

Terms & Conditions

Please note vouchers are flown on weekend days Sat/Sun from Newcastle Airport only

On purchasing a EIRECOPTER NEWCASTLE flight lesson the purchaser has agreed to the Terms & Conditions for and on behalf of the recipient of the voucher and undertakes to advise third part recipients of same.

Note the 40min helicopter lesson is for 20minutes flight time and the 60min helicopter lesson is for 30min flight time only. Airplane lessons are for 30min and 60min flight time.

Weight limit (125kg) applies please contact office before purchase.

We do not do pleasure flying. All our flights are training lessons and are part of the syllabus for the commercial flight training course as approved by the Irish Aviation Authority.

Booking: Vouchers are flown on weekends subject to weather conditions. To book your lesson please contact us Monday to Friday at Newcastle on 01.2811110. Please book at least 3-4weeks in advance of the required date.

Bookings cannot be made through email or text messages. Do not text any mobile you may have been called from.

When booking you must have your voucher number and voucher type i.e. 40min flight otherwise the lesson cannot be booked. You will be required to produce your voucher on the day. Once a voucher has been booked in, a minimum of 24hrs cancellation is required.

Bookings cancelled by voucher holder within 24hrs of lesson time will render **THE VOUCHER NULL AND VOID**. The reason being we have to pay the airport time slots, the machine hire and the pilots wages even though the flight is not taken.

You will not receive any further confirmation once the booking has been agreed i.e. text, call or email unless to cancel re weather.

Validity of Voucher:

Vouchers remain valid for a period of 5 years after purchase. However after each twelve (12) month period following purchase they will acquire a surcharge of 20% of voucher value or 20% reduction in voucher time. Unfortunately this is necessary to offset rising operation costs such as fuel, insurance, airport charges etc.

Please note. Bookings which are cancelled by reason of weather or other safety reasons must be rebooked within 60 days. Responsibility for rebooking rests with the voucher holder and not EIRECOPTER NEWCASTLE.

Weather conditions on the flight day may result in flight times being delayed or cancelled. Please allow extra time for your lesson. Availability of aircraft may result in lessons being combined with other students. This will however result in extra time in the air for the student.

Vouchers may be transferred by the person who purchased the voucher only. This must be done prior to the voucher expiry date.

Please note these terms and conditions before buying as no exceptions can or will be made.

Descriptions: The stated duration of the lesson is determined by lesson type and may differ from lesson to lesson and may depend on the weather.

Refunds: All EIRECOPTER NEWCASTLE lessons must be redeemed by the date on the voucher and are non-refundable. Customers are entitled to a seven day cooling off period, which begins on the day the voucher was purchased.

Lost, Stolen or Destroyed-In the event of a voucher being stolen, lost or destroyed, the lesson may be scheduled or voucher replaced under certain circumstances

Postponement: EIRECOPTER NEWCASTLE reserves the right to postpone due to unforeseen circumstances e.g. weather conditions. In this event, the voucher holder will have the opportunity to reschedule the event. Rebooking must be made within 60 days.

Failure To Attend: Failure to attend a pre booked lesson will result in the lesson becoming void.

Locations: Location is Newcastle Airfield.

Spectators: Spectators/Friends are welcome but there may be restrictions due to safety regulations.

Restrictions: Person must be over 15 years and must be able to enter/exit the helicopter/plane unaided. A max weight of 125kg per seat applies.

Disorderly Conduct, Consumption of alcohol or any illegal substances is strictly prohibited on the day and will result in cancellation of the lesson.

PLEASE NOTE WE AT ALL TIME RESERVE THE RIGHT TO WITHDRAW OUR OFFER OF SERVICE AND ISSUE A FULL REFUND. THIS DECISION ONCE MADE IS FINAL AS ITS GENERALLY BASED ON SAFETY CONCERNS AS IS NOT SUBJECT TO APPEAL

Confidentiality: All confidential information is used only in accordance with GDPR regulations

Terms: EIRECOPTER NEWCASTLE reserve the right to change these terms & conditions at any time without prior notification.