



# JETLEV-FLYER

UK

## TERMS & CONDITIONS

By making a booking with Jetlev-Flyer UK you are deemed to have read and accept these terms & conditions.

Customer Service Staff and Jet Pilot Instructors will be on duty at all times during your visit for your safety and convenience, please ask if you have any questions and they will be happy to help.

We reserve the right for employees to ask you to leave the lake area if you do not abide to the details outlined below, in such cases no refund will be given.

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### Arriving

We recommend you arrive at least 30 minutes prior to your activity session start time to sign your medical form, liability release, and to kit up. We can get extremely busy during peak times, so please allow extra time. 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.

If you are late for your activity, Jetlev-Flyer UK Ltd reserves the right to refuse admission without refund or transfer.

If you need directions or would like help with organising transport to the venue then please contact the Jetlev-Flyer UK team on 0333 300 3403.

### Bookings

Please call our Customer Service Staff on 0333 300 3403 if you have any questions about the Terms and Conditions or the activity you have booked.

We advise that you pre-book your experience as fly time is strictly subject to availability. You can book on the day with our customer service team, by calling 0333 300 3403, or online at [www.JetlevFlyeruk.com](http://www.JetlevFlyeruk.com)

When booking your flight, you can use the online booking system to choose the date, time and location that suits you best. Alternatively, you can buy a Gift Voucher, which is valid for 12 months.

Choosing a Gift Voucher allows the booking of the flight to be made at a later date, but it will expire if unredeemed after 12 months.

Version 2.0 – April 2014

**Jetlev-Flyer UK Limited**

T: +44 (0)333 300 3403 W: [www.jetlevflyeruk.com](http://www.jetlevflyeruk.com)  
Registered Company in England and Wales No. 8942528



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## Change Your Booking/Cancellation/Refunds

A refund can be made if your email voucher is returned within 7 working days of purchase and if the voucher has not been redeemed. The refund will be made to the credit/debit card or PayPal account used to purchase the activity minus any transaction costs we have or will incur in the order process.

To request a refund please send a copy of your voucher to: [info@jetlevflyeruk.com](mailto:info@jetlevflyeruk.com) within 7 days of the purchase date. All transactions are made in GBP.

Cancellation by Customer: Once the customer has received the confirmation booking email, they will become bound by the terms and conditions of Jetlev-Flyer.

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 don't 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.

Cancellation by Jetlev-Flyer UK: There may be instances when Jetlev-Flyer UK 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 information provided at the time of booking (email and phone number) to contact you. So please ensure you check your emails and phone before setting off.

If this unfortunate event does happen, you will be able to rebook your flight for another day. Please phone 0333 300 3403 or email [info@jetlevflyeruk.com](mailto:info@jetlevflyeruk.com) to speak to a member of the team, and arrange your new flight.

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

## Children

To participate in a solo flight you must be 18 years of age and weigh under 150kg. To take a twin seat flight you must be 8 years of age, and weigh under 70kg. Jetlev-Flyer UK reserves the right to require proof of age.

All under 16's must be accompanied by an adult at all times whilst on Jetlev-Flyer UK premises.

Adults shall be held responsible for any damage caused by children they accompany whilst on Jetlev-Flyer UK premises.

## Clothing & Equipment

All prices include the hire of Jetlev-Flyer equipment, wetsuit and buoyancy aid. You are welcome to bring your own wetsuit and booties, however there is no discount on stated prices if you choose to use your own.

Depending on location, there may be lockers provided to store your personal items and valuables while you are on the water. These are available on a first come first serve basis. Neither Jetlev-Flyer or its employees or agents are responsible for any loss, theft or damage to valuables or personal property that belongs to any visitor whilst on Jetlev-Flyer UK premises.

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As you WILL be getting wet, bring a towel, a change of clothes. There are toilets on site for you to use. Depending on the location, there may also be showers.

## Complaints

We would like your feedback (positive and negative) on any of the experiences you have undertaken. If you have a problem on the day, please raise this with the manager or experience coordinator on site. This will enable us to correct or resolve the issue as soon as possible. However, if your problem

is not resolved, or not resolved to your satisfaction, please email us at [info@JetlevFlyeruk.com](mailto:info@JetlevFlyeruk.com) within 14 days of your experience detailing the nature of your complaint. Please include your Jetlev-Flyer Unique Reference Number along with the details of your complaint, including the name of the staff member you dealt with.

