.

7. Conduct or Condition

An attendant may be required to accompany a disabled passenger only for safety-related reasons:

- Who, because of mental disability, is unable to comprehend or respond to safety related instructions;
- Who has both a severe hearing and vision impairment and who is unable to establish a means of communication sufficient to receive the safety briefing;
- Who has mobility impairment so severe as to be unable to assist in his/her own evacuation.

8. An infant requiring an incubator or other life support system.

9. Any person who is pregnant and expecting delivery within seven (7) days unless the passenger provides a doctor's certificate dated within 72 hours of departure clearly stating (not subject to Vision Airlines agent interpretation) that the doctor has examined and found the passenger to be physically fit for air transportation.

10. Any person requiring oxygen or other life support systems.

We are also not liable for the refusal to transport any passenger or for the removal of any passenger in accordance with the preceding paragraphs of this rule, but we will, at the request of the passenger, refund in accordance with Rule 260 (Involuntary Refunds). As an express precondition to issuance of any ticket or granting of passenger hereunder, we shall not be responsible for compensatory or punitive damages. The passenger's sole and exclusive remedy shall be Rule 260.

Customers with Disabilities

Vision Airlines' policies and procedures comply with the U.S. Department of Transportation regulation, "Nondiscrimination on the Basis of Disability in Air Travel" (14 CFR Part 382). Provisions within this regulation include, but are not limited to:

1. Onboard wheelchairs on larger aircraft (Dornier 328, Boeing 737, Boeing 767).
2. Transportation of personal wheelchairs and other assistive devices.
3. Special seating accommodations for customers with physical disabilities or those traveling with a personal care attendant or service animal (advance notice required).
4. Assistance in boarding and deplaning.
5. Assistance in loading and retrieving personal items.
6. Information concerning facilities and services available for customers with disabilities.
7. A Complaints Resolution Officer at our Corporate Headquarters to respond to issues surrounding customers with disabilities.

Transporting Disabled Personnel

Check-In

Disabled passengers (mobility, vision, or hearing impaired) can check in up to four hours in advance of scheduled departure time and request special seating. Inform the Vision Airlines agent or flight attendant of any special assistance associated with your disability that you may require. Movable armrests may be helpful for mobility challenged passengers, so ask the agent to accommodate you in a seat with this feature if it's available. If you're traveling with a companion who will be assisting you, ask the agent to ensure that your companion's name is listed in your reservation and that they are seated next to you. However, in any case mobility disabled persons must arrive at the airport at least one hour prior to scheduled departure of your flight.

Boarding the Aircraft

If you need extra time to board the aircraft or assistance with reaching your seat, please inform a Vision Airlines gate agent or flight attendant. Special boarding chairs are available to assist physically challenged passengers through the boarding process. Remember to provide clear instructions to personnel regarding how you wish to be lifted. You will be pre-boarded either through the aircraft rear service entrance door (Dornier 328, Boeing 737, Boeing 767) or the main cabin door (Dornier 228, Boeing 737, Boeing 767).

Deplaning the Aircraft

Mobility disabled customers are deplaned either via the aircraft rear service door (Dornier 328) or the main cabin door (Dornier 228 / Boeing 737, Boeing 767) upon arrival at your destination using the Vision Airlines wheelchair ramp. If you require additional wheelchair assistance at your destination or transfer point, please notify a flight attendant at least 45 minutes prior to arrival. Please note: Airport wheelchairs are in great demand during peak travel times.

Passengers with Portable Oxygen Concentrators

Vision Airlines is in compliance with the policies set forth in the Air Carrier Access Act (14 CFR Part 382).

Guidelines and Restrictions

Effective November 2, 2005, Passengers who require medical oxygen may travel with approved portable oxygen concentrators (POCs). Vision Airlines approved POCs are: Inogen One, Airsep Lifestyle, Airsep Freestyle and Sequal Eclipse models. These devices are permitted for use on any Vision Airlines flight (except for Dornier 228 aircraft). You must be capable of hearing alarms and seeing alarm light indicators and taking appropriate action in response.

Should your travel plans entail travel on another air carrier, contact that carrier for rules on traveling with portable oxygen concentrators on other carriers.

Before You Board

Please refer to the Vision Airlines physician's statement forms for complete details.

Unit and battery supply are not counted toward free carry-on baggage allowance. Batteries must be packed individually to prevent short-circuiting and damage.

Ensure that the unit is free of oil, grease or other petroleum products and is in good condition free from damage or other signs of excessive wear or abuse.

Inform the gate agent that you intend to use a portable oxygen concentrator on board the aircraft who will then notify the flight crew.

Carry an adequate battery supply with you in your carry-on luggage. Call our 24-hour Reservations Desk at 877-359-2538 to determine the length of your flight.

During Your Flight

Provide a medical authorization form or doctor's statement to the flight attendant once on board the aircraft. The form will be returned to you. Your POC must fit underneath the seat in front of you or in an overhead bin. You may not be seated in an exit row.

Disability Complaints

Customers who have complaints about the handling of a customer with a disability may discuss the issue with the local Complaints Resolution Official, contact Vision Airlines' Office of Customer Relations (see section XIII), or contact the Department of Transportation.

