

Training Experiences Terms & Conditions

Effective Date: from 10th October 2021

1. You must arrive 15 minutes before your allocated booking time. If you are late, we will not accept your slot. Refunds are not given.
2. Experiences are not to be used for Airline Pilot Training for LPC/OPC or otherwise.
3. Attempting to crash the simulator deliberately is explicitly forbidden.
4. Staff members reserve the right to discontinue any session where they see fit for security reasons.
5. Simulator appointments are by pre-booking only. This can be done through our online booking system, email, or telephone.
6. We reserve the right to restrict, refuse access or dismiss anyone who we feel are abusing the simulator or staff, or who are under the influence of alcohol or other substances.
7. Our simulator appointments are ran based on the availability of our instructors. We may have to reschedule your appointment if an instructor is no longer available due to unforeseen circumstances. We will give as much notice as possible if this were to occur.
8. We may also be required to change your appointment to allow for essential simulator maintenance. We will give you as much notice as possible.
9. We also reserve the right to amend or cancel any bookings in line with our COVID19 Policy sometimes at short notice. This includes where:
 - 1) A staff member tests positive and our staff team need to test
 - 2) Any close contact report to us from Track & Trace
 - 3) Any close contact report from our Customers
10. If you miss your allocated time slot booking you will forfeit your booking and no refund will be offered
11. You are required to give at least 24 hours notice before cancelling or rescheduling an appointment
Failure to do so will result in your voucher being forfeited
12. All Training Experience Vouchers are dated and will expire 12 months from the issue date. The expiration date is clearly noted on the Experience Voucher by email or in printed format.
13. Training Experience Vouchers cannot be exchanged for cash or further gift certificate
14. Training Experience Vouchers are non-refundable
15. We cannot be held responsible if a gift certificate is lost, stolen, destroyed, or used without permission and no replacement will be provided in these circumstances