



CHECKING IN & CONNECTING FLIGHT POLICIES

Domestic Flights. You are required to check-in at our ticket counter at least 20 minutes prior to scheduled domestic departure. Failure to do so may result in the loss of your seat and/or ticket.

Connecting TO Another Carrier's Int'l Flight? When booking a flight to Montego Bay International Airport (MBJ) or Kingston International Airport (KIN) in order to connect with an international flight, we ask that your domestic portion take into consideration a departure time that allows for a minimum connecting time of at least three (3) hours. This is to ensure that you meet the check-in window requirements of carriers such as American, Delta, Southwest, Sunwing, United, as well as provide enough time for security screening for your final destination.

Connecting FROM Another Carrier's Int'l Flight? When booking a domestic flight from Montego Bay International Airport (MBJ) or Kingston International Airport (KIN) that is connecting from an international flight, we recommend that your domestic portion with us be booked with a minimum of (1) hour connection time. This is to allow for customs and immigration transit times.

CANCELLATION, REFUND & TICKET CHANGE POLICY

Cancellations, changes and/or refunds depend on the class of ticket purchased. Please follow the fare rules printed on your ticket.

Cancellation of any part of the above itinerary must be made 24 hours in advance of the scheduled flight. Fees may apply.

Changes to any part of your itinerary must be requested at least 24 hours in advance for international or two (2) hours in advance for domestic scheduled flights. Some ticket classes (for example: specials) may not be changeable or require a fee / ticket difference to be processed. Changes can be requested by phone via email at reservation@flyjamair.com or at any of our stations.

BAGGAGE POLICIES

Carry-on: We allow one small carry on per passenger. Examples of allowable carry-ons are personal bags such as a purse or a small backpack. Maximum weight of these items cannot exceed 15lbs (6.8kgs), and due to limited cabin space, all carry-ons must fit in your lap. If your carry-on is larger than the above requirements, your carry-on must be checked-in.

Checked Baggage: You are allowed 1 checked bag. The checked bags shall have a size limit of 62 linear inches (157cm) with a width limited to 30 inches (76cm) and a height of 15 inches (38cm). Excess bags may be placed on a space available status.

Oversized Baggage: Please note that while JAM Air will strive to move all bags for our passengers, due to cargo hold limitations, most bags that exceed 62 linear inches (157cm) in total dimensions may not be able to be transported at all. JAM Air will not be responsible for these bags getting to your final destination.

Excess Baggage: Excess bags may be placed on a space available status or transported separately as cargo and may be subject to additional fees.

Wheelchairs & Strollers

Customers with disabilities are not required to provide us with any advance notice of the need for assistance; however, doing so helps us better prepare for the number of customers who will need our help. There is no charge for mobility devices to be carried as checked baggage.

Unfortunately, due to the size of the baggage hold of our aircraft, we may be unable to carry some electric wheelchairs, and we ask that this be planned for with due notice.

JAM Air gives passengers the opportunity to notify us of any specific disability-related needs by emailing us at reservation@flyjamair.com

Customers may also advise us of any disability-related travel needs at the time of booking by email, if a reservation has already been made, by emailing reservation@flyjamair.com before travel.

Strollers / Car Seats

JAM Air permits car seats and strollers for infants and children to be carried for at no cost.

BAGGAGE LIABILITY

JAM Air assumes no liability for fragile or perishable articles or items intended for resale. Do not pack valuables or irreplaceable articles such as cash, camera equipment, jewellery, medicine, eyeglasses, securities, legal documents, antiques, computer and electronic items in any checked bag as JAM Air will not be liable for damage to or loss of these items.

We do not accept liability for minor cuts, nicks, or scrapes incurred commonly in the handling of baggage or for the failure or loss of wheels, handles, straps and other appurtenances. We also do not accept liability for the failure of a bag to contain its contents as evidenced by splitting of seams, zippers or other closures. Maximum liability for the loss or damage to a bag and its contents is based on shipping weight and will be limited to applicable government or IATA rules.

CONDITIONS OF CARRIAGE

1. As used in this contract 'ticket' means this passenger ticket of which these conditions and the notices form part, 'carriage' is equivalent to 'transportation', 'carrier' means all air carriers that carry or undertake to carry the passenger or his baggage hereunder or perform any other service incidental to such air carriage. 'Warsaw Convention' means the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw, 12 October 1929, or that Convention as amended at The Hague, 28th September 1955, whichever may be applicable. 2. Carriage hereunder is subject to the rules and limitations relating to liability established by the Warsaw Convention unless such carriage is not 'International carriage': as defined by that Convention. 3. To the extent not in conflict with the foregoing, carriage and other services performed by each carrier are subject to (i) provisions contained in the ticket, (ii) applicable tariffs, (iii) carrier's conditions of carriage and related regulations which are made part hereof (and are available on application at the offices of carrier), except in transportation between a place in the United States or Canada and any place outside thereof which tariffs in force in those countries apply. 4. Carrier's name may be abbreviated in the ticket, the full name and its abbreviation being set forth in carrier's tariffs, conditions of carriage, regulation or timetables; carrier's address shall be the airport of departure shown in carrier's timetables as scheduled stopping places on the passenger's route; carriage to be performed hereunder by several successive carriers is regarded as a single operation. 5. An air carrier issuing a ticket for carriage over the lines of another air carrier does so only as its agent. 6. Any exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants and representatives of carrier and any such person whose aircraft is used by carrier for carriage and its agents, servants and representatives. 7. A valid ID must be presented upon check-in for flight.