



Schedule Flights Terms and Conditions | Vieques & Culebra

Ticket policy for regular flights

As part of our service guarantee, we at I VENTURES do not sell overbookings. When you book with us your seat is guaranteed for the date and time of your flight according to our travel policies. The following terms and conditions have been designed around this seat guarantee.

Fare Terms and Conditions

Service is 100% non-refundable, we do provide credits in accordance to the terms following in this ticket policy.

1. Changes to the itinerary will be subject to availability and a change fee of \$15.00 per direction, per passenger, plus fare difference, if applicable.
2. For any cancellations 48 hours in advance of your flight time, there will be a 20% cancellation fee. If you cancel with less than 48 hours prior to the flight time including day of travel, there will be a 50% cancellation fee.
3. Failure to cancel a reservation in advance of check-in and not showing up for your flight will result in forfeiture of 100% of payment for the "no-show" segment (no credit given).
4. All changes and cancellations can be made email at info@iventurescaribbean.com or by phone 787-779-9075.
5. In the event of a change or cancellation, the remaining amount is not refundable and not transferable but may be used towards the purchase of any future travel within the next 12 months. Any unused credits will expire after 12 months.
6. I VENTURES & Supplier are not responsible for flight delays or cancellations due to conditions beyond supplier control or major force situation like weather or government regulations.
7. Infants under two years of age will travel in an adult's lap at no charge. After two years of age, full fare applies and a seat is guarantee for the child. The allowance is one infant per passenger.
8. All flights may have one or two stops before final destination. We will make our best effort to inform you at check in, but for sure we will notify you prior to boarding.

All our fares include 30lbs of free checked baggage.

	Maximum Size	Maximum Weight	Charge Fee
First standard bag Under 30 lbs.	22" x 15" x 9"	30 lbs. (13.5 kgs)	Free
First standard bag exceeding 30 lbs.	35.5" x 29.5"x 16"	50 lbs. (22kgs)	\$1.00 per pound of the excess of 30lbs.

*30 pounds include your carry-on bag and personal items.

CHECK-IN & TIME REQUIREMENTS

SAN JUAN LUIS MUÑOZ MARIN INTERNATIONAL AIRPORT "SJU"

- SJU is an International airport under TSA Federal Regulations, all guest should check-in at least 90 minutes before departure to go through regular screening procedures.
- Check In counter closes 60 minutes before departure.
- All flights will be closed 45 minutes before departure, not showing at the counter prior to this check-in time requirement, the NO SHOW policy will be applied.
- Gate Check in closes 15 minutes before flight departure.
- Flight will board in Terminal D.
- Passengers Connecting Flight with checked in luggage must claim it and proceed to the check in counter at Terminal B.
- Passengers connecting flights with carry-on luggage can proceed directly to Supplier gate.

ALL OTHER PUERTO RICO REGIONAL AIRPORTS

- Guests should check at least 45 minutes prior to the scheduled departure time. All flights will be closed 15 minutes before departure in Vieques, Culebra, Ceiba and Isla Grande Airports, not showing at the counter prior to this check-in time requirement, the NO SHOW policy will be applied.
- I VENTURES & Supplier does not assume any responsibilities for expenses resulting from failure to departures or arrival times stated nor for the failure to make connections to other flights.
- I VENTURES & Supplier reserves the right to cancel your seat after check in, if your behavior represents a threat to other passengers and/or the safety of the flight.

Passengers traveling with pets:

- Must inform us you are traveling with a pet while making a reservation.
- Suppliers accept only one pet per flight per kennel.
- Pet charge is \$15.00 each way.
- Pet have to show good hygiene and travel, for safety reasons, in a proper hard kennel
- Total weight of the pet and kennel may not exceed 30lbs. Pet kennel maximum measure is 26"X18"X17". Kennels bigger than the specified size do not fit in the aircraft and will not be accepted. If this becomes a reason for you not to travel once you arrive to the scheduled flight, the less than 48 hours cancellation fee applies.
- Supplier provides kennel for an extra charge of \$15.00, pet must fit comfortably in these kennels in order to be used.
- All pet sizes will travel on hard kennels on cargo area; no carry-on are allowed.
- Charters flights could be arrange on Supplier availability to accommodate a passenger with a service animal that is too large.

NO-SHOW POLICY

Failure to check in on time at counter is consider a No Show and you lose 100% of ticket payment. When a customer fails to honor the first segment of a round trip confirmed reservation without contacting I VENTURES in advance, Supplier may cancel, without notification, the returning flight. If you are a No show and you are traveling round trip, we highly recommended you personally contact our Reservations Team 787-779-9075 and reconfirm your returning flight.

ID Requirements for Check In

Passengers 18 & over must present a valid ID at the airport stations in order to travel. Supplier does not require children under 18 to provide ID when traveling with a companion within the United States.

VALID IDS

Driver's licenses or other state photo identity cards issued by Department of Motor Vehicles (or equivalent)
U.S. passport
U.S. passport card
DHS trusted traveler cards (Global Entry, NEXUS, SENTRI, FAST)
U.S. military ID (active duty or retired military and their dependents, and DoD civilians)
Permanent resident card
Border crossing card
DHS-designated enhanced driver's license
Airline or airport-issued ID (if issued under a TSA-approved security plan)
Federally recognized, tribal-issued photo ID
HSPD-12 PIV card
Foreign government-issued passport
Canadian provincial driver's license or Indian and Northern Affairs Canada card
Transportation worker identification credential
Immigration and Naturalization Service Employment Authorization Card (I-766)

All passengers regardless of age, traveling outside U.S. must present:

- U.S. passport
- U.S. passport card
- Federally recognized, tribal-issued photo ID with Foreign government-issued passport

BOOKING Contact Person

I VENTURES Representative

Date

Airport Locations

FERNANDO RIBAS DOMINICHI AIRPORT

SAN JUAN ISLA GRANDE AIRPORT SIG

Operating Hours: Every day from 6:00 a.m. - 6:30 p.m.
Sundays from 8:00 a.m. - 6:00 p.m.

JOSÉ APONTE DE LA TORRE AIRPORT

OLD ROOSEVELT ROADS MILITARY

FACILITY AIRPORT RVR

Operating Hours: Every day from 6:00 a.m. - 6:00 p.m.

ANTONIO RIVERA RODRIGUEZ AIRPORT

VIEQUES AIRPORT VQS

Operating Hours: Every day from 6:00 a.m. - 6:00 p.m.

BENJAMIN RIVERA NORIEGA AIRPORT

CULEBRA STATION AIRPORT CPX

Operating Hours: Every day from 7:30 a.m. - 6:00 p.m.