

MSH Flight Training Ltd

The Flying School at Land's End

TERMS AND CONDITIONS

2009 / 2010 / 2011

TRIAL LESSON GIFT VOUCHER

Please take time to read our terms and conditions

TRIAL FLYING LESSONS Gift vouchers are sent in the post first class usually the same day if ordered before 4pm. If urgent an e-mail duplicate voucher may also be sent or alternatively collected from our flying school office at Land's End airport by appointment. Vouchers can be sent to you, directly to the recipient or to another address if required. If not received after a reasonable time and believed to be lost in the post contact us to receive a replacement. We will do our utmost to ensure vouchers are received on time but in circumstances beyond our control such as postal strikes or extreme weather we are unable to be liable for the delay.

VALIDITY Each voucher has a unique reference number which must be quoted when dealing with MSH Flight Training Ltd. Vouchers are valid for twelve months from the date of purchase. The exact valid from or expiry date is printed on the voucher. You must book your flight to take place before the expiry date or the voucher will cease to be valid and if not used is non-refundable. In exceptional circumstances the voucher may be re-validated for a further twelve months up to six months after expiry on payment of a £15 admin fee and any price increase that may have taken place during the life time of the voucher. Re-validation can only take place once

BOOKINGS Contact the Flying School in advance to book a time and date to fly. Telephone number 07850 341 963 or 01736 785 569 We are normally open Monday to Saturday 09.00 to sunset. Closed all day Sunday. Closed Christmas until New Year.

CANCELLATIONS Should you need to reschedule or cancel a booking this is usually possible providing you have given at least seven days' notice. Sometimes we have to cancel for reasons beyond our control such as weather mechanical breakdown or staff illness. We will do our best to notify you as soon as possible and offer an alternative date or time. We will not be liable to any expenses you may incur in relation to the cancelled flight.

RESTRICTIONS Each aircraft is subject to certain limits. If you have any concerns as to any special circumstances or request i.e. health, age, height, weight please make these known on purchasing the voucher or booking. We welcome the participation of disabled people in our flying experiences. The user must be agile enough to get in to the aircraft and medically fit enough for the activity. If there are any doubts as to medical fitness consult a doctor.

ON RECEIPT Please check the voucher details carefully on receipt. Trial lessons are for one participant unless otherwise stated on the voucher and are usually flown in a Cessna 152 two seat or a Cessna 172 four seat dual controlled aircraft with a qualified instructor.

IMAGES Images being used to illustrate the experience are used as an indication only. The aircraft and instructors may vary.

VENUE We operate from Lands End Airport Kelynack St Just West Cornwall TR19 7RL. The airport is well signposted from the A30 road follow the airport signs. The Flying School office is situated

within the main airport building if office is unmanned please report to the adjacent café from where you will be collected.

FLIGHT SESSION LENGTHS Times indicated on vouchers are based on the time the aircraft first moves to the time it parks up at the end of the flight. To allow time for a pre-flight briefing the flying lesson and a de-brief and certificate presentation please arrive early and allow suitable time. You will usually take your turn and there may be people before and people waiting after during busy periods.

WEATHER All flying is dependent on suitable weather. We suggest calling us after 9 am on the day of the flight before setting out to check the weather. If your flight is cancelled you will be able to re-book. Re-booked flights remain subject to weather conditions.

AVAILABILITY To be sure of your requested flying slot book well in advance. Preferably twenty eight days for peak periods such as Saturdays and holidays. Bookings can be made by phone or e-mail and will be confirmed. The original voucher must be redeemed to the flying instructor on the day. We reserve the right to cancel at short notice.

COMPLAINTS If you have a problem or complaint please bring it to our attention as soon as possible so that we have a chance to put it right. Any complaints or problems can only be raised on the day of the flight.

PRICES All prices quoted in promotional literature and on our website include VAT where applicable and are correct at the time of publication. We reserve the right to increase the price without notice due to circumstances or charges beyond our control.

DATA PROTECTION

MSH Flight Training Ltd complies with the principles of the Data Protection Act 1998. All information will be fairly and lawfully processed, accurately and secure and not kept longer than necessary.

COMPANY DETAILS MSH Flight Training Ltd. is registered in England and Wales company registration number 7352528 VAT number 1037 15353

