



**Pelee Update Effective May 26, 2023:**

Dear Valued Pelee Customer,

As we do our best to prevent excessive price increases and ensure the consistent top quality service you have come to expect, we are implementing a few procedural policies for our Pelee operation.

● **Scheduling**

- During off-peak days (generally Monday to Thursday and Saturday) we will be offering a flight to Pelee at 1:00pm and from Pelee at 1:30pm.
  - Guaranteed travel: we will utilize a waitlist process, and add flights as necessary to guarantee travel on a specific off-peak day.
- During peak days (generally Friday and Sunday) we will be prioritizing the following flights, and adding additional flights as these become full:
  - To Pelee at 1:00pm and 4:00pm
  - From Pelee at 1:30pm and 4:30pm
- Throughout the week we will be consolidating flights as things change, and may have to adjust your scheduled flight time.

● **Cancelation Policy**

- We are implementing a cancelation policy which will enable us to better schedule flights, fill the seats, and staff our pilots.
- In order to confirm a reservation, each passenger will be required to have a credit card on file. This will only be charged when a cancellation fee is applicable.
- A cancellation fee of \$50.00 per person will apply to any flights canceled within 48 hours of scheduled departure.
- Flexibility will always be offered for situations outside of your control, weather/traffic/etc will always be considered.

● **Baggage**

- Our general baggage guidelines can be found on our website at [flygriffing.com](http://flygriffing.com)
- We will always do our best to accommodate all baggage, but will be unable to guarantee travel for:
  - Large, hard sided coolers
  - Large/oblong suitcases
  - Packages over 50lbs
  - Excessive baggage

As always, we will do our absolute best to accommodate all of our customers and their needs for travel. We appreciate your flexibility and continued patronage, and look forward to a great summer.