

Terms & Conditions

Incorporating: The Consumer Protection (Distance Selling) Regulations 2000

This is important. Please read carefully: The act of you, the customer, placing an order for a flight voucher with us, the supplier means that a contract is in place for the supply of such goods. Any such contract shall be governed by English Law and the courts of England and Wales shall have non-exclusive jurisdiction over any dispute. Please note that your rights to cancel a contract within 7 days *do not* apply to flight vouchers that have been delivered to you and have been *opened*. You have the right under the above regulations to cancel a contract for no reason at all and with no penalty. If you wish to cancel a contract please write to iPilot Ltd, 2 Queen Caroline St., Hammersmith, W6 9DX, London, info@flyipilot.co.uk. To cancel a contract you must give us notice within 7 working days starting on the day after the day you receive the flight voucher from us. We shall refund the total amount paid by you for the flight voucher, less any costs to collect the goods if required, within 30 days starting with the day on which we receive a notice of cancellation in writing from you. We would remind you that once you have notified us of your desire to cancel the contract there is a legal requirement for you to take care of the flight voucher. You must return the flight voucher to us at your cost to the relevant address and we advise you to ensure that the goods are adequately insured during any return journey. If you have not returned the flight voucher within 14 days of cancellation, or if requested, we can collect the goods from you at your cost. In the event that you do not give us notice under the aforementioned 7 day period all flight vouchers are non-refundable. Flight vouchers are valid for 6 calendar months from the date of purchase and are not redeemable for any other service or value. Flight vouchers are fully transferable between persons and can be upgraded to a higher package at the time of booking your flight experience or on the day the voucher is redeemed, subject to notice.

Proof of Identity

Because our flight simulators are so realistic, we are required by the security services to confirm the identity, and keep records of, everyone that comes for a session at the controls. Please bring a piece of photo ID, either your passport or driving license, when you come for your flight experience.

Cancellations

Appointments may be rescheduled free of charge up to 48 Hours in advance. Appointments rescheduled less than 48 Hours before the appointment, will incur a fee of 50% of the full voucher price. If you do not show for your appointment, your voucher will be voided.

Whilst unlikely, iPILOT reserves the right to cancel your appointment in the event of a Simulator Technical issue. In this instance, a new appointment will be offered or a refund may be obtained. iPILOT will not be liable for travel expenses in this instance.