

Terms of Use

Solace Private Jet Terms & Conditions / Customer Agreement

Effective Date: April 29, 2026

INTRODUCTION

These Terms & Conditions (the “Terms”) govern the relationship between Solace Private Jet (“Solace”, “we”, “our”, or “us”), and all customers and passengers (collectively, the “Customers”) for whom Solace arranges, reserves, or initiates travel via one of Solace’s aircraft operators (the “Operators”).

Please read carefully: These Terms do **not** constitute a contract for carriage between the Customer and Solace. All air travel is governed solely by the Operator’s Contract for Carriage. In the event of conflict between these Terms and the Operator’s terms, these Terms shall prevail with respect to Solace’s relationship with the Customer.

Solace is **not** an aircraft operator and assumes no liability related to aircraft operations. Solace may update these Terms from time to time. Any changes will be effective upon posting, except where required by law, in which case reasonable notice will be provided. Changes will not apply retroactively to bookings already confirmed.

1. GENERAL PROVISIONS

1.1 Platform Services Solace provides a platform through our website, app, phone, and email where Operators make air travel available.

1.2 Operator Terms Govern Travel All air travel is subject to the Operator’s terms, not Solace’s.

1.3 Solace Not Responsible for Aircraft Operations Solace is not responsible for the ownership, maintenance, or operation of aircraft.

1.4 Customer and Passenger Responsibilities Customers must comply with the Operator’s rules (arrival times, baggage limits, travel documents, etc.). Entry into other countries is not guaranteed even with valid documents.

- **1.4.1 Missed Flights:** No liability if the Customer misses departure or fails to meet the Operator’s requirements.
- **1.4.2 Travel Documents:** Customers are responsible for securing valid IDs, passports, and visas.
- **1.4.3 Compliance With Travel Laws:** Customers must comply with all laws and travel requirements. Solace disclaims liability for advice related to these.

1.5 Smoking Smoking is strictly prohibited unless specifically permitted by the Operator. Customers will indemnify Solace for violations.

1.6 Liability for Other Passengers Customers are liable for all passengers they book for and must ensure all terms are acknowledged and agreed to.

1.7 Baggage Requirements Customers must comply with baggage limits posted by Operators or on Solace's website.

1.8 Refusal of Service Solace reserves the right to refuse or suspend service where reasonably necessary, including for safety, legal compliance, suspected fraud, or breach of these Terms.

1.9 Itinerary Changes Solace will use reasonable efforts to communicate itinerary changes but does not guarantee the delivery of such communications. Customers remain responsible for confirming flight details directly with the Operator where applicable.

1.10 Missed Travel No refunds for missed travel unless provided under the Operator's terms.

1.11 Alternate Transportation Solace may help arrange alternate transport but assumes no costs or guarantees availability.

1.12 Operator Insolvency or Inability to Perform If an Operator is unable to perform a confirmed booking due to insolvency, regulatory action, detention, operational failure, or any other reason beyond Solace's control, Solace may, at its sole discretion, use commercially reasonable efforts to identify alternative transportation options.

Any such alternative arrangements are subject to availability, revised pricing, and Customer approval. Additional costs may apply and are the responsibility of the Customer.

Solace does not guarantee the availability of replacement aircraft, equivalent aircraft type, or timing.

To the maximum extent permitted by law, Solace shall not be liable for any losses, damages, delays, or additional costs arising from an Operator's inability to perform.

Any refunds, credits, or compensation related to such events shall be governed solely by the applicable Operator's terms, and the Customer's sole recourse shall be against the Operator, except where required by applicable law.

1.13 Nature of Services Solace operates as a technology platform and charter broker facilitating access to third-party aircraft operators. Solace does not own, operate, or control aircraft and does not guarantee aircraft availability, pricing, or specific aircraft types. All flight services are provided by independent Operators.

1.14 Alternative Options

- **1.14.1** If declined, the Customer's only recourse is against the Operator.
- **1.14.2** Accepted alternatives may require additional Customer payment.
- **1.14.3** Bookings through authorized agents will be communicated through the agent unless otherwise requested.

1.15 No Guarantee of Pricing or Availability Listings, estimates, and quotes displayed on the platform do not constitute binding offers and are subject to Operator confirmation and change.

2. MEMBERSHIP BENEFITS AND RESPONSIBILITIES

2.1 Charter Requests Members/Customers may request charters via Solace's platform or concierge team; Solace will seek quotes from Operators.

2.2 Monthly Membership Fees *(if applicable)* Customers pay a monthly fee based on their selected membership or service tier.

2.3 Member Services Members have access to dedicated concierge services and flight success coordinators.

2.4 *[Removed]*

2.5 Payment Requirement Members must pay Solace directly for flights booked through the platform or concierge service.

2.6 Payment Handling Payments may be collected and processed by Solace as a payment intermediary in connection with Operator services.

2.7 *[Removed]*

2.8 Accuracy of Flight Requests Members are solely responsible for the accuracy of their flight requests.

2.9 Flight Booking Confirmation Members must ensure the Operator's quote reflects their requested itinerary before finalizing.

