



TERMS AND CONDITIONS

UPGRADES

Any voucher may be upgraded to another flight for the difference in price between the two vouchers. This must be paid for before your flight commences.

FLIGHT BOOKINGS

To book your flight experience please phone Goodwood 01243 790900 or Blackbushe 01252 875444 to speak to one of our team members. Flights are subject to aircraft and pilot availability. Once a flight has been booked (particularly where it is a single seat) it may be difficult to rebook or re-schedule your flight. We will, however, try our best to book your flight for another day however continuous cancellations, late cancellations or no-shows by the customer will either invalidate your voucher or incur an additional fee.. Flights may be subject to cancellation at short notice due to various factors such as weather aircraft serviceability and weather conditions. Phoenix Helicopters will not be held responsible for the costs of travel, accommodation or other associated costs as a result of cancellations.

FLIGHT TIMES

All flight times quoted are approximate. Flight times may vary either way on the day subject to Air Traffic and Operational requirements. Interpreted as, when the aircraft blades move under power to when the aircraft blades stop moving, however for the purposes of pleasure flights this should be actual flight time. Flight times given are an average and should not be regarded as a maximum as the pilot must fit in with the arrival and departure procedures at the aerodrome and where multiple flights are occurring must vary each flight due to Noise Abatement restrictions.

FLIGHT DISTANCE

Flight distance is given as the maximum achievable at maximum cruise speed, however this may vary with wind direction and the operational need at the aerodrome. All vouchers are sold on flight time with flight distance given as an estimate. Also where multiple flights are occurring in a single day the pilot will have to vary each flight for local Noise Abatement restrictions.

FLIGHT SCHEDULING

We shall endeavour to keep as close as possible to the estimated departure time that you have been given. However, as we operate from live airfields conditions beyond our control may delay flight departures. In particularly where multiple flights and single seats have been sold we may experience some late arriving parties. Flights will be allocated as full aircraft on a first come first served basis to minimise any inconvenience caused.

DELAYS

If for operational reasons beyond our control flights become unacceptably delayed, we shall inform you on the day of the new flight schedule and give you the option of re-booking. Refunds will not be given once you have taken the flight.

EXPIRED VOUCHERS

Expired Vouchers can be extended for an administration charge of £25 or the difference in price between when the voucher was purchased and its present price, whichever is the greater. Where a voucher has been booked but the flight was cancelled due to weather or operational reasons, the voucher is automatically extended without additional costs.

This does not apply to promotional vouchers or vouchers purchased from third party companies. For Phoenix provisional vouchers the flights must be used within the voucher period. For Third Party Company vouchers please contact the voucher provider for their policies.

CHANGE OF NAME ON VOUCHER

Should you not wish to use your voucher we can supply a voucher for a different name for an administration cost of £25.00. The expiry date shall remain that of the original voucher.

REFUNDS OF VOUCHERS

Your vouchers have no cash value and are sold as experience flight products only. Refunds will only be given to the voucher purchaser minus a £25 administration fee and are entirely at the company's discretion. Refunds are not made as a result of weather or operational circumstances as our policy is to rebook for another future date. Only in or current date vouchers will be refunded. Refunds on third party vouchers should be claimed via the third party as there may be a difference in policies and the purchase price is often different to our sales price.

LIABILITY

Flights are operated from busy operating airfields and sites and therefore Phoenix Helicopters cannot be held liable for loss, damage or injury to people or property which does not result from their negligence. Non-flying party members will not be allowed airside unless accompanied by a member of staff. Passengers will be accompanied at all times by Phoenix staff and must obey their instructions.

RESTRICTIONS

Gift vouchers offered have restrictions applied to their sale with reference to age, weight and physical size. We are not responsible for any unsuitable vouchers being purchased and these restrictions being breached. If you are unsure of the suitability of a particular voucher please email us at info@phoenixhelicopters.co.uk with your query and we will respond accordingly.

WEIGHTS: For the Robinson R22 the limits are a maximum of 16 Stone/101 kg and for the Robinson R44 (also used for our pleasure flights) the maximum weight shall be 18 Stone/114 kg. We must be informed in advance of any passenger weighing 15 stone (95kg) or over, or standing 6ft 3in (190cm) or over for flight planning purposes. Should a passenger be particularly tall or of large build they would be welcome to come in prior to the flight to sit in the aircraft and make sure they are comfortable in order to avoid disappointment on the day.

WEATHER: The pilot will assess the weather conditions for that day as early as possible and inform you if the conditions are deemed to be unsuitable. If a cancellation occurs due to adverse weather conditions, we will endeavour to re-schedule your flight at no extra cost. Refunds of vouchers are not made due to weather cancellations and our refund of voucher policy would apply.

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 accompany the disabled passenger. Restrictions apply depending on the disability, please call our customer services on 01243 790900 or 01252 875444 for additional advice.

AGE: Pleasure flight passengers must be at least 4 years of age at the time of the flight. Any person under the age of 14 must be accompanied by an adult at all times, including on board the helicopter. Vouchers will need to be purchased for any accompanying adult on board the helicopter.

OTHER RESTRICTIONS: Passengers must be able to fully understand verbal instructions given in English before, after and during the flight and must ensure their own good health, obtaining medical advice if appropriate.

Passenger safety is of paramount importance, therefore Phoenix Helicopters retain the right to refuse to fly anybody we feel unfit to fly. In such a case any refund will be at the company's discretion. The aircraft captain reserves the right to delay, cancel or abort a flight at his discretion due to a passenger becoming ill or behaving inappropriately.

BAGGAGE: No baggage may be taken on board the helicopter at any time, as well as the following items (see image below).

ALCOHOL AND DRUGS: Customers under the influence of alcohol and / or drugs are not permitted to take part in a flight or lesson with Phoenix Helicopters Limited. Phoenix Helicopters Limited reserves the right to refuse flights and / or lessons to those whom it suspects to be under the influence of alcohol and / or drugs. This will also invalidate your voucher.