U.S. Department of Transportation
Aviation Consumer Protection Division
400 Seventh Street, S.W.
Washington, DC 20590

Acceptance of Children

Accompanied Children: Children less than 2 years of age must be accompanied on all flights and in the same compartment with an adult at least 18 years of age. Children 2 years of age and under 15 years of age are accepted for transportation when accompanied on the same flight by a customer at least 15 years of age.

Unaccompanied Children: Unaccompanied children under five years of age are not accepted for travel. Unaccompanied children ages five through 14 are accepted for transportation as follows:

1. Five years of age or older are accepted for travel on Vision Airlines nonstop flights. A service charge is applicable.
2. All travel by unaccompanied children must be on flights on which the child holds a confirmed reservation from airport of origin to airport of destination.
3. The unaccompanied child must be brought to the airport by a parent or guardian who must furnish Vision Airlines with the name, address and phone number of the parent or guardian who will meet the child upon deplaning at the child's destination.
4. A parent or guardian must complete the unaccompanied minor request for carriage form, which will accompany the child throughout the trip.
5. The parent or guardian accompanying the child to the airport must not leave the airport until the child's flight has departed.
6. The parent or guardian meeting the child at the destination must produce government-issued photo identification, which matches the name provided by the parent or guardian who delivered the child to the departure airport.
7. Vision Airlines reserves the right to refuse transportation if the flight on which the child holds a reservation may terminate at an airport other than the child's destination.
8. Unaccompanied children will be monitored while in the care of Vision Airlines. In the event of a flight cancellation, diversion, substantial delay or other irregularity, Vision Airlines will attempt to contact the parent or guardian identified in the unaccompanied minor forms at the numbers provided, and priority reaccommodation will be provided to the child.
9. If an unexpected overnight stay is required, adult supervision will be provided and Vision Airlines will attempt to contact the parent or guardian at the numbers provided. An incremental charge may apply in such an event.

NOTE: VISION AIRLINES WILL NOT ASSUME ANY FINANCIAL OR GUARDIANSHIP RESPONSIBILITY FOR UNACCOMPANIED CHILDREN BEYOND THOSE APPLICABLE TO AN ADULT CUSTOMER.

Service Animals

Vision Airlines will permit dogs and other service animals to accompany a person with a disability in the cabin of certain aircraft. A service animal is defined as a guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Vision Airlines may request identification or other evidence that an animal is a service animal. The service animal may accompany the customer in the same seat as the customer, unless the animal obstructs an aisle or another customer's emergency exit pathway. There is no charge for the transportation of a service animal accompanying a customer with a disability.

Vision Airlines will also transport, at no charge, dogs trained in explosive detection or search and rescue when accompanied by a law enforcement official or rescue team member. The dog may accompany the handler in the cabin but is not permitted to occupy a seat.

IV. RESERVATIONS

Confirmed Reservations

A reservation is made when a request for a space on a flight is recorded in Vision Airlines' reservations system. Once a customer obtains a validated ticket or completes an electronic purchase that reflects reservations for a specific flight and date from Vision Airlines, the reservation is confirmed, unless such reservation was canceled due to one of the reasons indicated below.

Cancellation of Confirmed Reservations

All reservations (including those for seats on continuing and return flights) are subject to cancellation without notice:

1. If the customer has not purchased (through direct payment or other satisfactory credit arrangement) a validated ticket or completed an electronic purchase providing for confirmed seat(s) at least 60 minutes prior to scheduled departure of the flight or earlier, unless a greater time limit is specified.
2. If the customer fails to fulfill the requirements of the fare type to which the reservation applies.
3. If the customer is not present at the boarding gate or on the aircraft at least 20 minutes prior to scheduled departure time of the flight.
4. If the customer fails to occupy the seat reserved (for example, a no-show). A no-show on the first leg of a round trip results in cancellation of the entire itinerary.
5. If such action is necessary to comply with any governmental regulation, or to comply with any governmental request for emergency transportation in connection with the national defense, or whenever such action is necessary or advisable by reason of weather or other conditions beyond Vision Airlines' control.
6. If Vision Airlines refuses to transport the customer for any of the reasons stated in Section III above.

Where there is a record that a reservation was canceled (either by Vision Airlines as stated above or by the customer) after a ticket for a confirmed seat was issued, the ticket may not be accepted for the flight specified. In that event, the customer will not be eligible for denied boarding compensation.

Failure to Use Flight Coupons

A customer who, due to a cancellation or delay of a flight, or a voluntary change, does not fly a segment of his or her itinerary must notify Vision Airlines of any alternate travel plans prior to the originally scheduled flight departure to avoid cancellation of remaining segments. Depending on the

changes made and the ticket issued, additional charges, including a change fee, or refunds may apply.

Pre-Assigned Seats

Seats assigned in advance are not guaranteed and form no part of the contract of carriage. Seat assignments may be subject to change and/or may be released for reassignment.

V. TICKETS

Ticket Validity

If a refundable ticket is not used for the flights and dates purchased, the value of the ticket, less any applicable fees, can be applied towards the purchase of another ticket, for one year from the date of issue as indicated on the ticket. All travel must be completed within one year from original date of ticket issuance. All tickets will expire within one year of original date of ticket issuance.

