



## **TERMS AND CONDITIONS**

### **PURCHASING A GIFT VOUCHER**

Flight vouchers are valid for 12 calendar months from the date of purchase and are not redeemable for any other service or value.

Flight vouchers are fully transferable between persons and can be upgraded to a higher package at the time of booking your flight experience by paying the difference between the selected package and your previously booked package.

Should you decide to cancel your flight simulator gift voucher then you can do this up to 14 days from the date of purchase. An administrative fee of 10% of the voucher cost will be applicable.

### **VOUCHER EXPIRY DATE**

Flight Simulator Gift Vouchers must be booked and completed prior to the expiry date printed on the voucher. Beyond this date the voucher will cease to be valid. If your gift voucher is due to expire and you are unable to find a suitable date in the diary within the expiry date you can extend your voucher expiry date for a further six months for a fee of £25.00.

### **RESTRICTIONS ON PARTICIPATION**

These terms and conditions are applicable to all customers using Velocity Flight Training Ltd flight simulator services. Please read and understand them carefully before purchasing a voucher, making a booking or redeeming a pre-purchased voucher. Flight Simulator Experiences involve a degree of physical mobility and may not be suitable for some people. Please check with us at the time of booking if you have any concerns. In all cases, all participants will be supervised by a Flight Instructor who will be seated in the right hand seat, unless you have been signed off to private hire the simulator. All participants must:

- be 14 years of age or older;
- be supervised by an adult if under the age of 16;
- be in good health and free from heart, back or neck problems, motion sickness or other conditions that could be aggravated by the simulator.;

- be dressed appropriately in comfortable clothing and flat shoes;
- not be under the influence of drugs or alcohol.

### PRICES

Prices displayed on our website are correct to the best of our knowledge and are the most up-to-date. Prices advertised in leaflets and magazines may differ to prices on the website depending upon the date of the publication. We reserve the right to honour the prices advertised in publications other than those listed on our website.

### GUESTS

All participants are permitted to bring a guest to share their Flight experience. Children under the age of 12 should be supervised by a non-flying adult. Guests are welcome to wait in the reception area for the customer to complete the flight.

### PROOF OF IDENTITY

Velocity Flight Training Ltd reserves the right to request proof of identity. If requested, please bring a piece of photo ID, either your passport or driving license, when you come for your flight experience.

### CANCELLATION POLICY

If you require to change your booking, you may do so up to 48 hours prior to your booking date and time. Cancelling your booking within the 48 period will invalidate your flight voucher and you will not be entitled to any refund.

### SIMULATOR AVAILABILITY

If Velocity Flight Training Ltd is unable to provide a booked Flight Simulator session due to circumstances beyond its control, including but not limited to simulator failure, we will do our utmost to rebook participants into a different date subject to Velocity Flight Training Ltd's discretion.

If the Flight Simulator experience is reduced in whole or in part due to late arrival, illness or toilet breaks, Velocity Flight Training Ltd will not reschedule the flight or provide a refund for time not used in the Simulator. If there are technical problems with the simulator that the instructor feels significantly reduce the quality and duration of the experience than the participant will have their time in the simulator increased or offered an alternative date to complete their flight.

By purchasing or redeeming a gift voucher, you acknowledge that the simulator session is dependent on certain factors beyond the control of Velocity Flight Training Ltd and agree that Velocity Flight Training Ltd shall not be liable for the cancellation, postponement or alteration of any simulator session for reasons beyond our reasonable control including for weather-related reasons, mechanical failure, location changes or otherwise. The total liability of Velocity Flight Training Ltd for

any claim whatsoever in connection with the simulator session shall be limited to the price paid for the gift voucher.

### INCLUSIVITY

We welcome the participation of disabled people in our simulators, though we recognise that certain disabilities may present difficulties. We will inform of any particular difficulties to the best of our knowledge at time of enquiry. We are committed to ensuring that disabled customers are given every opportunity to participate, so we ask that you tell us about any relevant disability at the time of enquiry. This enables us to do our best to meet the participant's particular needs. We will be happy to provide information about any disabled facilities on request.

### COMPLAINTS

We welcome your feedback. If you have a problem, issue, query or complaint during your visit, please bring it to our attention on the day as soon as possible, so that we have a chance to put matters right. If your problem is not resolved on the day, please contact our us at [info@velocity.aero](mailto:info@velocity.aero) stating your voucher reference, participant name and all booking details, and we will be happy to look in to the matter. In general, we consider it unreasonable if you take no action on the day, but then make a complaint at a later date.

### CAR PARK

Velocity Flight Training Ltd shall not be held liable for any accident, loss or theft from the car park.

### CONTRACT

This booking forms, our rules, regulations and these terms and conditions shall form the entire contract for the provision of Flight Simulator Experiences by Velocity Flight Training Ltd. By placing any bookings, purchasing of vouchers and/or usage of the Flight Simulator, you hereby agree to abide by the rules, regulations and terms and conditions of the Flight Simulator Experiences by Velocity Flight Training Ltd.

April 2017