## Contract

The contract between you and Jetlev-Flyer UK does not create any right enforceable by any person under the Contracts (Rights of Third Parties) Act 1999, but this does not affect any right or remedy of a third party which exists or is available apart from under that Act.

These terms and conditions do not affect your statutory rights as a consumer and are governed by and in accordance the Law of England and Wales.

## Data Protection

We undertake to comply with the provisions of the Data Protection Act 1998. For further details please refer to our Privacy Policy. We make sure that our website is safe and your personal data is secure.

## Delivery

Jetlev-Flyer UK vouchers will be delivered by email to the address entered at the time of purchase.

## Duration

If you are part of a group booking, or flying during a peak time, you should expect to be sharing the experience with other people and may need to 'take turns'. There may also be some waiting time involved. We will provide itineraries that are as accurate as possible, but they should be taken as a guide only and it should be acknowledged that the running order of an event might also change.

## Extensions

Jetlev-Flyer UK Vouchers are valid for 12 months from the date of purchase. It may be possible to extend or re-validate your voucher prior to the expiry date for a further period but this is subject to the discretion of Jetlev-Flyer UK, and may incur an administration fee.

## Gift Vouchers

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When you buy a Gift Voucher you must leave the date and time blank, to be arranged at a later date.

To redeem Gift Vouchers visit [www.JetlevFlyeruk.com](http://www.JetlevFlyeruk.com) and select the product and location, i.e. solo flight London or twin flight Wyboston, choose your date and time of flight, and add it to your cart. Proceed to the checkout. When you get to the payment stage you will have the opportunity to add your unique Gift Voucher reference number. The Gift Voucher will then be applied and the balance due will reflect this.

The Jetlev-Flyer Gift Voucher is valid for 12 months from the date of purchase, and the redemption (selection of date/time) of the Voucher must take place within this time. The flight itself may take place outside of the 12 month period. After 12 months from date of issue, redemption of the Gift Voucher becomes invalid.

If you have lost your Gift Voucher, please contact us at [info@JetlevFlyeruk.com](mailto:info@JetlevFlyeruk.com) providing as much information as you can so that we can try to trace your booking. We may be able to send you a replacement Gift Voucher assuming the original Gift Voucher has not been redeemed.

The purpose of the Gift Voucher is so that you can give it away. So if you can't use it, feel free to pass it on to someone else – as long as they meet the requirements of participation.

A full refund can be made if your Gift 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. A refund will not be made once the Gift Voucher has been redeemed and the date and time for the experience have been booked.

Once the Gift Voucher has been redeemed and a time and date has been booked, the flight is subject to the same cancellation policy as stated in the Cancellation section.

## **Inclusivity**

We welcome the participation of disabled people in our experiences. However it must be noted that some experiences are not suitable for those with disabilities.

If you have any questions about your ability to participate in a specific experience, please contact us and we will provide you with all the relevant information to assist you in making a decision. We are happy to provide information about the disabled facilities at a specific venue or experience locations on request.

## **Indemnity or Damage Waiver**

Jetlev-Flyer UK requires customers to complete an Indemnity Waiver form before participating in the experience. Your participation in your chosen Jetlev-Flyer experience is at your own risk and Jetlev-Flyer UK accepts no liability save for that which cannot be excluded under the prevailing Laws of England and Wales.

## **Intellectual Property**

The illustrations, text and images used on the Jetlev-Flyer UK website and in the associated vouchers are the intellectual property of Jetlev-Flyer UK or licensed to Jetlev-Flyer UK and must not be copied in whole or in part without the express permission of Jetlev-Flyer UK.

## **International Orders**

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All prices shown on the Jetlev-Flyer UK website are in GBP and all transactions are completed in GBP.

We are not liable for any additional fees or charges that may be incurred if you order from overseas or using a currency other than GBP. These fees are in addition to any experience costs and are beyond our control.

The price for overseas activities may vary considerably in line with exchange rate fluctuations on a daily basis. Please be aware of this between researching and booking your experience.

## Lost Vouchers

If you have lost your voucher, please contact us [info@JetlevFlyeruk.com](mailto:info@JetlevFlyeruk.com) providing as much information as possible so that we can try and trace your booking. We may be able to send you a replacement voucher assuming your original voucher has not been redeemed.