Unless otherwise specifically provided by the governing fare tariff, wholly unused nonrefundable tickets are valid and may be changed for one year from the date of issue, provided the customer has notified Vision Airlines on or before the scheduled departure date if they do not plan to fly as ticketed due to a voluntary change, subject to any applicable fees. Partially used nonrefundable tickets are valid for one year from the date of issue, provided any voluntary changes are made and the ticket reissued on or before the scheduled date of departure, subject to any applicable fees. All travel must be completed within one year from original date of ticket issuance for both partially and wholly unused nonrefundable tickets. All tickets will expire within one year of original date of ticket issuance. Except as stated above, all nonrefundable tickets have no further value once the scheduled date of departure for any ticketed segment has passed and the customer has failed to travel on such ticketed segment, other than due to an oversale, a cancellation or delay of the ticketed flight by the carrier. All unflown segments of such tickets are invalid and may not be applied toward the purchase of another ticket.

Altered, Mutilated, and Invalid Tickets

A ticket which has not been validated or which has been altered is not valid. Flight coupons presented out of sequence may not be honored, except as provided in section IV above. Flight coupons presented without the corresponding customer receipt may not be honored.

Tickets are valid for travel only when used in accordance with all terms and conditions of sale:

1. Vision Airlines specifically prohibits the practices commonly known as:
 - "Back-to-Back Ticketing" - the combination of two or more round-trip excursion fares for the purpose of circumventing minimum stay requirements.
 - "Throw Away Ticketing" - the use of round-trip excursion fares for one-way travel.
 - "Hidden City/Point Beyond Ticketing" - the purchase of a fare from a point before the customer's actual origin or to a point beyond the customer's actual destination.
2. Where a ticket is invalidated as a result of the customer's non-compliance with any term or condition of sale, Vision Airlines has the right in its sole discretion to:
 - Cancel any remaining portion of the customer's itinerary,
 - Confiscate unused flight coupons,
 - Refuse to board the customer or check the customer's baggage, or
 - Assess the customer for the reasonable remaining value of the ticket, which shall be no less than the difference between the fare actually paid and the lowest fare applicable to the customer's actual itinerary.

Transferability of Tickets

Tickets are not transferable unless otherwise specified. Vision Airlines is not liable to the owner of a nontransferable ticket for honoring such ticket when presented by another person.

VI. CHECK-IN

Check-In

To help ensure on-time performance, Vision Airlines requires that customers be present at the boarding gate or on the aircraft at least 20 minutes before the scheduled departure time of the flight. Failure to meet this requirement may result in cancellation of the customer's reservations and make the customer ineligible for denied boarding compensation.

If a customer with a seat assignment on Vision Airlines does not obtain a boarding pass at least 30 minutes before the scheduled departure time, the customer's seat assignment (including those seat assignments on continuing or returning flights) may be subject to cancellation and/or reassignment.

It is Vision Airlines' policy to close the aircraft doors five minutes prior to scheduled departure.

VII. FARES

General

Vision Airlines offers customers the lowest fare for which they are eligible for the date and the flight requested at the time of booking through our reservations agents. Not all fares are available for all flights. Fares are subject to change without notice and are not guaranteed until a ticket is purchased. On certain discount fares, seating is limited and restrictions may apply. Further details concerning Vision Airlines' discount fares are available from any authorized Vision Airlines agent and through the Vision Airlines web site (visionairlines.com).

Except as otherwise noted in the specific fare rule, transportation is subject to the rules in effect on the date of purchase, not on the date when a reservation is made. The applicable fares are those in effect for the date of travel requested.

Additional Collection

Vision Airlines' fares are changed from time to time; however, no increase will be collected provided the flight(s) and date(s) are shown on the ticket and are not changed at the request of the customer.

Vision Airlines' fares may not include certain ticketing, government or airport-imposed per customer charges or fees, including airport specific passenger facility charges, federal excise taxes on each flight segment (defined as a takeoff and landing), U.S. security fees, including the September 11th Security Fee, and any other fee or fees that may be imposed by applicable governmental authority.

In the case of voluntary changes, special charges may be applicable including, but not limited to, federal transportation taxes, special fare cancellation/change fees, returned check charges, fuel surcharges, passenger facility charges, U.S. security fees, including the September 11th Security Fee, PTA service charges, terminal/airport charges, and lost ticket service charges.

Connecting Flights

When a metropolitan area is served by more than one airport and the customer requires connecting service with arrival at one airport and departure from another airport, transportation between those airports must be arranged by and at the expense of the customer.

Stopovers

A stopover is a voluntary interruption in the customer's journey at an intermediate city. Vision Airlines does not permit stopovers between two destinations served as a published route.

Routings

A fare applies only:

1. To transportation via the intermediate cities specified by Vision Airlines in connection with such fare. Any other routing may subject the customer to an additional charge.
2. For transportation between the airports for which it is published. Tickets may neither be issued nor accepted for transportation that will either originate or terminate at an airport other than the airport for which the fares are published.

Vision Airlines will advise customers at the time a reservation is made or at the earliest possible opportunity if the itinerary includes a scheduled or unscheduled change of aircraft on a single flight with the same flight number.

Rerouting When Allowed

Vision Airlines will reroute (transport to the same destination via a different routing) a customer at the customer's request and upon presentation of the ticket held by the customer, or upon verification of electronic purchase. Additional fees and charges may apply.

