



DATA PROTECTION

One Caribbean Ltd is committed to ensuring the security and privacy of the personal data that you provide us. We implement all necessary technical and organizational measures, with regards to the nature, impact and context of the personal data that you share with us and the risks involved in processing it, in order to protect your personal data and, more specifically, to prevent any corruption, damage, or unauthorized use by third parties, either through accident or criminal activity. You can therefore purchase your ticket on our website with the guarantee that your data is kept confidential and secure.

Everyone has a part to play in data security and privacy. For this reason, we recommend that you avoid communicating passwords to others, and that you log out of your One Caribbean Ltd and social media accounts (especially if these accounts are linked) and close your browser window when leaving the One Caribbean Ltd website, especially when using a public device to access the internet. This way, other users will not be able to access your personal information. We strongly advise against communicating any document issued by One Caribbean Ltd that contains your personal details (boarding pass, ticket number, etc.) to third parties or posting such documents on social media.

PRIVACY PROTECTION

To ensure the proper adherence of all legal requirements, as applicable, One Caribbean Ltd has appointed a Data Protection Officer. One Caribbean Ltd has also put in place appropriate internal procedures to raise awareness amongst its employees and ensure the regulations are correctly implemented within the organization.

CANCELLATION and REFUND POLICY

Please be advised that One Caribbean Ltd. reserves the right to revise the departure time of any scheduled service (taking into consideration all connection details) for most effective execution*
SCHEDULED SERVICE / PRIVATE CHARTER / COMBINED CANCELLATION & CHANGE

DELIVERY POLICY

One Caribbean Ltd offers two (2) ways to receive your tickets. You have the option to print your ticket once you have completed your transaction, or you may retrieve your tickets from the Kingstown Reservation's office or One Caribbean Ltd check-in desk at the airport on the day of your travel. Tickets not purchased directly through One Caribbean Ltd are at your own risk. One Caribbean Ltd is not responsible for any fraudulent sales by other individuals, or third party.

POLICY 100% penalty is applicable if reservation(s) is changed or cancelled with less than 24 hours' notice prior to travel. 50% penalty is applicable if reservation(s) is cancelled or changed between 24 and 48 hours prior to travel. US\$ 25.00 penalty is applicable if reservation(s) is cancelled 48 hours or more prior to travel. US\$ 25.00 penalty is applicable for ALL changes to reservation(s). Tickets are NON-REFUNDABLE once one portion of travel has commenced. For damage to Baggage/Clothing ONE CARIBBEAN does not assume liability for normal wear and tear to checked baggage. Normal wear and tear being minor scratches, scuffs, stains, dents, cuts and dirt that may occur despite care in handling. There is also no responsibility for damage to or loss of protruding baggage parts such as wheels, straps, pockets, pull handles, zips, zippers, seams, hanger hooks or other items attached to the baggage. TAX CODES - TT- Ticket Tax / GT- Govt Tax / DT- Dept Tax / PFC- Pax fac Chg / CF- Concourse fee / SF- Security Fee / AS- Airport Service Chg / HB- Screen Fee CHECKED BAGGAGE ALLOWANCE One (1) bag per seated passenger, not to exceed 50Lbs (23kgs) HAND BAGGAGE ALLOWANCE One (1) item per passenger is allowed not to exceed 13lbs (6kgs) and must be able to fit under the seat. Excess luggage Maximum weight of 50lbs (23kgs) cost US\$50.00 for a second piece; US\$100.00 for a third piece of checked baggage or oversized luggage. Only one piece of checked baggage is guaranteed to travel with you; additional luggage transportation is subject to space availability. Please check your International Carrier allowance as this may differ to that of ONE CARIBBEAN. Due to Aviation safety policies & weight restrictions on the aircraft, EXCESS/OVERWEIGHT luggage may NOT be accommodated on service with passengers; and will only be accommodated on a space availability basis. Health & Safety Regulations dissuades Luggage Attendants from lifting more than a 50lbs per luggage. Clients with luggage in excess of this restriction will be expected to be charged \$1.00 per pound or \$25.00 for an extra bag. A 3.9% fee is payable if payment is made by electronic card. One Caribbean makes every effort to operate as per our published timetables. If the need arises to change the scheduled departure time of your flight after your ticket has been issued, we or your agent will try to notify you of any changes. Make sure a contact number is provided to your agent. One Caribbean reservation email reservations@flyonecaribbean.com

All prices are quoted in USD

CONTACT

For any further questions related to this policy or the way in which One Caribbean Ltd processes your data, please contact our Data Protection Officer at the following e-mail address: dataprotection@flyonecaribbean.com

MODIFICATIONS

One Caribbean Ltd reserves the right to alter its data privacy policy at any time. We recommend that you check the latest version of the policy on a regular basis.

The current version is dated 1 June 2018

Updated on 5th July 2019