



MANHATTAN HELICOPTERS

Downtown Manhattan Heliport
Pier 6, East River
New York, NY 10004
Phone: 212-845-9822 / Fax: 212-437-9836 / E-mail: info@flymh.com

Frequently Asked Questions

Manhattan Helicopters believes it's important to be informed with what we can offer you. Here we have provided answers to our most frequently asked questions to assist you. If you require any additional information, feel free to give us a call; we're always happy to hear from our customers, whether existing or potential.

Where do your tours depart from?

Manhattan Helicopters is located at the Downtown Manhattan/Wall Street Heliport (JRB) at Pier 6 on the East River in New York City, NY, 10004.

How do we get there?

We are located near the South Street Seaport (Pier 17), Staten Island Ferry, Governors Island Ferry and Battery Park.

By Subway:

1 to South Ferry
R to Whitehall Street
2 or 3 to Wall Street
4 or 5 to Bowling Green

By Bus:

M1, M5 or M15 to South Ferry

By Car:

FDR Drive South to Exit 1 (South Street)

Is parking available?

Parking at the heliport is limited. Please contact us in advance if you require a parking space.

How long are your sightseeing tours?

Our Deluxe Manhattan Tour is **approximately** 20 minutes.
Our Classic Manhattan Tour is **approximately** 15 minutes.
Our VIP Manhattan Tour is **approximately** 30 minutes.

Are reservations required?

Advance reservations are recommended to guarantee seats. Please contact Reservations at 212-845-9822 seven days a week, from **8:00am to 11:00 pm** Eastern Time.

What information do you need to reserve a helicopter tour?

To reserve a helicopter tour we require:

- Date and time of tour (depending on availability)
- Names and weights of the passengers
- Passengers' contact information (cell phone # preferred)
- Referral source (hotel, travel agency, etc.)
- Deposit (if applicable)

Do you sell gift certificates?

Yes. Gift certificates are valid for one year from date of issue. They are non-refundable and nontransferable.

What forms of payment are accepted?

We accept all major Credit Cards (Visa, MasterCard, American Express and Discover), Cash or American Express Travelers' Checks.

What is the check-in process at the Heliport?

- Passengers must arrive one hour before the **FLIGHT TIME** they are provided by Manhattan Helicopters at the time of booking.
- All passengers are subject to a security screening (metal detector) prior to entering the heliport building.
- A member of our staff will escort you to the Manhattan Helicopters desk where you will be asked to present your tour voucher and payment if applicable.
- All passengers are required to participate in and acknowledge a safety briefing prior to their flight.
- PHOTOGRAPHY AND VIDEOTAPING ARE NOT ALLOWED WITHIN THE HELIPORT BUILDING OR ON THE RAMP. Please hold off on picture-taking until you are inside the helicopter. Thank you for your understanding.
- Bags, loose or large objects are not allowed aboard the helicopter. Passengers can leave their belongings in the secure storage area provided by Manhattan Helicopters.
- All passengers must follow our staff members' instructions when boarding and exiting the helicopter.

What type of helicopters do you use?

We use the most modern fleet of helicopters available for maximum safety. Sightseeing tours are flown aboard our brand-new Bell 407, Bell Jet Ranger or AStar 350B2. Our pilots are highly skilled and have many years of experience flying in the New York City Area.

How many passengers can be seated in your helicopters?

Our helicopters carry 4 to 6 passengers at a time, plus the pilot. There is a minimum of 4 passengers per flight. Private tours can be purchased with Manhattan Helicopters.

Can I sit in the front seat?

Seating is determined based on the weights and heights of the passengers for balance and safety. The wraparound glass windows allow for outstanding visibility regardless of where a passenger is seated.

What happens if the weather is bad on the day of my flight?

If weather doesn't permit sightseeing tours, Manhattan Helicopters will reschedule tours, or, if a suitable alternative cannot be found, refund you in full. If you booked through a travel agency you will need to contact the agency for a refund.

To see if flights are being cancelled, feel free to call ahead to our **Operations Desk at 646-395-3899**.

What is your cancellation and refund policy?

Cancellations made 24-48 hours prior to the scheduled departure time will incur a fee of \$50 per passenger. Cancellations made within 24 hours of the scheduled departure time, as well as no-shows, will incur 100% of tour charges. **Should you experience an unexpected change in plans, please contact Manhattan Helicopters at (212) 845-9822 at least 24 hours in advance and we will re-schedule your flight at no cost.**

Late arrivals will be addressed on a case-by-case basis. A deposit may be required to guarantee seats.