



Our aim is to provide our customers with an amazing experience from start to finish!

Unfortunately though, strict Civil Aviation Authority safety regulations often prevent us from being able to operate as we would wish.

Weather restrictions, for example, prevent us being able to offer our customers guaranteed jump times and orders – which we know can be very frustrating for all involved, including ourselves.

Specifically for this reason we asked Trading Standards, and our lawyers, to come up with a system they felt was fair and lawful on both parties. Both came back with the same answers - which have now been incorporated into our customer terms and conditions. These being...

- We should limit the amounts of tandems we book in each day to manageable amounts - assuming perfect weather conditions and available day light hours.

Our airfield planning permission allows us to fly from 9am to 8pm. During these hours, and assuming perfect weather conditions, we have the facilities to jump about 140 tandems per day, but to allow for other categories of parachutists (such as our regular club members) we have reduced this to 85. Based on this reduction, and perfect weather conditions, customers should be aware that we can usually jump about 10 tandems per hour.

- Customers should also be aware that we jump on average 60% of the 260 days we open each year and complete about 5500 tandems jumps.

Which means that on perfect weather days everyone booked in will get jumped, and on other days some will have to re-book. How we decide who jumps and when is explained in the next paragraph.

- Both Trading Standards and our lawyers confirmed we should not offer pre-arranged jump times or preferential treatment to new or returning customers (as we often get asked).

Instead, we should operate “a first come first served system” for each category of parachutist and by doing so give each person within that category the same opportunity to be on the first flight of any given day, and thus have the greatest chance of jumping.

It was accepted that pre-arranged jump times could work on perfect weather days, but as this was impossible to predict in advance both Trading Standards and our lawyers concluded “the first come first served system” should apply at all times.

This is the reason we have adopted this system.

- Both new and existing customers should be given the same opportunity to book the available spaces.

As provided on our website.

- Customers should prepare to stay with us for the full period of our operation whenever they attend (from 8am on Wednesdays, or 7.30am at Weekends, or 8.30am at other times, to the earlier of 8pm or dark) to give both them and ourselves the maximum opportunity to complete their jumps.

Both Trading Standards and our lawyers felt it would be unfair for us to go to the extra expense of rebooking a customer when it was not necessary.

- We should open the airfield irrespective of the weather and customers should be prepared to attend irrespective of the weather – which both Trading Standards and our lawyers agreed was a fair condition as records show we complete thousands of jumps each year on marginal weather days if people are on site ready to go.

Although it should be noted that we do endeavour to contact customers the day before if the weather forecast is showing an almost zero chance of jumping for the whole day. This however is an additional service that forms no part of the contract and is purely advisory. It is not a cancellation of the jump and should customers still wish to attend, instead of re-book, they are welcome to do so.

- We should allow our customers six months to complete their jumps at no extra cost and offer a refund if after five attempts during this time their jumps have still not been completed.

This was designed to remove all weather related issues from the refund procedures and encourage customers to return on a regularly basis, irrespective of the weather unless otherwise advised, rather than leaving it weeks or months between visits.

Please also note that we have gone two stages further and offer an additional six month period free of charge to those that attend the five times during the initial six months (or for a fee of £25 for those that don't) as well as an option to upgrade to our Residential Course at any time – even after the contract has finished.

The Residential Course allows customers to stay with us on site until their jumps have been completed and offers a full refund if jumps are not completed within 3 continuous days – E.g. a Friday, Saturday, Sunday or a bank holiday weekend.

With all these opportunities for refund, and the opportunity to upgrade to the residential course even once the contract has finished, we consider these to be some of the fairest terms and conditions amongst any of our UK competitors - all of whom have to operate to the same rules.

We hope you agree and that you thoroughly enjoy jumping with us – weather related problems and waiting periods' aside.