## Medical Conditions / Requirements

Flying a Jetlev-Flyer has certain restrictions that apply i.e. age, weight, physical and medical restrictions. For solo flights customers must be over 18 years of age, and weigh under 150 kg. For twin seat flights, participants must be over 8 years of age and weight under 70kg. Once a booking has been confirmed, you will not be entitled to a refund if you find you are unable to meet any of the criteria or restrictions specified, so please read the experience details carefully.

If you have an existing medical condition which you think may affect your safety/ the safety of others on the water, please seek proper medical advice before visiting Jetlev-Flyer UK. Please note that Jetlev-Flyer activities are not recommended for persons who have heart, back or neck conditions, or customers who are pregnant. You will be required to complete and sign a Declaration of Fitness To Fly Form on the day of your flight. If you have any medical questions, then please contact Jetlev-Flyer on 0333 300 3403, before booking your activity.

In the absence of negligence or fraudulent misrepresentation, neither Jetlev-Flyer UK nor its employees/agents shall be responsible for the death, personal injury or illness of any customer or damage to equipment or clothing whilst on Jetlev-Flyer UK premises. You will be required to complete and sign a Liability Release Form on the day of your flight. If you have any legal questions, then please contact Jetlev-Flyer on 0333 300 3403, before booking your activity.

For the safety of our customers, Jetlev-Flyer UK reserves the right to ask any customer to leave the operational area if we believe them to be under the influence of drink or drugs, behaving irresponsibly or endangering others. In such cases no refund will be given

## Orders

If you have accidentally duplicated a voucher request, please contact us immediately and we will refund the unwanted voucher, minus any transaction costs we have or will incur, provided you notify us within 7 days of the transaction. However, if any duplicate or unwanted voucher(s) is used, we will process the associated payment.

## Prices

All activities and prices correct at time of going to press, however Jetlev-Flyer UK reserves the right to make changes at any time.

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All prices shown include V.A.T as applicable.

## Refunds / Returns

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A refund will not be made once a booking has been made, extended, expired or exchanged.

All transactions are made in GBP. Fluctuations in exchange rates may mean that if a refund is requested, you may receive a different amount back compared to the original voucher purchase. Jetlev-Flyer UK will not reimburse any losses arising from any fees or conversions and will only refund the amount received in GBP at the time of order.

## Safety

Our experiences will involve a safety briefing, this is mandatory, and if not attended, the participant will not be able to take part. Please ensure you leave sufficient time to get to the venue to ensure that you do not miss your pre-experience safety briefings.

Participants are required to wear buoyancy aids. Compliance is mandatory.

## Sign-up

When purchasing an activity with Jetlev-Flyer UK you are registering your email address with us, and signing up to our mailing list. This mailing list will not be sold, sent or shared with any third party companies; it will only be used to notify you of Jetlev-Flyer UK related events, activities, sales and offers. Each email will contain an unsubscribe link at the bottom, so if you do not wish to receive these emails, please unsubscribe upon receipt of the email.

## Special Events / Water Closures

Parts of the water may be sectioned off at times for special events, charters or essential maintenance work. Please check with our team on 0333 300 3403 before booking/arrival for up to date information on forthcoming activities or closures.

## Spectators / Photography

Although we try to make our operational area customer friendly, there is NOT a dedicated spectator area on the site. Jetlev-Flyer UK accepts no responsibility for spectators near the water line or in the vicinity.

Photographic, video and other recording equipment should not be taken onto the Jetlev-Flyer without prior agreement with Jetlev-Flyer UK staff.

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In addition, we may record your images for advertising and or marketing purposes. It is sometimes the case that third parties including the press record images of events at Jetlev-Flyer UK, in such circumstances notices will be displayed to advise customers of any filming / photography to be carried out where your image may appear.

## **Validity**

The Jetlev-Flyer UK Gift Voucher is valid for 12 months. If the validity period is different from this, it will be clearly stated on the Gift Voucher. Experiences must be booked and confirmed prior to the expiry date, although the experience itself may be held beyond this date. If the voucher is not used before the expiry date (and it has not been extended – see Extensions above) the voucher will be deemed invalid and void.

## **Venues**

Occasionally we may need to withdraw venues for reasons which are beyond our control. If this should happen, you will be offered an alternative venue if this is possible. If it is not possible to find an alternative venue, you will be offered the opportunity to rebook or receive a full refund.

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