

## Terms and Conditions

1. The voucher is normally valid for six months (unless agreed & specified differently) from the date of issue and expires on the date shown. We may at our discretion offer an extension, a fee will be payable for this.
2. The voucher is non-transferable and is only for use by the person named on it. We may at our discretion transfer the flight to another person, we will issue a new voucher for this, there will be a cost for this service.
3. This voucher is non-refundable and has no cash value. It can only be used in exchange for a flight for the duration and aircraft specified. You may request subsequently to upgrade your flight, extra minutes & a larger aircraft can be purchased for an additional fee, we will accommodate this whenever possible.
4. Age (No unaccompanied U16s in rear seats), height (6ft 6in/2m), weight (16st/100kg), medical (customers with any serious health condition such as heart trouble, epilepsy or severe asthma are advised to consult their GP) and mobility (Clients must be capable of entering and exiting the aircraft with assistance from only one person) restrictions apply to all persons on all flights. The examples given are representative only, please contact us for specific details.
5. All flight times are approximate and as defined by the Air Navigation Order.
6. Photo Identification may be required for anyone allowed 'airside' access, i.e. passport or photo card driving licence.
7. Mobile phones and cameras may be used during the flight subject to approval of the pilot.
8. Whilst we will make every effort to take your flight over the areas you wish, this is not always possible due to weather, operational or airspace restrictions.
9. Once you have made a confirmed flight booking, if you wish to cancel or alter your flight with less than seven days notice, a cancellation fee will be payable. If we cancel your flight due to weather or operational reasons, we will rearrange your flight free of charge subject to (1).

10. If after your flight has begun, you request that we land again you will forfeit any remaining time. If we have to curtail your flight due to weather or operational reasons we will rearrange the remainder of your flight subject to (1) and the payment of an additional landing fee.

11. Whilst we will endeavour to absorb cost increases such as, but not limited to, fuel and landing fees, we reserve the right to apply a surcharge to your flight.

12. If you or anyone you bring on your flight, soils or damages the aircraft we will charge you for cleaning and/or repair.

13. We do not offer refunds, except where we are statutorily obliged to do so.

14. The items and services you purchase from us are covered by the Consumer Contract Regulations, some things such as gift vouchers, are personalised so exempt. Other items such as books and equipment will be covered. We will despatch your purchase by the next working day using Royal Mail first class post. We are open seven days a week. If you wish to cancel your order and return any items, you must pay the postage cost, proof of posting is not proof of delivery. You may notify us of your desire to cancel by email or letter, simply state your name, what you bought, the date you bought it and invoice number.

15. The equipment included in the 3 and 5 hour packages will normally be collected by the recipient on their first flight, if you would like them sent out to you extra postage cost will apply, please contact us for details.

These terms and conditions do not affect your statutory rights as a consumer, and are governed by and in accordance with English law.