Children's Fares

One child under two years of age, not occupying a seat and accompanied by a customer at least 15 years of age, will be transported without charge within the continental U.S. Accompanied children less than two years of age traveling to an international destination may be required to pay a fare, whether or not they occupy a seat. All other accompanied children under 12 years of age occupying a seat will be charged the appropriate fare. Children's fares may be available. Customers aged 12 and over will be charged the applicable adult fare.

Unaccompanied children at least five years of age and under 15 years of age will be charged the applicable adult fare. There will be a service charge for unaccompanied children aged five to 14 years of age. If two or more children from the same family are traveling together, only one such service charge will be assessed. Children will be considered to be members of the same family if they are siblings, half-siblings, or step-siblings.

See "*Acceptance of Children*" section for details on Vision Airlines' unaccompanied children program.

VIII. REFUNDS

Voluntary (Refunds Requested by the Customer)

No refunds will be made for "nonrefundable" tickets. No refunds will be made for other tickets after one year from the date of issue. Any applicable cancellation penalties and change fees will be assessed. Special refund rules apply for international travel.

When a customer requests that a "refundable" ticket (including electronic tickets) issued by Vision Airlines be refunded, such refund will be made to the customer or to the purchaser, if such purchaser is identified on the ticket, as indicated below:

1. If no portion of the ticket has been used, the refund will be the amount equal to that paid, minus any associated ticketing fees.

2. If a portion of the ticket has been used, the refund will be the amount equal to the remaining value after deduction of the applicable fare used from the amount paid, minus any associated ticketing fees.

Any applicable change fee, cancellation penalty, or ticketing fee will be deducted from the refund amount.

For eligible tickets purchased by credit card, refund notifications will be sent to the applicable credit card company within 10 business days after receipt of proper documentation. Eligible tickets purchased by credit card will only be refunded to the credit card used to purchase the ticket.

For eligible tickets purchased by cash or checks, refunds will be issued within 30 business days after receipt of proper documentation.

Vision Airlines will not refund tickets purchased through third party ticket discounters.

Involuntary (Refunds Provided When Vision Airlines is Unable to Accommodate the Customer)

In the event that Vision Airlines is unable to provide a previously confirmed seat and Vision Airlines is unable to reroute the customer either over the routes of Vision Airlines or another airline, Vision Airlines will refund as indicated below:

1. If no portion of the ticket has been used, the refund will be the amount equal to that paid, minus any associated ticketing fees.
2. If a portion of the ticket has been used, the refund will be:
 - The amount equal to the lowest applicable one-way fare (50% of published round trip fares) from the airport of interruption to the destination, based on the fare type used; or
 - When the original promotional fare type used in the purchase of the ticket is not available at any intermediate airport where an interruption occurs, the amount refunded will be the same proportion of the normal coach (Y) fare published from the airport of interruption to the customer's original destination, as the fare paid is of the normal coach (Y) fare between the point of origin and the stopover/destination. No refund will be applied if ground transportation is offered for part of the ticketed itinerary and accepted by the customer.

In no instance will the amount refunded be greater than the amount paid. Vision Airlines will not refund a ticket, which does not indicate a confirmed seat on Vision Airlines.

Lost Tickets

When a customer loses all or part of a Vision Airlines ticket, a replacement ticket may be issued, provided specific guidelines have been met. A service charge will apply. If voluntary changes are made to the original itinerary, an additional collection of funds may also apply.

If a replacement is not issued because the guidelines have not been met, a new ticket must be purchased. In the event the ticket is completely unused, Vision Airlines will issue a refund according to the ticket's fare rules less a service charge. If a ticket has been partially used, the customer may purchase a replacement ticket for that portion lost less the service charge and any fare increase due to voluntary changes made to the itinerary. Vision Airlines must be notified before the ticket has expired and lost all value. If a customer does not purchase a replacement ticket, the difference between the value of the used portion of the ticket and the price originally paid for the ticket may be refunded if the fare basis allows.

Lost tickets will be processed within 20 days of receipt but held up to 90 days to verify that the ticket has not been used. If more than one ticket is reported lost or stolen, a separate request must be filed for each ticket. A service charge will be assessed for each request filed.

Refunds on a lost ticket will only be made provided that the lost ticket or lost portion of a ticket has not previously been honored for transportation or refunded to any person. Vision Airlines will only make

such a refund provided that the person to whom the refund is being made agrees to indemnify Vision Airlines against any loss or damage which it may sustain by reason of such refund.

Overcharges

Claims for overcharges must be accompanied by the customer coupon/receipt of the ticket issued by Vision Airlines and must be made within 60 days from the date of purchase.

Refund Audits

Customer refunds are subject to audit. Vision Airlines has the right to collect any moneys owed from the customer or any over-refunds made to the customer found as a result of the audit.

IX. DELAYED AND CANCELED FLIGHTS

Vision Airlines' Responsibility for Schedules and Operations

Vision Airlines undertakes to use its best efforts to transport the customer and baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed and form no part of the terms of transportation. Vision Airlines may substitute alternate carriers or aircraft and may alter or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without notice. Vision Airlines is not responsible or liable for making connections, or for failing to operate any flight according to schedule, or for changing the schedule of any flight.

