

Thank you for your purchase of our Helicopter Tour flight voucher(s). Please read and note our terms and conditions as to the conduct of the flight. If you have any queries or there are any problems, you may call us on **01843 825 222**. We hope that you enjoy your forthcoming flight, and that it will encourage you to take another in the near future. Or perhaps you may inspire a friend to undertake similar. If you are unable to attend the arranged flight booking, please telephone operations as soon as you are able, so that we may reschedule your flight. From experience we find that it is advisable to telephone prior to your departure for the Heli-Charter operating site, to confirm flight conditions and optimal operations, although, if we believe the weather to be un-flyable we shall contact you accordingly.

#### Conduct of Flight – **Terms & Conditions**

1. Weight restriction may apply, but if you are in doubt, please call operations.
2. If disabled persons wish to fly, please telephone so that we may ensure prior arrangements and requirements have been made. Any persons with a physical disability must be capable of entrance to and exit from the aircraft unaided.
3. Only one person per seat, (no toddlers or babies on laps).
4. Persons with epilepsy or have a history of epileptic episodes or who have an existing medical condition, are advised not to fly.
5. Flight will be subject to suitable weather conditions and operational requirements.
6. Persons will obey all instructions pertaining to flight safety as directed by the flight commander or Heli-Charter staff.
7. Your flight voucher is valid for 12 Months from the date of dispatch.
8. If a flight is cancelled due to bad weather, an aircraft becoming unserviceable or our operational requirements e.g. air traffic restrictions, we will reschedule your flight to another date when you are available.
9. If you can not attend your flight booking please let us know in good time i.e. more than 48 hours before the flight date. If you do not arrive for your flight your voucher will become invalid and the cost is non-refundable.
10. If you have to cancel your flight due to illness e.g. influenza or diarrhoea or unforeseen circumstances such as death to a close relative, we will refund you 50% of the ticket cost. The 50% we retain is to cover our basic and immediate operational costs i.e. pilot and aircraft positioning, fire and ground crew attendance.
11. On the day of your flight we will ask to see your debit / credit card and another form of ID so please bring this information along with you.

Thank you again for your purchase, enjoy your flight and happy landings . . .

