

# TERMS & CONDITIONS (Flight Experience, Lancashire)

## 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.

Should you decide to cancel your flight simulator gift voucher than you can do this up to 14 days from the date of purchase, with no financial penalty. Any cancellation beyond this period will be subject to an administrative fee of 10% of the voucher cost.

Cancelled gift vouchers should be returned to GLB Flight Products at the address on our website.

## Gift voucher postage

All gift vouchers will be posted out First Class using Royal Mail. Please allow up to 7 days after purchasing a voucher for delivery, 14 days during periods of high postal demand (e.g. Pre-Christmas). If you require your voucher sooner than this you can request special delivery for an additional fee or an email voucher free of charge. GLB Flight Products cannot be held liable for any items that are lost or delayed due to the postal service.

## 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 we will do our best to accommodate you but reserve the right to extend your voucher expiry date for a further six months for a fee of £20.00.

## Restrictions on participation

Flight Simulator Experiences involve a small degree of physical mobility and may not be suitable for some people. We do, however provide access to the simulator for disabled customers and wheelchairs. Please check with us at the time of booking if you have any concerns as to simulator access. In all cases, all participants will be supervised by a Flight Instructor who will be seated in the flightdeck seat, unless you have been signed off to private hire the simulator. All participants must:

- be 10 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.;
- not be under the influence of drugs or alcohol.

We also recommend that users should be dressed comfortably with shoes having a heel no higher than 2 inches (5.08cm).

In some circumstances we may be able to accommodate younger flyers but would request you contact us prior to booking to discuss options.

## Prices

Prices displayed on our website will be correct and will be the valid prices at the time of booking. Prices advertised in leaflets and magazines may differ to prices on the website depending upon the date of the publication. Please call our office or check our website to ensure you have the correct valid price at the time.

## Guests

All participants are permitted to bring a guest to share their Flight experience. The guest can sit in the 'jump seat' which is situated behind the Captains seat in the cockpit of the simulator. Children under the age of 11 should be supervised by a non-flying adult. Other guests (up to 12) are welcome to sit in the aircraft cabin or departures area for the customer to complete the flight.

## Private hire

Customers can be approved for Private Hire provided they satisfy the requirements of one of our senior instructional staff that they can operate the simulator in a competent and professional manner.

## Proof of Identity

Because our flight simulator is very realistic, you may be required by us to prove your identity. If we request it, please bring a piece of photo ID, either your passport or driving license, when you come for your flight experience. Flightdeck Experience Ltd will notify the contact.

## Cancellations and rescheduling an appointment

If you have a booking you are required to give 48 hours notice if you wish to cancel or change the booking. If less than 48 hours notice is given, your experience can be re-booked for a fee of £10.

If a gift voucher reservation is missed, the venue reserves the right to deem the gift voucher void.

## Simulator availability

If the venue 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 time or date subject to other bookings.

If the Flight Simulator experience is reduced in whole or in part due to late arrival, motion sickness or toilet breaks, the venue will do our best to ensure you have your complete flight time if possible but reserve the right 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 the venue and agree that they shall not be liable for the cancellation, postponement or alteration of any simulator session for reasons beyond our control.

The total liability of the venue for any claim whatsoever in connection with the simulator session shall be limited to the price paid for the gift voucher.

## Data Protection Policy

The venue is committed to preserving the privacy of its customers. This Data Protection and Security Policy lets you know about our policy for the collection and use of information about you and your transactions with us.

### Summary

- We don't share your information with other companies without your prior permission.
- Email - we will only send you emails if you specifically give us your consent to do so.

## Personal Information

Any information you provide to us is handled in accordance with the United Kingdom's Data Protection legislation. We maintain strict security standards and procedures with a view to preventing unauthorized access to your data by anyone, including our staff. Whenever we hire third parties to provide support services, we will require them to observe our privacy standards and to allow us to audit them for compliance.

## Cookies

Cookies are pieces of information that a website transfers to your computer's hard disc for record keeping purposes. Cookies can make the web more useful by storing information about your preferences on particular sites, thus enabling website owners to provide more useful features for their users. They contain no name or address information or any information that will enable anyone to contact you via telephone, e-mail or any other means. Most browsers are initially set to accept cookies. If you would prefer, you can set your browser to disable cookies or inform you when they are set. However, given that we may sometimes use cookies you may not be able to take full advantage of our website if you do disable them.

## Delivery

If you make payment online you will receive a booking confirmation email sent to the email address you have provided, which will contain full details of how to make a booking in the simulator. If you do not receive such an email after making payment please email us at [glbflightproducts@geremy.co.uk](mailto:glbflightproducts@geremy.co.uk) and we will send out a confirmation.

## Privacy Policy

We do not store Credit Card details nor do we share Customer Details with any third party.