

## **Terms and Conditions for Voucher Purchases**

**We offer a no-fuss service for all our customers and the recipients of our gift vouchers. In order to ensure a trouble-free experience please take careful note of the following conditions.**

These terms and conditions apply to you as the purchaser or recipient of a gift voucher, and to Anglia Flight as the supplier of the service under UK law. The terms of this contract do not affect consumers' statutory rights under the law of England and Wales.

### **DEFINITIONS**

"We", "our" or "us" means Anglia Flight.

"You" means any purchaser or recipient of a gift voucher from Anglia Flight.

### **ABOUT THESE TERMS AND CONDITIONS**

These Terms and Conditions comprise the entire agreement between us and you and supersede any prior agreements with respect to the subject matter herein. If you do not agree to be bound by these terms and conditions, you may not use or access our services. You must read, agree with and accept all of the terms and conditions contained in these Terms and Conditions, which include those terms and conditions expressly set out below and those incorporated by reference. We reserve the right to modify these Terms and Conditions of service at any time.

### **YOUR SAFETY**

The events advertised on our website may involve some personal risk, and you may be required to prove your identity and sign a disclaimer on the day. Note that some personal insurance policies may not cover certain events, and you are advised to check your policy well in advance of the event. Anglia Flight holds full third party insurance cover for your protection during the event. We recommend that all voucher holders ensure that they are adequately insured against **personal accident, personal liability** and, where appropriate, with **cancellation** insurance.

Anglia Flight require the voucher holder to conduct themselves in an appropriate manner. The voucher holder must take note if requested to do something for your personal safety.

Anglia Flight observes the highest standards of safety and are governed by statutory rules and regulations when providing our services.

### **RESTRICTIONS**

It is your responsibility to ensure that you are physically fit and have no pre-existing medical conditions that may affect you during your event.

### **AVAILABILITY**

Each valid voucher entitles the voucher holder to the offer as specified on the voucher itself. Each voucher has a limited period of validity during which it should be used. Arranging the experience rests with the voucher holder. The ability to use the voucher on a particular date is very dependent on a number of factors, including the weather and availability of equipment and instructors, and hence the voucher holder must bear this in mind when booking an event with Anglia Flight. The final decision about proceeding with the event rests exclusively with Anglia Flight. This is for your personal safety.

### **VOUCHERS AND DELIVERY**

Vouchers have no monetary value but offer a limited duration entitlement to an event organised through Anglia Flight. By purchasing a voucher you are entering into a legally binding agreement. Please note that Anglia Flight may ask the voucher holder for proof of identity prior to commencing an event.

Once you have made a purchase, a voucher will be posted to you by first class mail along with confirmation of purchase. We endeavour to deliver all posted vouchers within at most five working days of purchase. Upon notification we will replace vouchers lost in the post at no additional cost.

Voucher prices quoted are inclusive of VAT and include the cost of the experience and all charges.

### **CHARGES**

Prices quoted on our websites are in UK POUNDS and are inclusive of VAT. We are able to take payment in other currencies through our payment gateway, however all events take place exclusively at Norwich Airport and the purchaser and recipient must have UK mailing addresses.

The charge quoted covers the costs of the gift voucher, the experience and Anglia Flight's expenses. Excluded are your personal costs, such as those involved in travelling to and from the venue and any costs deriving from last minute cancellation of a pre-arranged booking.

#### **REFUNDS**

If you are not 100% satisfied with your purchase then we will be happy to refund the cost unbooked gift voucher provided that the request for refund is received within **28 days** of the original purchase date. All requests for refunds must be made in writing (including by e-mail) to Anglia Flight.

Please note that refunds can only be made to the original purchaser and to the same card that was used in the initial purchase. An administration fee of £10.00 + VAT will be levied on all refunds. We regret that postal costs cannot be refunded.

#### **CANCELLATIONS**

Due to the nature of the events on offer, you must be prepared for possible cancellation at short notice. It is the responsibility of the voucher holder to ensure that the arranged booking has not been cancelled prior to setting off for the venue. Unfortunately we are not able to pay any refund or compensation resulting from cancellation of an event for any reason.

If you do suffer a cancellation as notified by Anglia Flight, you must contact Anglia flight at your earliest convenience to reschedule your event. If cancellation is caused through your own non-attendance without prior notification, then please note that you may forfeit your gift voucher, at Anglia flight's discretion.

#### **RENEWALS**

We may be able to renew gift vouchers either during or after the valid period. Please contact us directly on 01603 898100 for further information and any associated costs.