Notification

In the event of a flight delay, cancellation or diversion, Vision Airlines will provide the most current information available to customers in the airport or onboard an aircraft in a timely manner. Flight information may also be obtained through the Vision Airlines web site (visionairlines.com) and the Vision Airlines main phone number (877-359-2538).

Extended Onboard Ground Delays

Vision Airlines defines a long delay as starting at one hour from the time an aircraft pushes back from the gate. While away from the gate, Vision Airlines flight crews communicate frequently with customers on board the airplane. Vision Airlines' flights may be returned to the gate at any point during a delay depending on each flight's specific situation.

Rebooking

When a ticketed customer holding confirmed reservations on a flight will be delayed because of a schedule irregularity (flight cancellation, omission of a scheduled stop, a substitution of equipment, or schedule change), Vision Airlines will rebook the customer on its next available flight to the customer's ticketed destination without additional charge.

Alternate Transportation

If Vision Airlines is not able to reroute customers on its flights or other airlines' flights, Vision Airlines may offer the customer ground transportation to the destination. If the customer does not accept the ground transportation offered, Vision Airlines will refund the value of the remaining flight coupons to the stopover or destination.

Amenities/Services for Delayed Customers

When a ticketed customer holds a confirmed reservation on a flight, Vision Airlines may assume limited expenses incurred as a result of a flight cancellation or schedule irregularity resulting in a

delay exceeding six hours, as outlined below. Vision Airlines may also provide special amenities and services which, in Vision Airlines' judgment, are required by certain customers such as unaccompanied children, customers requiring special assistance, and customers with medical conditions, in order to maintain the safety, health and welfare of such customers. Amenities will not be made available to a customer on any Vision Airlines flight, which is delayed or canceled in the metropolitan area where the customer resides or at the customer's destination, or stopover point.

Vision Airlines will provide a food voucher (or meal) to customers whose flights have been canceled or delayed for four hours or more during normal meal times, when the delay is not due to Air Traffic Control, weather, or other circumstances beyond the control of Vision Airlines. The food voucher may be used at a restaurant in the airport or a hotel restaurant for customers who are also accommodated overnight. The value of the food voucher will vary according to whether it is for breakfast, lunch, or dinner.

In the event of a delay or cancellation, overnight accommodations will be arranged by Vision Airlines at their expense for customers at connecting points whose flights are delayed or canceled because of circumstances within Vision Airlines' control for whom no alternate transportation is available. Overnight accommodations will not be provided for customers whose flights are delayed or canceled due to circumstances beyond Vision Airlines' control such as Air Traffic Control or weather. Overnight accommodations include a hotel and transportation to and from the hotel selected by Vision Airlines. Food vouchers will be provided if the delay or cancellation causes the customer to miss dinner and/or breakfast.

In the unusual event that alternate transportation or overnight accommodations cannot be provided, Vision Airlines will endeavor to provide for customers' comfort by making sure food is available and arranging for customers' trips to resume as soon as possible.

With respect to amenities made available by Vision Airlines, including ground transportation and hotel accommodations, the vendor providing such service is not an agent, servant, employee, or in any manner under contract with Vision Airlines to provide such goods and services. Vision Airlines disclaims all liability for any acts or omissions of the vendor, its agents, servants, and employees resulting in personal injury or death, or loss of or damage to property.

X. DENIED BOARDING

Upon request Vision Airlines will advise a customer if his/her flight is overbooked. When Vision Airlines determines that there are not enough available seats on a flight to accommodate all customers holding confirmed reservations and tickets, Vision Airlines will take the actions specified below regarding voluntary and/or involuntary denied boarding.

Voluntary

Request for Volunteers: Vision Airlines will request customers to relinquish their seats voluntarily in exchange for compensation (monetary or travel credit) as determined by Vision Airlines. The request for, and selection of, volunteers will be in a manner determined solely by Vision Airlines. Because the selection of volunteers is based on a variety of factors, and because we may have more volunteers than we need, some volunteers may not be selected.

Involuntary

Boarding Priorities: If a flight is oversold and there are not enough volunteers, Vision Airlines may be required to deny boarding involuntarily, in accordance with the following:

1. The last customer(s) to present him/herself (themselves) at the boarding gate may be denied boarding in the event of an overbooked flight.
2. Special efforts will be made to never involuntarily deny boarding to customers requiring special assistance or unaccompanied minors.

Transportation for Customers Denied Boarding

Vision Airlines will transport customers who have been denied boarding, whether voluntarily or involuntarily, on its next flight on which space is available at no additional cost to the customer.

Compensation for Flights Within the Continental United States

Voluntary - Vision Airlines will offer volunteers on flights within the continental United States a transferable voucher for one free roundtrip coach class ticket on Vision Airlines within the continental United States.

Involuntary - Vision Airlines will offer one of the following types of compensation to customers denied boarding involuntarily on flights within the continental United States:

1. A transferable voucher for one free roundtrip coach class ticket on Vision Airlines within the continental United States,

or,

2. Cash compensation in the amount of 200% of the sum of the values of the customer's remaining flight coupons of the ticket to the customer's next stopover, or if none, to his/her destination, but not more than \$400.00.

