

FAQ English version:

Q1: How much does it cost?

A: The price depends on the **flight duration**. At the bottom of the “Customer Information” page you can find info on standard routes and pricing. It is, of course, possible to organize **customized routes** with your desired destinations. In that case, please contact our team for a special offer via phone and/or email. It is also possible to **rent a floatplane** for team buildings, celebrations, special occasions (e.g. engagements etc.) or any other event. For any wishes outside of the standard routes, please contact our team. **For several flights in a row, it is also possible to agree on a discounted price.** It is our pleasure to make your wishes come true.

Q2: Do I need to book a flight in advance?

A: If you are interested in a **flight longer than 30 mins**, or for a route that is outside of standard offer, booking in advance is required. This is particularly the case with **non-standard routes**, as it is sometimes necessary to get a special flight permission for certain areas.

Q3: Are there any restrictions on who is allowed to take a flight with a floatplane?

A: **Minors** must be accompanied by an adult. **Women in late-stage pregnancy** are advised not to take a flight. For **senior citizens**, and other **individuals with chronic illnesses, or other medical conditions**, it is recommended to check in with your doctor. Floatplane is no different than any other commercial flight when it comes to restrictions.

Q4: How safe is it to fly with a floatplane?

A: Flying in a floatplane is actually **safer than regular aircraft**, as floatplane **doubles up as a vessel**. This means that if there is an issue with some aircraft components or systems, floatplane can land on water and remain stable on it just like a smaller boat. You will also notice that each floatplane has a pair of paddles, it is for this exact reason.

Furthermore, **GAS Aviation is an AOC holder (Air Operator Certificate)**, which implies that the company is officially licensed for this type of aerial operation by Civil Aviation Authority of Serbia. AOC is a reliable sign that a company went through multi-year process of adapting all required legal measures and demands to conform to necessary safety standards. As part of this process, GAS Aviation staff was subjected to specialized safety trainings. We also have **Safety procedures sheet** describing the procedures related to boarding, flying and leaving the

aircraft in case of an emergency. This safety procedure can be downloaded at the bottom of this page, but you would also be briefed about them by our staff prior to boarding (similar to regular commercial flights).

Moreover, our **pilots have more than 3 decades of experience**, as well as specialized license for this type of aircraft obtained by the prestigious European floatplane school located at Lake Como in Italy. It is important to mention that **GAS Aviation is also a maintenance center** for aircraft up to 5.700 kgs, and therefore, we guarantee that all our aircraft is maintained and checked in accordance with required legal airworthiness standards. What is more, on the boarding location, we would always have **one mechanic present** with a small boat in case of emergency, and also to be able to check the condition of the floatplane between the flights.

IMPORTANT: Boarding will not be permitted to individuals who are intentionally and consciously not adhering to safety procedures and crew's instructions (e.g. not wanting to put on a seatbelt), and if the passenger is already inside the floatplane - in that case, the flight would be stopped. GAS Aviation is not liable for any incident which happens as a result of intentional and conscious non-adherence to safety procedures.

Q5: Is it possible to bring personal belongings inside the floatplane?

A: Rules are similar to any commercial flight, in regards to what items are (not) allowed on board. You can find a **detailed list of those in our Safety procedure sheet** (e.g. lighter, batteries etc.). You are allowed to have a personal small purse, or a smaller backpack. **Suitcases and heavier luggage are not allowed** in order to avoid additional load on the aircraft. However, it is allowed (and recommended) to bring a water bottle, especially during warmer days. Phones, cameras, etc. are also permitted.

Q6: Other important info

A: Please wear a headset provided to you during the flight. This is not only for noise cancellation, but also to hear the pilot in case he/she is sharing important information. If you are prone to nausea, we suggest you take a medication before the flight just in case. Either way, you would be able to find bags for throwing up in the pocket of the seat in front of you. Floatplane does not have A/C, thus it is recommended to bring a water bottle and to avoid flying around noon if you have low tolerance to higher temperatures. Floatplanes and equipment are cleaned and disinfected at the end of each day.

We hope you have been sufficiently informed! Please do not hesitate to ask additional questions to any of our crew members, or give us a call if you want to learn more before you make a decision to fly with us :) At your service!