

Terms and Conditions

Information given in our publicity and documentation

The information we have supplied to you in our brochures, advertising materials and web-site, etc was correct at the time of going to press but sometimes circumstances may force changes upon us and when that happens we will endeavour to give you as much notice as possible if the changes are likely to affect your plans. Details of the experience you have chosen (for yourself or for someone to whom you are making a gift) are enclosed and if you are in any doubt as to any aspect you should phone us for clarification.

The photographic images and other descriptions in our promotional literature and on our web-site, etc., are intended only to give you a flavour of the experience you have booked and are not necessarily identical in all respects to the facilities, aircraft and other equipment available on the day of your flight as these matters will depend on operational factors prevailing on that day at the flying school.

Airport Regulations

It is a fundamental condition of the issue of vouchers that participants, their families, friends and guests comply with the rules and regulations governing visitors to Balado Airfield and Perth Airport as laid down by the Airfield or Airport authorities, by the Members' Clubs based at these two venues and by the flying schools located there.

Airfields are potentially hazardous areas if safety guidelines are not adhered to and care must be exercised by you and by any members of your family or friends you may wish to bring with you to share your experience. Young children must be carefully supervised and it is not advisable to bring pets although dogs may be brought on to the airfield provided they are securely locked in your vehicle. You may wish to consider whether a noisy airfield is an appropriate place to bring your dog.

Age, weight or health restrictions

You should be in good health to fly in a microlight but this does not mean you will be prevented from flying because of a past illness or because you are in some way disabled. However, if you do have a health concern or you have been seriously ill in recent times you should speak to your GP and phone us in advance to clear your eligibility.

You should not fly if you have a heavy cold or have sinus problems or you are feeling unwell on the day of your scheduled flight. Instead you should advise the flying school of your problem and re-schedule your flight for another day.

If you are physically disabled you should let us know the nature of your disability when you buy your voucher so that we can advise you on any practical difficulties that may arise in accessing the aircraft. We will make every effort to ensure that you do fly but you must accept that microlights are not the easiest aircraft to get into and there may be occasions when we have to disappoint people.

The Clubhouse at Perth Airport is accessible to wheelchairs but we ask that you request in advance that the mobile wheelchair ramp is in place for your visit. There is a spacious disabled toilet on the premises and disabled friends and relatives are particularly welcome to accompany you to the airfield to witness your flight from the comfortable clubrooms. At this time there are fewer facilities at Balado although the airfield is undergoing many improvements which are scheduled over the next few months. Notwithstanding your friends are equally welcome to witness your flight from Balado.

continued overleaf >>>>>

The experience is not suitable for children under 10 years (or older children if they are of slight build) but there is no upper age limit. If in doubt about this aspect, please contact us in advance. Children under the age of 18 must have parental permission to take part and we will send you a consent form in advance of your booking which must be completed and returned to us before you fly.

There is an overall weight limit that applies to microlight flying and your instructor has the discretion to decline to fly anyone who weighs in excess of 15 stones as this may result in the payload of the aircraft exceeding the maximum allowed under CAA regulations.

We expect you to advise us in advance of booking a voucher of any conditions that may apply under this paragraph and if you fail to clear these points with us before you arrive for your flight we reserve the right to forfeit your voucher with no refund. This does not apply to any cancellation because of short term illness at the date of your flight provided you re-book for another date.

If you feel ill or uncomfortable at any time during the flight and wish to return to the airfield please inform your instructor who will arrange to land as quickly as possible. We regret that we cannot refund the cost, or any part of the cost, of vouchers in these circumstances.

Weather

Flying generally is weather dependent and microlighting even more so! The onus is on you to phone the flying school to check the weather before you leave home particularly if you live some distance away. Please remember that in Scotland the weather can be changeable and can also be very different from one part of the country to the next. On occasions it may be necessary to cancel flights at very short notice due to weather conditions – this is not only a necessary safety precaution but is also sensible if it is your first flight in a small aircraft.

Don't worry if your flight is cancelled for the planned day as we will re-schedule it as soon as is suitable to you. Sometimes the weather improves during the course of the day and in these circumstances we may be able to fly you at a later time than you booked if you are able to wait.

We cannot be held responsible for any travel costs or other expenses of making your journey to the airfield if your flight is cancelled due to weather or other operational reasons such as unserviceable aircraft.

Vouchers

Your gift pack will include a voucher which must be presented to your instructor before you can fly. The voucher will be numbered and will be cross referenced by the flying school to our records when you book a flight. Vouchers are generally not transferable (unless solely at our discretion in certain limited circumstances) and they are valid for 15 months. They are not refundable and will become invalid on the expiry date shown on the voucher. Because of the very generous time allowed for the redemption of the voucher, this rule will be strictly adhered to.

If you lose your voucher we will issue a replacement on one occasion only, provided you satisfy us on your identity and that you indemnify us against any fraudulent use of the original voucher turning up in the wrong hands.

You may, if you so wish, upgrade your voucher for a longer flight provided that you arrange this with us at the time of booking and that you pay to us the additional charge for the extended duration in accordance with our rates at the time of booking.

We allow a "cooling-off" period of 14 days from the purchase of a voucher provided that you have not booked your experience but we will charge an administration fee of £25 which will be deducted from the refund. All refunds will be paid to the person who purchased the voucher in the first instance. Refunds for any vouchers bought through any of our agents will be subject to a £30 administration fee.

continued overleaf >>>>>

Complaints

We all know things go wrong from time to time and we ask that you notify any complaints to your instructor on the day of your experience and that you follow this up with a letter to us within the following 14 days fully detailing the grounds of your complaint so that we may investigate and deal efficiently with your grievance.

On the other hand, please do write to us or telephone if you enjoyed your experience or if you have any suggestions as to how we could have improved your day out. We would like to hear from you!

Price increases

The price you pay for your experience is guaranteed for the life of your voucher. However, we reserve the right to alter our prices up to the time you purchase a voucher. Any “voucher upgrade” must be paid for at the rate applicable at the time of arranging the upgrade.

Changes to our terms

We reserve the right to change our terms and conditions up to the time we receive your remittance.

Indemnity Insurance

All instructors at the Microlight Schools at Balado and at Perth are fully covered for Third Party, Student and Passenger Liability insurance to the value of £1,000,000. Any further or additional cover is your responsibility.

blue yonder flying experiences ltd is incorporated in Scotland at Edinburgh – company number SC274395.

The company is registered under the Data Protection Act 1998 – Registration No:Z9505329