

Flying School Terms and Conditions (Rev 0110 Eff 01Jan10)

Hire and booking of aircraft and instructors is subject to ongoing availability. Currency Rules can be found in the Pilot Order Book. All pilots must read and sign the Pilot Order Book at least on an annual basis.

To make more efficient use of our aircraft and instructors pilots and students are asked to ensure that they arrive at the flying school in sufficient time to plan and prepare their flight and depart at the booked time. Double slots should only be booked and allocated where the pilot intends to fly for greater than two hours or if otherwise agreed with their instructor. This will be monitored by the Centralised Booking system and changes will be made as required. In order to ensure a fair distribution of availability of aircraft and instructors between pilots/students, advance bookings will be limited to 2 calendar months ahead. Ravenair reserves the right to limit the number of advance bookings that a pilot/student can make.

All of the rates specified in this pricelist exclude VAT, landing and navigation charges unless otherwise specified. Please also see course specification sheet for each package listed above available on our website.

Non-Members will be charged 10% extra on the above rates.

Account holders benefit from a discount of 5% on aircraft hire rates only when an initial deposit of £1000.00 is made by cash, cheque, bank transfer debit card and the balance does not fall below £100.00 before being restored to £1000.00. This account structure is not available to Package Schemes. Additional training required for students on flight training packages are eligible to receive 5% discount on the aircraft hire portion of any additional training only. Note the discount is not applicable and not limited to landing, navigation, equipment etc.

All Credit Card payments are subject to a 3% surcharge. No additional charge for Debit Cards. Please note that American Express (Amex) and Diners Cards are not accepted. Bank transfers are acceptable, however please note that customers are responsible for all bank charges and any levied to Ravenair will be recharged to the customer. For Bank Transfer please ensure that a clear reference is made with regards to Surname/Account Number. All Flight Training Packages are to be paid for before the course start date in full to receive the discount built into the Package. Customers must satisfy their instructor by means of producing a receipt to confirm that payment for the course has been made.

Warning: If for any reason cleared payment is not received before the course start date a 7.5% surcharge will be levied for the used portion of the package and an additional surcharge of Barclays Bank - Bank Rate will be applied where money is owed to Ravenair for greater than a 14 day period (i.e. payment for unauthorised credit). Ravenair also reserves the right to suspend the training course in the event of non-payment.

If a customer wishes to part refund a training package the standard pricelist full rate for aircraft hire prevailing at the time the refund is requested will be applied to all of the flying completed in the calculation of the refund due to the customer. In addition all landing, navigation and misc charges will also be levied at the full rate. Any customers who have not become members will also be charged an additional 10% surcharge as per the main pricelist.

Block time is charged as airborne time plus 15 minutes (10 minutes prior to take-off and 5 mins after landing). These are rounded to nearest 5 minutes. Periodic checks are made with Air Traffic Control Logs. Any pilot making a false claim will be subject to a charge of the difference plus an administration charge. At City Airport (Barton) this is charged as 10 minutes (5 minutes prior and 5 minutes after). Note that the PN68 and PA23 aircraft have limited training and solo hire availability at certain times of the year.

Ravenair reserve the right to postpone any booking on twin engine aircraft in the event that the aircraft booked by the customer is required for another operation, unless specific arrangements have been approved by the Operations Manager.

Fuel uplifts made by customers away from base can be re-claimed, however Ravenair will only refund the fuel at a cost equal to that of fuel cost at Liverpool Main Base.

All flights and equipment issued must be entered on the appropriate flight record log located in the Flying School.

Cancellation & No Show Policy

Ravenair operates a cancellation penalty. A minimum of 48 hours notice is required for the cancellation of a booking so as not to incur a cancellation charge of £ 35.00 + VAT (Single Engine Aircraft) and £ 105.00 + VAT (Multi Engine Aircraft) which will be charged to the pilot/students account. Please note that the no-show fee is charged at £ 50.00 + VAT (Single Engine Aircraft) and £ 150.00 + VAT (Multi engine Aircraft). Weather cancellation should be mutually agreed between pilot/student and operations/instructor. Pilots/students will be required to provide a satisfactory explanation for the cancellation. The pilot/student cancelling the booking may request that the slot be allocated to another named individual. It will be at the discretion of Ravenair as to whether this substitution will be acceptable and, whether the cancellation fee will be waived. In the event of the cancellation fee being waived an administration charge of £10.00 + VAT will be made. Please note cancellation should be via telephone to the Centralised Booking number below, please ensure that you obtain a name of the person that you advise of absence together with the date and time of your call. Any disagreement regarding cancellation should be resolved at the time of cancellation and not at the time of receiving any charges.

Subject to Ravenair Standard Terms and Conditions which includes cancellation surcharges, current copy available on request or download at www.ravenair.co.uk. Subject to change and alteration without notice.

Centralised Bookings and Flying School Information Line Tel 08444 120860 or 0151 601 8943 Email bartonops@ravenair.co.uk. The Flying School at Liverpool John Lennon Airport can be reached directly via the automated switchboard 0151 486 6161 or directly on 0151 728 4744. E&OE.