

## VIRTUAL AEROSPACE LIMITED TERMS & CONDITIONS

These terms and conditions are applicable to all customers using Virtual Aerospace Ltd Flight Simulator services. Please read and understand them carefully before purchasing a voucher, making a booking or redeeming a pre-purchased voucher.

### Purchasing a gift voucher

Flight vouchers are valid for 6 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 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. Cancelled gift vouchers should be returned to Virtual Aerospace Ltd to 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. If you require your voucher sooner than this you can request special delivery for an additional fee. Virtual Aerospace Ltd 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 you can extend your voucher expiry date for a further six months for a fee of £25.00.

### Restrictions on participation

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 12 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. 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 12 should be supervised by a non-flying adult. Other guests are welcome to wait in the reception area for the customer to complete the flight.

## Private hire

Customers who have been cleared to hire the simulator for private hire should note that the special rate applies to week day or evening sessions only. Weekend bookings are charged at the full hourly rate as stated on our website.

## Proof of Identity

Because our flight simulators are so 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.

## Cancellations and rescheduling an appointment

If you have a booking in the diary 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 reservation is missed, without notice, the gift voucher becomes void.

## Simulator availability

If Virtual Aerospace 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 Virtual Aerospace's discretion.

If the Flight Simulator experience is reduced in whole or in part due to late arrival, motion sickness or toilet breaks, Virtual Aerospace 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 Virtual Aerospace Ltd and agree that Virtual Aerospace 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 Virtual Aerospace 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 Customer Service department, 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**

Virtual Aerospace 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 Virtual Aerospace 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 Virtual Aerospace Ltd.