



IMPORTANT INFORMATION

Weather

We pride ourselves on providing you with a personal service that covers all eventualities. Unfortunately even we can't provide a watertight guarantee for the weather! There will be times when poor weather conditions prevent us from flying. This doesn't happen very often but in the rare event that it does, you will receive a full refund on any monies you have already paid to us. We do recommend that you have a back-up plan just in case your flight is unable to take place.

Weight

Please note that we are unable to fly passengers who weigh over 17 stone (108kgs) in our Robinson R22 helicopter. In this case, flights will need to be undertaken in our Robinson R44 or Bell Jet Ranger helicopters.

Age

We are delighted to fly passengers of any age but those wishing to take the controls during an Air Experience Flight or Trial Lesson must be aged 17 or over. PPL(H) courses are open to all students aged 17 and over.

PPL(H) Medical Certification

PPL(H) students will need to obtain either a class one or class two medical certificate before flying solo. We will be happy to organise this for you if you wish.

Operating Sites

Please note that we are not permitted to fly directly over any car parks, buildings or show sites on approach to, or departure from, a landing site.

Unless the site has been cleared for helicopters previously, or we can determine its suitability from site plans and maps, we will need to visit the proposed area to confirm its suitability so we can obtain Civil Aviation Authority approval for landing and taking off.

Safety

All Rise ground and flight crew are trained in Fire and Rescue and First Aid. We provide full emergency and safety equipment to Civil Aviation Authority specifications.

Insurance

We carry insurance to full Public Transport Category requirements, providing cover up to £10,000,000 for any one incident. A copy of this insurance is available upon request.

TERMS AND CONDITIONS

The following general conditions apply to all flights offered by **RISE HELICOPTERS** unless we agree otherwise in writing.

1. From time to time we may need to use other similar aircraft or companies in order to undertake the flight you have booked with us. If this applies, the price you pay will not alter.
2. The Captain of the aircraft has the right to refuse passengers or goods at any time. If circumstances dictate that this is necessary, the personnel of Rise Helicopters and the Aircraft Operator are governed solely by the Aircraft Operator's instructions.
3. The price includes all expenditure connected with the flight, unless otherwise agreed.
4. The price does not include expenditure arising as a result of passengers or goods being delayed prior to the start of the flight, or if you have to alter or cancel the flight without notice as a result of matters such as public or medical orders, restraints, investigations or the like. Rise Helicopters or the Aircraft Operator are in no way responsible for any such expenditure. The person booking the flight will refund any expenditure incurred by Rise Helicopters or the Aircraft Operator in connection with such matters. Unless we agree otherwise in writing, the Aircraft Operator is also entitled to compensation for any period of waiting and, unless otherwise agreed, Rise Helicopters or the Aircraft Operator are entitled to cancel the flight, without compensation or reduction in the price agreed, when the aircraft has been waiting for more than 3 hours.
5. Rise Helicopters or the Aircraft Operator are in no way responsible for expenditure after arrival at the destination.
6. The following fees will apply to confirmed flights which are subsequently cancelled: after booking 10%, within 14 days of the flight 30%, within 7 days of the flight 50%, within 24 hours of the flight 100%.
7. The operation of the flight is conditional on all necessary authorisation being obtainable, including permission to start, overfly and land, unless special circumstances prevail.
8. We reserve the right to postpone, cancel or redirect the flight at all times, in the event that the flight cannot be performed due to war, warlike events, infringements of a country's neutrality, insurrection, civil war, civil unrest, sabotage, strikes, blockades, lockouts, quarantine, hijacking, terrorist actions, requisition, confiscation, expropriation, seizure, weather conditions or other force majeure of any nature, technical reasons, detention or similar measures, accidents with aircraft, or due to other factors over which we have no control, or when the safety of the passengers or the crew from the aircraft can reasonably be assessed to be in danger, at the discretion of the Captain or of the Aircraft Operator's personnel. Unless stated otherwise in mandatory (indispensable) legislation, Rise Helicopters or the Aircraft Operator are not responsible for damage or loss as a result of, or arising directly or indirectly in connection with, the above-mentioned circumstances.
9. If we need to cancel a flight due to circumstances stated in 7 and 8, we will refund any pre-paid monies to the person who booked it.
10. If we need to partially cancel a flight, e.g. on a particular stretch, as a result of circumstances stated in 7 and 8, we will credit the person booking it with an amount corresponding to the stretch in question. Rise Helicopters or the Aircraft Operator are in no way responsible for subsequent transport costs.
11. The person booking the flight is responsible for all passengers and consignors being aware that Rise Helicopters or the Aircraft Operator are in no way liable for any loss or damage of any kind whatsoever (other than death or personal injury resulting from the carriers negligence) in accordance with Council Regulation (EC) No. 2027/97 of October 9th 1997, as amended by Council Regulation (EC) No. 889/2002 of May 13th 2002.
12. The carriage of dangerous goods on the flight is not permitted. Dangerous Goods include, but are not restricted to, compressed gases (inflammable, non-flammable and poisonous), corrosive materials, wet batteries, explosive materials, weapons, ammunition, fireworks, inflammable liquids, paint, lighter gas, matches, bleaching agents, magnetic materials, oxidizing liquids and radioactive materials.
13. Unless otherwise stated in mandatory (indispensable) legislation, all disputes regarding one or more flights ordered from or undertaken by us will be decided in accordance with English law at Rise Helicopter's home court.



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