

Terms & Conditions – Training and Flight Experiences

1. Brochure and website descriptions and prices

All descriptions and illustrations in the brochure and website represent the general theme of the gift or Experience. All information, prices and claims are correct to the best of our knowledge at the time of printing. We reserve the right to amend the information and prices relating to products and services, including training courses without notice.

2. Tour duration and definition of “flight time”

Tours and pleasure flight timings are in all cases approximate and **include** start-up and shutdown which can last between three and five minutes, or loading time if conducting rotors running passenger change-overs. “Flight time” begins when a passenger is seated in the helicopter and the rotors are turning. “Flight time” ends when the rotors have come to rest at the end of the flight or all passengers have disembarked by the ground crew if the rotors are still in motion, not the moment the helicopter touches down. Proximity to landmarks described on tour routes can vary for operational reasons and due to airspace and weather restrictions and whilst we endeavour to fly the routes as closely as possible to the product descriptions, Voler Aviation Services Ltd cannot be held liable if an alternative route is provided for operational reasons.

3. Supply of experience or gift

Sometimes Gift Experiences are booked many months in advance. Very occasionally changes may be made and we reserve the right to do so. This may involve having to reschedule the date or time of an Experience, possibly at short notice, owing to availability, booking numbers, safety, technical problems or other factors beyond our control. Similarly, we reserve the right to withdraw supply of a gift without notice due to unavailability or discontinuance of a product line.

4. Payment

Full payment is required at the time of booking. We are unable to reserve payment or make provisional bookings unless credit terms have been agreed. We reserve the right to cancel any order where full payment has not been received within credit terms or where payment has defaulted. Any vouchers issued in these circumstances become void without further notice and we will withhold all reasonable costs incurred.

5. Health, Age, Physical and Size restrictions

All Experiences in our brochure have certain age, legal, health, physical and size restrictions. For some of our Experiences, participants taller than 6'6" and/or weighing more than 17 stone may have difficulty being accommodated. You must notify us prior to booking an experience of any medical conditions including diabetes, high blood pressure, any heart condition or if you take warfarin. Voler Aviation Services Ltd cannot be held responsible for any health implications. If you are in any doubt about eligibility, if you have any further areas that you feel may be of concern you are obliged to inform us otherwise you may forfeit your Experience. Where these restrictions have been breached we will not be liable and the experience will not be refundable.

6. Availability and Booking a Date

All experiences are offered subject to availability and weather conditions on the day. It may be necessary to book a date on certain Experiences well in advance due to demand. We are unable to make provisional reservations. We advise you not to make travel, hotel or other arrangements until you have confirmation that your booking will proceed.

7. Postage

Voucher packs can be sent by first class post if requested. You can normally expect delivery within 5 working days. We cannot hold vouchers for delivery on a certain date. Please advise us as soon as possible if you do not receive the voucher pack within 5 days.

8. Safety and Insurance

Many of the Experiences featured involve some personal risk. We may require you to sign a disclaimer before we will allow you to take part. All passengers are covered with under our standard aircraft insurance, a copy of which with policy wording, can be provided on request. With all our Experiences our professional instructors assess a participant's ability to take part. We reserve the right to refuse any person from participating in any Experience should we deem it necessary. Whilst we consider this to be very unlikely to be enforced, this rule is for safety purposes only. We kindly ask you to respect that our professional instructors' opinions are final and in your best interests.

9. Weather

We reserve the right to cancel an Experience due to adverse weather conditions that would affect your safety. We will endeavour to re-schedule the experience as soon as possible.

10. Complaints

In the unlikely event of a complaint arising you must notify our staff on the day and complete a complaint form. If your complaint cannot be resolved there and then it will be passed to the Management so that it can be addressed accordingly. We are always looking to improve upon the service we offer. If you have any thoughts of improvements, please write to our Customer Services Team.

11. Validity

All gift vouchers are valid for 6 months from date of purchase. Therefore, experience must be redeemed prior to expiry date. Vouchers can be extended for 1 month for a £15 administration charge but again experience must be taken within the extension period. Thereafter voucher becomes void.

12. Refunds

We are unable to refund the cost of the flight voucher under any circumstances. The vouchers are however transferable either to a different participant or to a different experience providing that we are notified prior to redeeming the voucher.

13. Cancellations

Once you have booked a date for your experience, the following conditions and charges apply if you need to change the date:

1. Notification of change with less than 48 hours to experience: £25 administration charge.
2. In the event that you fail to arrive for your booking all monies paid will be forfeited.

14. Course Fees

Course fees for professional courses (i.e. CPL) are to be paid in advance. Course deposits are non-refundable on cancellations and course fees are non-refundable once the training course has commenced. If the course is not completed on medical grounds the candidate may at the discretion of Voler Aviation Services Ltd and only with a valid doctor's certification, be postponed to a future training course.

15. Dangerous Goods

Some types of dangerous goods are forbidden to transport aboard an aircraft in accordance with the [CAA Dangerous Goods Procedures](#). You will be asked to state that you are not carrying any such items before boarding a flight.

16. Alcohol, Drugs & Anti-Social Behaviour

Customers under the influence of alcohol and / or drugs are not permitted to take part in a flight or lesson with Voler Aviation Services Ltd. Voler Aviation Services Ltd reserves the right to refuse flights and / or lessons to those whom it suspects to be under the influence of alcohol and / or drugs. Voler Aviation Services Ltd and / or the helicopter pilot reserve the right to refuse flights to passengers deemed to be either not fit to fly, or not behaving in an acceptable manner.

17. Bookings for the Disabled

Any disabled passengers will be required to have a carer with them at all times, including on board the helicopter. A voucher will need to be purchased for the carer to go on board the helicopter. Restrictions apply depending on the disability, please call Voler Aviation Services Ltd for specific details.

18. Refreshments

No refreshments (e.g. food and drink) may be taken on board the helicopter at any time.

19. Baggage

No baggage may be taken on board the helicopter at any time. Cameras are at the pilots discretion.

20. Privacy Policy

Voler Aviation Services Ltd does not store credit card details nor do we share customer details with any 3rd parties

16. Licence to Trade

Voler Aviation Services Ltd is a trading name, all our CAA operating licences are held under our parent company STEM Aviation Ltd.