However, the compensation shall be 50% of the amount described above, but not more than \$200.00, if Vision Airlines arranges for comparable air transportation, or for other transportation acceptable to the customer, scheduled to arrive not later than two hours after the planned arrival, at the airport of the customer's next stopover, or at the airport of the customer's destination of the flight on which the customer holds a confirmed reservation.

Waiver of Payment of Compensation

Denied boarding compensation payment may not be made if:

1. The customer has not complied with the applicable time limit for presenting himself or herself at the boarding gate even if the customer has already checked in at another location.
2. The customer is offered alternative travel accommodations on an aircraft other than that specified on his/her ticket (at no extra charge).
3. The flight for which the customer holds confirmed reserved space is unable to accommodate that customer because of the substitution of equipment of lesser capacity when required by operational or safety reasons.
4. Vision Airlines arranges comparable air transportation, or other transportation used by the customer at no extra cost to the customer, that at the time such arrangement is made, is planned to arrive at the airport of the customer's next stopover or, if none, at the airport of the final destination not later than two hours after the planned arrival time of the customer's original flight or flight(s).

Free Air Transportation as Compensation for Travel

Free air transportation is limited to one round trip ticket from any one city served by Vision Airlines to any one destination served by Vision Airlines, as selected by the customer.

The voucher for free air transportation will be provided only to the customer who was denied boarding, although the customer may elect to transfer the voucher to another person. The voucher for free air transportation must be exchanged for a ticket within one year from the date of issuance of the voucher. Tickets issued in exchange for free air transportation vouchers are valid for one year from the date of ticket issuance. All travel must be completed within one year of the date of ticket issuance. Space is subject to availability at time of booking and travel must be via Vision Airlines only and via the most direct routing on which space is available. A stopover will be permitted only at the

customer's outward destination. The ticket has no refund value and may be rerouted and reissued only by Vision Airlines. A customer involuntarily denied boarding may decline this transportation benefit and receive the cash payment specified the section of the document describing involuntary compensation.

Vision Airlines policies and procedures on voluntary and involuntary denied boarding, including applicable check-in deadlines, are available from authorized Vision Airlines agents and on the Vision Airlines web site (visionairlines.com).

NOTE: ACCEPTANCE OF DENIED BOARDING COMPENSATION CONSTITUTES FULL COMPENSATION FOR DAMAGES INCURRED BY THE CUSTOMER AS A RESULT OF VISION AIRLINES' FAILURE TO PROVIDE THE CUSTOMER WITH A CONFIRMED SEAT.

XI. BAGGAGE

Free Baggage Allowance

Vision Airlines will accept for transportation as baggage such personal property as is necessary for, or appropriate for the wear, use, comfort, or convenience of the passenger for the purpose of the trip, subject to the following:

1. All baggage is subject to inspection by Vision Airlines however, Vision Airlines is not obligated to perform an inspection of any baggage. Vision Airlines reserves the right, at any time, to either refuse to transport or remove from an aircraft any baggage that the passenger refuses to submit for inspection.
2. Vision Airlines reserves the right to refuse to transport baggage on any flight other than the flight carrying the passenger.
3. Vision Airlines reserves the right to refuse to accept property for transportation if:
 - The size, weight, or character of such property renders it unsuitable for transportation on the particular aircraft which is to transport it;
 - The property cannot be accommodated without harming or annoying passengers; or,
 - The property is not suitable or adequately packaged to withstand ordinary handling unless the passenger has executed a release form.
 - Any checked baggage more than 2 pieces per passenger may be subject to additional fees.
3. Vision Airlines will not accept baggage or other personal property for storage.
4. Vision Airlines will check baggage which is tendered by a passenger only upon presentation by the passenger of a valid ticket for transportation over the lines of Vision Airlines, or over the lines of Vision Airlines and one or more other carriers, subject to the conditions specified below:
 - The passenger's name must appear on the baggage.
 - Baggage will not be checked:
 - o To a point that is not on the passenger's routing.
 - o Beyond the passenger's next point of stopover or, if there is no stopover, beyond the final destination designated on the ticket.
 - o Beyond a point at which the passenger wants to reclaim the baggage or any portion thereof.
 - o To a point which is intermediate to the passenger's next point of stopover, or if none, intermediate to the final destination

Carry - On Baggage

Vision Airlines has a "no carry-on policy" on its Dornier 328 and 228 aircraft. A single carry-on bag is permitted on its Boeing 737 and Boeing 767 aircraft in addition to the one personal item. Only one personal item will be allowed, per ticketed passenger, in the cabin of the aircraft. Standard sized carry-on baggage will be gate checked as Valet bags for its Dornier 328 and 228 aircraft.

Personal items include the following:

1. Purse
2. Briefcase
3. Computer and case
4. Diaper bag
5. Other similar size item (backpack, small duffel bag, portfolio)

Subject to the following maximum dimensions:

- | | |
|---|--------------|
| 1. Dornier 328 / Boeing 737/767 Personal Item | 10 x 14 x 18 |
| 2. Dornier 228 Personal Item | 15 x 8 x 11 |
| 3. Boeing 737/767 Carry-on Bag | 9 x 14 x 22 |

NOTE: In addition to the ONE personal item, a passenger may carry, within reason: a coat, an umbrella, reading material, food for immediate consumption, infant restraining device or passenger assist/comfort animals and devices.

