

Pleasure Flying Terms & Conditions

Arrival and timing

All quoted flight times are approximate and may vary either way on the day of the flight due to volume of air traffic or other operational reasons. All flights depart from the Klyne Business Aviation Centre at Norwich Airport unless otherwise stated. **DO NOT** go to the main terminal building. Directions on how to get here will be included with your vouchers or can be located at www.saxonair.com/about-us/contact-us. Please arrive **at least 20 minutes** prior to your departure time. Helicopter flights will be precisely timed and we cannot guarantee late arrivals will be able to fly.

Voucher Validity

Vouchers are valid for 12 months from date of issue and must be redeemed on the day of the flight. The exact expiry date will be printed on the voucher. You must make your booking before this expiry date or the voucher will no longer be valid. The participation date for your flight must also be before the expiry date of the voucher. You will need to bring your voucher with you on the day of your flight.

Flexibility

Flight vouchers are flexible in that they can be transferred to another recipient, provided that the recipient meets the terms and conditions stated on these pages and no flight booking has been made. If a flight booking has been made SaxonAir requires at least 48 hours notice before the date and time of flight with new passenger details. SaxonAir reserves the right to refuse a transfer should the new recipient not meet the weight and balance criteria of that flight.

Refunds/Cooling off Period

Refunds can be made on unused vouchers bought direct from SaxonAir within 14 days of purchase. No refunds can be made after this period. Where flights have already been confirmed and booked within this period, refunds will not be given 7 days or less before the date of the flight.

Refunds are always made to the person who purchased the voucher, and if originally purchased by credit or debit card, the refund will be credited to the same card, or in some cases by cheque. Till receipts must be retained as proof of purchase.

Cancellation

By the customer: Any participants failing to take their confirmed flight render the voucher invalid, unless 7 days written notice of cancellation has been given.

By SaxonAir: Sometimes, SaxonAir may need to cancel your flight at short notice for reasons beyond our control, such as adverse weather conditions, illness or mechanical breakdowns. In the event of the flight being cancelled by us, then your flight voucher will automatically be valid for 3 months from the date of cancellation, or the original validity date (whichever is the greatest) and will be rebooked for a mutually convenient date. We strongly recommend that you contact us the day before your flight to check. We regret that in the event of cancellation, SaxonAir is unable to reimburse travel, accommodation or any other expenses you may incur in relation to the cancelled experience.

Disabled Persons or Persons with Reduced Mobility*

SaxonAir **must** be notified of any passengers with additional needs / special circumstances at the time of booking; these include reduced mobility, sight & hearing impairments and pregnancy (see below). SaxonAir pilots and staff are not permitted to provide more than a reasonable level of assistance therefore passengers are required to board the aircraft with minimal assistance and should also be able to exit the aircraft swiftly in case of an emergency and a rapid evacuation being required. Passengers are often required to board and disembark the aircraft with engine and rotors running and under such circumstances only one passenger is permitted under the rotor disc at any one time. SaxonAir reserve the right to refuse on the grounds of disability, or of reduced mobility, to accept a reservation from or to embark a disabled person or a person with reduced mobility in order to meet applicable safety requirements established by the AOC holder and the CAA.

** Definition of 'disabled person' or 'person with reduced mobility' means any person whose mobility when using transport is reduced due to a physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment or any other cause of disability, or age, and whose situation needs appropriate attention and the adaption to his or her particular needs of the service made available to all passengers. (Ref Regulation (EC) No 1107/2006)*

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Pleasure Flying Terms & Conditions (Cont'd)

Pregnancy

We discourage expectant mothers from travelling after 28 weeks (approx 7 months) of pregnancy. After 28 weeks, a doctor's letter must be produced prior to flight confirming that the pregnancy is progressing normally and the mother-to-be is fit to fly. This being the case, we welcome single pregnancies up to 34 weeks and multiple pregnancies (e.g. twins) up to 32 weeks.

Age restrictions

For safety, a minimum age restriction of 8 years for children applies. Children should occupy their own seat and must be accompanied by an adult. There is no upper age restriction, but please refer to information above regarding passengers of reduced mobility.

Weight restrictions

For your own safety a maximum weight restriction of 17 stone/108 kg applies. For passenger safety, you must let us know if you are 15 stone/95 kg or over as soon as possible. We will require passenger weight information at the time of booking to enable us to plan accordingly. **Passengers may be refused a flight if their weight exceeds the maximum limitation.** Due to aircraft weight and balance considerations, we may also need to place passengers on different flights according to size and weight.

Weather considerations

All flights are subject to suitable weather conditions on the day and helicopter serviceability. As a result, flights are subject to cancellation at short notice (see Cancellation notes). Every effort will be made to contact you in advance if this is the case, although it is advisable to call before you set out to check that the flight is going ahead. Flights cancelled due to poor weather conditions will be rescheduled for another date. Your voucher will automatically be valid for 3 months from the date of cancellation, or the original validity date; whichever is the greatest.

Passenger guests

Due to security, and for your safety, we regret that we cannot allow large numbers of guests, friends or relatives through to the departure lounge or onto the airfield. There is however, a suitable viewing area from the private car park where guests can watch the flights depart and land. We kindly request that guest numbers are kept to a minimum and **not more than two per passenger**. SaxonAir reserves the right to refuse access into the Business Aviation Centre to anyone on the grounds of excessive numbers or abusive/disruptive behaviour.

Flight Routing

All flights will depart and land at Norwich International Airport. Whilst every effort will be made to fly the advertised tour route, SaxonAir reserve the right to divert or adjust the routing to accommodate air traffic control procedures or adverse weather conditions as necessary for the safe conduct of the flight.

Cameras

Participants wishing to take cameras and other photographic equipment on the flight do so entirely at their own risk.

Changes

SaxonAir shall be entitled to vary the terms and conditions from time to time, at its discretion and as it sees fit. Provided such variations have been brought to the notice of the customer or are deemed to have been brought to the customers notice, such variations shall be binding on the customer.