



# Pleasure Flying Terms and Conditions

1. On acceptance of carriage, passengers are deemed to have read and be aware of these Terms and Conditions and agree to abide by them, including the company's cancellation policy. Customers participating by way of a gift flight booked on their behalf are accepted for flights on the understanding that they are fully aware of these terms and conditions.
2. Vouchers are valid for 6 months from day of purchase.
3. The pilot-in-command will have final authority over the duration and conduct of the flight. Bliss Aviation Limited ("The Company") reserve the right to postpone any flight without notice for safety, commercial or any other reason whatsoever.
4. The pilot-in-command or the Company may refuse carriage to any person who it is felt would be especially at risk or a liability to the pilot or safety of the aircraft. One form of photographic ID must be presented during check in.
5. Due to aircraft weight restrictions passengers must buy a second seat if they are 18 stone or over.
6. All passengers must be able to wear the seatbelt fitted to the aircraft.
7. Where passengers are not able to take their flight due to not being able to wear the seatbelt, or are deemed to heavy, no refund will be given however the ticket can be transferred to another person who is available to fly at the time booked by the original passenger.
8. The front seat may only be occupied by passengers weighing less than 14 stone.
9. Safety is the Company's main consideration. Customers must take note of the briefing given by the Company's pilots or ground crew and abide by all instructions given before, during and after the flight.
10. Smoking is prohibited on board the aircraft and on the aircraft maneuvering area including the use of e-cigarettes.
11. The Company's insurance covers passengers and third party liability to a maximum of £5,000,000 through Lloyds of London. Full details of the cover are available on request.
12. At least 7 days' notice is required to change the date of a booking.
13. There is a possibility that flights may have to be cancelled at short notice due to weather, mechanical problems, staff illness or other unforeseen circumstances beyond the Company's control. If the flight should be cancelled the customer should book an alternative date, as the gift voucher is valid for 6 months. The Company shall not be liable for any costs such as travel incurred by the customer in such circumstances.
14. Gift vouchers are non-refundable but are transferable.
15. No guarantee can be given that a flight booked for a specific date and time will be carried out on that date or time and it is the responsibility of the recipient to contact us before hand to confirm both the weather conditions and the flight booking.
16. The Company must be informed of any disability or previous/chronic illness, which should reasonably be disclosed. Recipients and passengers must be able to get in and out of the aircraft unassisted.
17. Passengers must be aged 2 years or over to fly, but if under the age of 14 they must be sat next to a person over 16.
18. Passengers that require a child or booster seat in a car must provide a suitable child or booster seat for the flight. Failure to supply a child or booster seat will result in rejection of carriage.
19. All weather forecasts given by the company to indicate the likelihood of flights taking place are entirely provisional. Predictions made by the company are based on current weather information, and may subsequently be updated.
20. Prices on our website are for guidance only, and will be confirmed at time of booking. These prices are subject to change.
21. In order to redeem your flight a valid gift voucher/e-ticket must be presented to a member of our staff upon arrival. In the event of a lost voucher please contact a member of staff as soon as possible to arrange a replacement. If you are unable to produce your voucher on arrival, carriage will be denied.
22. Your preferred flight time may not be available; the company reserve the right to change your flight time, at short notice, to suit the day's schedule.
23. If more than one seat is booked per booking, the company cannot guarantee that all passengers will be flying together.