Upon request by the passenger, a fragile and or bulky item may be accepted by Vision Airlines at the sole risk of the passenger as cabin-seat baggage subject to the provisions in the "Cabin-seat Baggage and Charges" section of this Contract.

Baggage allowance may be restricted due to lack of space on certain Vision Airlines aircraft.

Conditions of Acceptance

Fragile and Perishable Items: Vision Airlines will refuse to accept property for transportation that is not suitably packaged to withstand ordinary handling, that is of a size, weight or character which renders it unsuitable for transportation on the particular aircraft to be used, or that cannot be accommodated without harming or annoying customers. Fragile and perishable items (see examples below) may be accepted if appropriately packaged in an original factory-sealed carton, mailing tube, container or case designed for shipping such items or packed with airline-approved, protective material. However, fragile items without appropriate packaging may, at the sole discretion of Vision Airlines, be accepted upon the execution of a release form furnished by Vision Airlines, releasing Vision Airlines from liability for damage to, loss or spoilage of contents, or delay in delivery resulting in damage to, loss or spoilage of such items.

Examples of fragile and perishable items: glass, plastic, artistic items, pottery, wood, electronic / mechanical devices, including computers with or without carrying case, flimsy garment bags, liquids, musical instruments, papers, food, plants, flowers, photographic equipment, toys and unsuitably protected recreational and sporting goods.

Conditions for Acceptance of Special Items

The following are special items that will be accepted as checked or carry-on baggage, subject to specified conditions and payment of charges when applicable:

1. **Firearms:** In accordance with Federal law, a customer who presents baggage containing a firearm must sign a declaration that the firearm is unloaded and placed in a suitable locked, hard-sided container before such baggage will be checked. Ammunition is not allowed onboard Company aircraft.
2. **Child Restraint Systems:** A child restraint system will be accepted for transportation in the customer cabin only if the restraint system can be stowed beneath the seat or in an approved overhead compartment; or when an additional seat is reserved for the infant, a ticket is purchased and the restraint system can be properly secured by the seat belt. The infant may not be secured

in the restraint system during ground movement, takeoff, landing or any other time when the "Fasten Seat Belt" sign is on, unless such restraint system is government approved.

3. **Seat Baggage:** When determined acceptable by Vision Airlines, an item of baggage may occupy a seat (selected by Vision Airlines), providing the customer accompanies the property, the item meets specified dimensions, can be properly secured by the seat belt, reservations are made and the applicable fare is paid.
4. **Pet Animals:** Vision Airlines does not accept animals for shipment in the cargo hold. Vision Airlines will accept for an extra charge small dogs, small domestic cats, small household birds and household tropical fish for transportation in the customer cabin under the following conditions:
 - Reservations are made at least 24 hours before departure.
 - The animal is harmless, inoffensive, odorless, and requires no attention during transit.
 - The container must be approved by Vision Airlines and able to fit underneath the seat in front of the customer traveling with the animal. (Maximum container size—15" length x 11" width x 8" height.)

Note: Due to underseat space constraints, pets may not be permitted in the cabin on certain aircraft types.

- Only one pet per customer and container is permitted, and the pet cannot be removed from the container during transit.
- In the event the animal becomes offensive or causes a disturbance during transit, the owner will be asked to deplane with the pet at the first en route stop. - Vision Airlines assumes no responsibility for the impaired health or death of the animal.

Transporting Wheelchairs and Scooters

Contact Vision Airlines at least 48 hours prior to departure and check-in two hours prior to departure if you are requesting the transportation of a wheelchair or other device that uses a gel cell or wet cell battery or an on-board wheelchair. Your wheelchair will be tagged for special handling and placed in the cargo compartment as you board the plane. The wheelchair will be returned to you at the destination gate upon arrival or at a connecting airport.

Wheelchairs, canes or three wheel scooters are not counted towards your baggage allowance.

Please provide clear instructions for disassembly and assembly if you have a battery-powered wheelchair.

Canes and Walkers - Canes and walkers are permitted as carry-on items when traveling. Due to size and space constraints, walkers must be stowed in the cargo compartment for transport. Canes may be kept by the passenger at their seat.

On-Board Wheelchair - If you are in need of an on-board wheelchair during your flight, please notify Vision Airlines at least 24 hours in advance of your departure and arrive at the airport at least one hour prior to scheduled departure of your flight.

Military Baggage

Military personnel who are on active duty status or who have been discharged within seven days qualify for free baggage allowance. Military personnel may check 2 bags free of charge which can exceed 62 inches/157 cm in dimensions (but less than 81 inches/206 cm) and weighs 100 pounds/46 kg or less.

Restricted Articles

The following articles are classified as hazardous and must not be carried in baggage: compressed gases, corrosives (such as acids and wet batteries), explosives (such as fireworks and munitions), flammables (such as matches and lighter fuels), poisons, magnetic, and radioactive materials as well as all other items restricted by government regulations.

Certain articles are considered dangerous and are not permitted beyond the security screening checkpoint. These items include, but are not limited to, weapons, cutting instruments of any kind, ice picks, straight razors, metal scissors with pointed tips, metal nail files, corkscrews, baseball bats, golf clubs, pool cues, ski poles, and hockey sticks. Vision Airlines assumes no liability for items lost, damaged, or confiscated as a result of security screening.

