



JETLEV-FLYER

UK

FREQUENTLY ASKED QUESTIONS

What is Jetlev-Flyer UK?

Jetlev-Flyer UK is the exclusive authorized dealership for Jetlev-Flyer in the UK. We have been selected by Jetlev-Flyer (Germany) to be the exclusive provider of Jetlev-Flyers in the UK and our team has been carefully chosen for their professionalism and passion for this amazing product.

THE FLIGHT & WHAT TO EXPECT

What is it like to Fly?

There are three unique sensations when you fly the Jetlev.

The most intriguing sensation is the feeling of weightlessness. As soon as sufficient lift is applied, you and the jetpack become weightless and levitate in the air, and even small amounts of force will move or turn you. You will feel some pressure from the saddle and the trapeze, but usually no more than from riding a bicycle.

The second unique sensation is suspended height. Even if you are an airplane or helicopter pilot, few have ever experienced the sensation of being suspended up to three-storey high with no visible support from above or beneath your feet. 30 feet may not sound very high but it can seem a lot higher in a jetpack, and the unique perspective from that height is incredible.

The third unique sensation is the absolutely amazing three-dimensional freedom of movement. Once you learn how to fly, you can travel in any direction, at any height, and at any speed that the system will carry you. With a thrust-to-weight ratio of up to 2.5:1 at the water, there is nothing else that can come close to its agility.

What qualifications do I need to fly?

You must be a good swimmer, and should not feel uncomfortable having your face in the water from time to time. You should not have a fear of heights. You should be in good health and physical condition. You should have no history of any heart conditions and flying is not advised for women who are pregnant. You must also have good vision and be able to understand the instructor.

For Solo Flights you must be over the age of 18 and weigh under 150kg/23 Stone.

For twin Seat Flights you must be over the age of 8, and weigh less than 70kg/11 Stone.

How long does it take to learn to Fly?

Our training system has made it very easy to learn to fly. How quickly you learn depends a lot on your willingness to accept new things, your aptitude with sports that require some weight shifting, and how well you learn from the training video.



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A qualified instructor can teach a new pilot to fly unassisted in as little as 6 minutes, but most take a little longer. Even though some will learn to fly better and higher than others, everyone will have a fantastic levitating experience on the first flight. You don't even have to leave the water to enjoy the experience.

Will my flight go ahead in bad weather?

Obviously you will be getting wet, so weather isn't normally a concern for wanna-be Jetlev Pilots! However, the flying is still subject to safe weather conditions (i.e. water depth and wind) it is therefore down to the discretion of the Instructor in charge as to whether the activity is safe enough to go ahead.

Jetlev-Flyer UK will notify you as soon as possible (using the contact information you provided at the time of booking – so please make sure it's correct!) if it becomes necessary to cancel a flight.

If this unfortunate event does happen, you should simply rebook your flight with us. Contact us on [0333 300 3403](tel:03333003403) or info@jetlevflyeruk.com to arrange a new flight.

Unfortunately, Jetlev-Flyer UK cannot be held liable to for any costs incurred by the customer in the event of a cancellation beyond our control.

BOOKING

Do I have to choose a date when I buy?

No. If you have an exact date that you would like to fly then please secure this at the time of booking online. If you are unsure and wish to buy the flight now, and book the date at a later time, then you should purchase a Gift Voucher. This is valid for 12 months. Choosing a Gift Voucher allows the booking of the flight to be made at a later date.

What payment types do you accept?

We accept PayPal and all major debit and credit cards (except Diners).

I've made a booking – Can I change it?

We appreciate that plans do change. We're sure you made the original booking with the best of intentions. If you wish to change the date of your flight, please contact us on info@jetlevflyeruk.com or [0333 300 3403](tel:03333003403) to discuss.

Cancellation: A minimum of 14 days notice is necessary for single booking amendments. If you can provide us with at least 14 days notice, you will be able to re-book your flight to an alternative available date. If you do not notify us, or if you provide less than 14 days, then you will not qualify for an alternative date. The notice period for corporate and group bookings (3 or more people), to amend the date and time of a flight is also 14 days.

Can I make a group or corporate booking?



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Yes. If you would to book a group activity or hold a corporate function with the Jetlev-Flyer, simply call us directly on: [0333 300 3403](tel:03333003403) and speak to one of our team who will talk through you requirements and then provide a bespoke package to suit you.

RESTRICTIONS

Are there any restrictions on taking part?

Yes. To fly solo you must be 18 years or over and weigh under 150kg. To take a twin seat flight you must be 8 years of age, and weigh less than 70kg. If aged between 8-16 years old, a Guardian must accompany you. The oldest Jetlev pilot to-date was 67. If you are 82, healthy and in good physical condition, there is no reason why you could not fly.

Do I need to bring anything with me?

Yourself and the willingness to have fun! We will provide you with a wetsuit and buoyancy aid, but you will need to bring a swimming costume/shorts to change into and wear underneath the wetsuit.