3. EXCLUSION OF LIABILITY / INDEMNITY

3.1 Variations or Cancellations All cancellations, delays, or operational changes are governed by the Operator's terms. Solace will use commercially reasonable efforts to assist but does not assume liability for such events.

3.2 Force Majeure Solace shall not be liable for delays, cancellations, or failures resulting from events beyond its reasonable control, including but not limited to weather conditions,

air traffic control restrictions, mechanical issues, crew limitations, regulatory actions, or airport constraints.

3.3 Indemnity for Passenger Conduct Customers indemnify Solace for claims arising from passengers' actions.

3.4 Indemnity for Non-Compliance Customers and passengers indemnify Solace for violations of any terms.

3.5 Operator Terms Govern Carriage Carriage is subject to the Operator's Terms at all times.

3.6 Travel Agent Bookings Solace is not liable for errors by third-party travel agents.

3.7 Independent Contractors Solace's Operators are independent. Solace is not liable for their conduct.

3.8 No Liability for Operator Negligence To the maximum extent permitted by applicable law, Solace shall not be liable for any indirect, incidental, consequential, special, or punitive damages, including loss of use, revenue, or profits.

Solace's total aggregate liability, whether in contract, tort, or otherwise, shall not exceed the total service fees paid directly to Solace for the applicable booking.

Nothing in these Terms limits liability where such limitation is prohibited by law, including gross negligence, fraud, or willful misconduct.

3.9 Application of Liability Limits The limitations set out in Section 3.8 apply to all claims, regardless of the legal theory under which they are brought.

4. PAYMENT TERMS

4.1 Membership / Service Fees Customers select a service tier and pay the corresponding fees for service access (not flights).

4.2 Mandatory Direct Payment All flight payments must be made directly to Solace.

4.3 Currency All invoices are typically in USD (or EUR/TRY as officially quoted by Solace).

4.4 Refund Policy Access to the Solace platform/services is available as outlined during booking. Users may optionally purchase additional specialized services to unlock enhanced benefits.

Except where required by applicable law, all service fees, membership fees, and platform-related payments are final and non-refundable once access to the applicable benefits has been granted, regardless of usage.

Any flight-related refunds, if applicable, are governed solely by the Operator's terms and conditions. Nothing in this section limits any non-waivable consumer rights under applicable law.

4.5 Payment Methods Solace accepts credit cards, wire transfers, and other approved methods. All associated fees are the Customer's responsibility.

4.6 Trust Arrangement Solace may facilitate the collection and transfer of payments to Operators as a payment intermediary. Unless expressly stated otherwise in writing, Solace does not act as a regulated trustee, escrow agent, or fiduciary. Funds may be held temporarily for administrative purposes and disbursed in accordance with Operator agreements.

4.7 Refunds Refunds for flights follow the Operator's terms. All processing fees are the Customer's responsibility.

4.8 Disbursement Funds are disbursed per the Operator's terms.

4.9 Chargebacks and Payment Disputes Customers agree not to initiate chargebacks or payment reversals without first contacting Solace to resolve the issue. In the event of a chargeback initiated in violation of these Terms, Solace reserves the right to recover all associated costs, including administrative fees, legal fees, and chargeback penalties, to the extent permitted by law.

4.10 Pricing and Estimates All quotes are subject to Operator confirmation and availability. Final pricing may vary based on operational factors including aircraft availability, routing, and regulatory requirements.

5. GENERAL

5.1 Entire Agreement These Terms represent the full agreement between Solace and Customers/Passengers regarding platform and brokerage services.

5.2 No Waiver Delays or omissions in enforcing rights do not waive them.

5.3 No Assignment Customer rights cannot be assigned.

5.4 Amendments Terms may only be amended in writing by Solace.

5.5 Consumer Protection Nothing in these Terms excludes or limits any rights or remedies available to consumers under applicable law that cannot be lawfully waived.

6. USER CONTENT

Users may post reviews or media (“User Content”) and grant Solace a perpetual, worldwide, royalty-free license to use such content. Content use may evolve as the platform changes. Terminating your account limits future use but preserves past uses.

Content may be removed by Solace at any time. You may request to delete your account or associated content by contacting: info@solaceprivatejet.com.

You warrant that:

- You own or have permission to post all User Content.
- It does not violate any rights or laws.
- You have all necessary consents.

7. APPLICABLE LAW & FORUM

7.1 Governing Law These Terms are governed by the laws of the **Republic of Turkey**.

7.2 Jurisdiction Any disputes must be brought before the **Istanbul (Çağlayan) Courts and Execution Offices**, Turkey.

7.3 Dispute Resolution Any disputes may, at Solace’s discretion and to the extent permitted by applicable law, be resolved through binding arbitration or mediation in Istanbul, Turkey.

Contact Us If you have any questions regarding these Terms, please contact us at: **Solace Private Jet** Dikilitaş Mah. Otopark Çıkmazı Sk. No: 6 İç Kapı No: 4 Beşiktaş / İstanbul Phone: **+90 (532) 341 69 30** Email: info@solaceprivatejet.com