Baggage Claim Limits and Procedures

Total liability for provable direct or consequential damages resulting from the loss, delay, or damage to baggage in Vision Airlines' custody for travel wholly between U.S. points which does not involve a stop in a country other than the U.S., is limited to \$2000 per customer; and \$400 per customer for unchecked baggage in the custody/control of the carrier. Total liability for damages resulting from the loss, delay, or damage to baggage in Vision Airlines' custody during International Travel may be governed by a Convention which, in most cases, will limit Vision Airlines' liability for loss, delay, or damage to baggage as set forth in that Convention. In the event a Convention does not govern Vision Airlines' liability for provable direct or consequential damages resulting from the loss, delay, or damage to baggage in Vision Airlines' custody during International Travel, Vision Airlines' liability is limited to \$2000 per customer; and \$400 per customer for unchecked baggage in the custody/control of the carrier.

Vision Airlines assumes no liability for valuable/commercial items, including but not limited to: money, negotiable papers, securities, irreplaceable business documents, books, manuscripts, publications, photographic or electronic equipment, musical instruments, jewelry, silverware, precious metals, furs, antiques, artifacts, paintings and other works of art, lifesaving medication and samples.

No action shall be maintained for any loss, damage or delay of checked baggage, unless notice is given in writing to the airlines involved within 48 hours from the time of arrival at the final destination and unless the action is commenced within 10 business days from the date of the incident.

When Vision Airlines has exercised the ordinary standard of care, it shall not be liable for delay in delivery of any perishables, or for damage to or damage caused by fragile items, liquids or perishables which are unsuitably packed and which are included in a customer's checked baggage, with or without Vision Airlines' knowledge. Vision Airlines may allow a customer to check fragile and/or perishable items that are unsuitably packed upon the execution of a Limited Liability Release Baggage Tag. Vision Airlines assumes no liability for damage such as scratches, scuffs, dents, stains, cuts, and damage to wheels and retractable handles that result from normal wear and tear. When transportation is via Vision Airlines and one or more airlines with different limitations of liability, the lowest maximum baggage liability limit will apply.

When responsibility for loss, damage or delay cannot be determined in interline travel, Vision Airlines will not be liable for the other airlines excluded items.

1. **Excess Valuation:** Baggage liability is limited to those amounts set forth in the above terms, unless an additional charge is paid. The excess valuation charges and maximum value allowed can be obtained from any Vision Airlines ticket office. The additional protection (excess valuation) is not available for fragile or perishable articles, which are not suitably packaged to withstand ordinary handling.
2. **Responsibility:** Vision Airlines assumes responsibility only for those claims arising from the transportation of baggage over its own routes. Vision Airlines assumes no responsibility for property damage or loss resulting from customer security screening or incurred in customer

waiting rooms or concourses or for property not checked into Vision Airlines' custody. All claims are subject to proof of value and loss.

3. **Initial Notification:** Loss or damage to baggage must be reported to the local Vision Airlines office within four hours of arrival. Pilferage must be reported within 24 hours of arrival.
4. **Delivery:** If Vision Airlines fails to return checked baggage upon arrival at the destination, every effort will be made to return the checked baggage within 24 hours of the customer's arrival at the destination airport, except that baggage will not be delivered to a residence after midnight unless specifically requested, but instead will be delivered the following day.

Vision Airlines' liability for the loss, delay, or damage to baggage which occurs during International Travel may also be subject to additional Convention rules and/or restrictions. To extent a Convention applies to International Travel and conflicts with the provisions set forth in Vision Airlines' contract of carriage, the rules and/or restrictions of the applicable Convention shall govern.

XII. Limitation of Liability for Personal Injury or Death

Vision Airlines' Liability

Vision Airlines' total liability resulting from personal injury or death arising from International Travel may be governed by a Convention which, in most cases, will limit Vision Airlines' liability for personal injury and/or death as set forth in that Convention. Additionally, a Convention may govern the time a party may have to bring a claim for personal injury or death, the forum where that party may bring its claim, and provide additional rules and/or restrictions regarding Vision Airlines' liability. To extent a Convention applies to International Travel and conflicts with the provisions set forth in Vision Airlines' contract of carriage, the rules and/or restrictions of the applicable Convention shall govern.

XIII. MISCELLANEOUS PROVISIONS

Subject to the following provisions and the specific constraints of the aircraft involved, all terms of transportation in this booklet apply to all Vision Airlines flights.

Pet Animals in the Cabin

Small dogs, small domestic cats, small household birds and household tropical fish may be accepted for carriage, for an extra charge, in the cabins of Vision Airlines Dornier 328/737/767 type aircraft.

XIV. CUSTOMER COMPLAINTS

Vision Airlines employees are empowered to address consumer issues appropriately and effectively at the time a concern arises at airports and through reservations.

The Vision Airlines Office of Customer Relations will respond to written complaints within 30 days from receipt of the complaint. The Office of Customer Relations may be contacted via e-mail, letter, fax or telephone. Include flight information, travel dates, and ticket number(s).

E-mail: Complaints may be sent via e-mail using the Contact US page on visionairlines.com.

Mailing Address:

Vision Airlines
2705 Airport Drive
Attn: Customer Relations

Last Updated: 8 October 2009

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