As you WILL be getting wet, bring a towel, a change of clothes. There are toilets, showers and changing rooms on site for you to use.

What about spectators?

Spectators are welcome, in fact, the more the merrier! Just make sure they bring a camera to capture your moment!

CANCELLING

What happens if I don't show up on the day?

If you don't turn up on the day, we're afraid you will have missed a great opportunity to experience the Jetlev-Flyer. The flight teams work to a schedule, so if you don't turn up, you will miss your opportunity.

If you know you can't make your flight, please contact us as soon as possible. If you can provide us with at least 14 days notice, you will be able to re-book your flight to an alternative date. If you don't notify us, or if you provide less than 14 days notice, then we're afraid you will have missed your opportunity to fly the Jetlev-Flyer.

What happens if I turn up late on the day?

If you are late, there may be an opportunity to move your flight to a later slot. But this will be dependent on the day's flight schedule and this cannot be guaranteed. The best thing to do is make sure you arrive in plenty of time for your flight. **We suggest arriving 30 minutes before your session begins.**

What happens if my flight is cancelled?



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There may be instances when we need to cancel a flight schedule – this could be for a number of reasons, but the most likely is weather. If we do need to cancel your flight we will give you as much notice as we can.

We will use the contact information you provided at the time of booking (email and phone number) to reach you. So please ensure you check your emails and phone before setting off.

If this unfortunate event does happen, you should simply rebook your flight, either by phone [0333 300 3403](tel:03333003403) or by email info@jetlevflyeruk.com

Unfortunately, Jetlev-Flyer UK cannot be held liable to for any costs incurred by the customer in the event of a cancellation beyond our control.

GIFT VOUCHERS

Where can I buy Jetlev-Flyer Gift Vouchers?

You can either buy your gift voucher directly from us at www.jetlevflyeruk.com or through our exclusive partner FUKI www.fuki.co. These are the only two places you can buy Jetlev-Flyer flights and gift vouchers in the UK.

How long is my Gift Voucher valid for?

The Jetlev-Flyer gift voucher is valid for 12 months from the date of purchase.

How do I redeem my Gift Voucher?

Simply visit our website www.jetlevflyeruk.com and select your chosen flight, date, time and location. Add to basket. Proceed to checkout. Enter voucher number at the checkout. The gift voucher has now been redeemed. You will then receive a confirmation email and voucher confirming your flight.

Please bring your flight confirmation email with you on the day of your flight.

Can I add another flight to basket whilst redeeming my Gift Voucher?

Yes. Visit www.jetlevflyeruk.com and follow the steps above to choose your flight. You can then add additional flights to your basket and pay by a combination of voucher and card payment. If you have multiple products in your basket, the value of the gift voucher will be subtracted from the amount payable in the basket. The remaining balance will be due to pay. This way, you can bring other friends and family to fly with on your big day.

Can I change the type of flight on my Gift Voucher?

Indeed you can. Visit www.jetlevflyeruk.com and select your flight.



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If your selected flight is less expensive than the value of the gift voucher you were given, the remaining balance will be held on your gift voucher for redeeming another date. If your selected flight is more expensive than the value of the gift voucher, you can simply pay the additional balance at checkout.

My Gift Voucher is about to expire, is there anything I can do?

We're afraid not. The vouchers are valid for 12 months, so this gives you plenty of time to find a date that works for you.

Can I give my Gift Voucher to someone else?

Yes, you have paid for it so please do so. The whole purpose of the gift voucher is so that you can give it others as a gift. The gift voucher contains all the information the lucky recipient will need to redeem the flight.

I no longer want/need my gift voucher, can I have a refund?

A full refund can be made if your voucher is returned within 7 working days of purchase if the gift voucher has not been redeemed. The refund will be made to the credit/debit card used at the time of purchase – minus any costs we have incurred. A refund will not be made once the date and time for the experience have been booked.

CONTACT

How can I leave feedback?

We would really appreciate your feedback on any aspect of your Jetlev-Flyer experience. We will send an email asking for your feedback about a week after your flight, as we are keen to understand how the Jetlev-Flyer experience was for you – from start to finish.

However, if you would like to leave feedback before you receive our email request, please simply email us at: info@jetlevflyeruk.com

How can I subscribe / unsubscribe to emails?

To subscribe, enter your email address in to the box on the bottom right corner of the homepage, www.jetlevflyeruk.com. To unsubscribe, either click on the unsubscribe link at the bottom of one of our emails. Or contact info@jetlevflyeruk.com

PRODUCTS

How do I find out about your latest products and activities?

There are couple of ways you can do this:

Keep checking the Jetlev-Flyer UK website www.jetlevflyeruk.com – the latest offers and new activities will be displayed here.



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Become our friend on Facebook or link to us on LinkedIn – all the special offers and activity information will be here.

If you have any unanswered questions, please contact info@jetlevflyeruk.com or call us on **0333 300 3403**.