



Terms & Conditions

General

Definitions

“The Company” means Flying at Lee-on-Solent Ltd.

“The Club” means Phoenix Aviation, a trading name of Flying at Lee-on-Solent Ltd.

“The Airfield” means Solent Airport *Daedalus* (EGHF)

“The Website” means www.phoenixaviation.net and www.phoenixaviation.co.uk

- ❖ Every care has been taken to ensure that all details, information and prices on the Website are accurate at the time of publication, but the Company reserves the right to change these without notice. The Company is not responsible for the content of external Internet sites.
- ❖ Unless otherwise stated, all pricing information is for cash purchases and inclusive of VAT at the current applicable rate.
- ❖ Other than Trial Lessons, all PayPal, Credit and Debit Card purchases are subject to a 3% surcharge.
- ❖ **Privacy Policy** - We do not store credit card details nor do we share customer details with any 3rd parties.
- ❖ Trial Lesson Vouchers are valid for 10 months from date of purchase. The Company may extend the validity for a further agreed period (not exceeding 6 months), but reserves the right to charge an additional fee for this facility.
- ❖ Vouchers are transferrable, but refunds will only be made in exceptional circumstances and may be subject to any administration charges incurred by the Company. Refunds may only be made to the original purchaser and not the voucher holder.
- ❖ The Website contains a comprehensive list of frequently asked questions which detail the conditions and requirements relating to Trial Lessons.
- ❖ Any aircraft pictured may not be exactly the same type as on the day of a flight.

- ❖ Any representative of the Company, including the Captain (instructor), may refuse entry onto an aircraft of any person deemed unfit to fly.
- ❖ Flights are subject to weather conditions, aircraft/staff availability, and may be subject to cancellation at short notice. In such circumstances every attempt will be made to alert you as early as possible to the situation, but the Company will not be held responsible for the cost of travel, accommodation or any other associated expenses should a flight be cancelled.
- ❖ If you have any reason or cause to complain about the flying training or general service you have received, then the initial complaint should be made to your flight instructor. If the matter cannot be resolved, then it will be escalated to the Club's Chief Flying Instructor, and thence to the Company's Managing Director.

❖ **Limitation of Liability**

If either of us fails to comply with these terms and conditions, neither of us shall be responsible for any losses that the other suffers as a result, except for those losses which are a foreseeable consequence of the failure to comply with these terms and conditions at the time we entered into this contract with one another.

Nothing in this agreement excludes or limits in any way our liability for:

- **death or personal injury caused by our negligence;**
- **fraud or fraudulent misrepresentation;**
- **any breach of the obligations implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982**

Member Private Hire and Training

1. Pilot Currency and Documentation

The Flying Order Book (FOB) details the requirements which must be met prior to flying, and flying in, a Club Aircraft, including:

- i). The FOB must be signed by all pilots, students and instructors prior to flying as PIC/solo;
- ii). Club Aircraft may only be flown by current members of Phoenix Aviation who must be up-to-date with monthly membership payments;
- iii). The hirer is responsible for ensuring that all appropriate licences, ratings, medicals are valid, and currency requirements are met before commencing a flight;
- iv). Prior to flying solo, Phoenix Aviation will require pilots to undergo a 'check flight' with an instructor or other designated person if no flight has been made within the previous calendar month;

- v). Phoenix Aviation reserves the right to require a 'check flight' with an instructor or other designated person at any time prior to flying solo, notwithstanding that a flight has been made within a calendar month;
- vi). The hirer must ensure that all legal documents are correct and the appropriate weight and balance calculations have been performed before the flight, and that the technical log is completed at the end of the flight.

2. Bookings, Hire Period and Cancellations

- a). Bookings are made on-line using the reservation system available at the Phoenix Web site – www.phoenixaviation.net . Alternatively, if the details of the required booking are telephoned or emailed to Phoenix Aviation, a proxy reservation will be made.
- b). Cancellations by the hirer should be brought to the attention of Phoenix Aviation at the earliest opportunity, and the booking cancelled (stating the reason) on the reservation system.
- c). Should Phoenix Aviation need to cancel a booking, then all hirers affected will be contacted at the earliest possible opportunity. Phoenix Aviation will not be liable for any expenses or losses incurred by any person as a result of such action.
- d). Club Aircraft must be returned promptly at the end of a hire period. Should circumstances such as weather or aircraft serviceability prevent this, then Phoenix Aviation should be contacted as soon as this becomes apparent.
- e). Where a cancellation is made for non-weather-related reasons and a replacement hire not made, Phoenix Aviation reserves the right to charge a 'cancellation fee'.
- f). Cost-Sharing of flights by Phoenix Members

Phoenix approves the cost sharing of flights with family members, friends or work colleagues for mutual enjoyment, with the following conditions:

The maximum number of private persons who may share the 'direct costs' (and only the direct costs) of a flight in a PA28 is four (including the pilot), and in a C42 is two (including the pilot).

'Direct cost' means the cost directly incurred in relation to a flight, e.g. fuel, airfield charges, rental fee for an aircraft. There is no element of profit.

These costs may be shared equally.

The flight must not to be published or advertised, and it must be made clear to the passengers that it is a private, cost-shared flight between private individuals, and the impression must not be given that it is a commercial flight.

3. Incidents and Aircraft Serviceability

- a). Should a Club Aircraft be involved in an incident (whether involving injury, damage, ATC, airmiss etc.), the hirer must bring this to the attention of Phoenix Aviation at the earliest opportunity. Where damage, or suspected damage, may have occurred, the aircraft may not be flown until cleared by Phoenix Aviation.
- b). Any defect or suspected defect which involves the serviceability of the aircraft or any part thereof must be brought to the attention of Phoenix Aviation at the earliest opportunity. In such circumstances, the aircraft may not be flown until cleared by Phoenix Aviation.
- c). Phoenix Aviation should be contacted regarding the appropriate entry to be made in the aircraft's defect log.
- d). Where an aircraft becomes unserviceable away from its base, Phoenix Aviation will not be liable for the cost of transporting the pilot and passengers back to base, or any ancillary expenses, but will make every effort to assist.

4. Fuel and Oil

- a). Club Aircraft are hired 'wet', and will normally be refuelled overnight to a level appropriate for the following day's bookings. The max fuel which can be taken, the minimum fuel required and expected duration of the flight must be recorded on the booking by the hiree.
- b). It is the responsibility of the hirer to ensure that sufficient fuel is carried for the flight in question, including appropriate reserves for diversion, holding etc.
- c). If additional fuel is required at Lee-on-Solent, Paul Coppin of DAFS should be contacted on 07990 511200.
- d). Club PA28 Aircraft must be refueled with 100LL. On no account should Mogas be used.
- e). Club C42 Aircraft should be refueled with Mogas. Avgas 91UL may be also be used. 100LL may be used in **exceptional** circumstances, but this must be brought to the attention of the CFI as soon as possible after the flight.
- f). The cost of fuel purchased away from the Airfield will refunded by crediting the hirer with the amount paid, up to the current unit price of fuel at that base, on the relevant monthly invoice. A fuel receipt must be provided.
- g). In the PA28s, oil level (AeroShell 15/W50 multigrade) should be maintained between 6 and 8 quarts. It is not necessary to top up the oil unless it is envisaged that the level will drop below 6 quarts during the hire period.

- h). In the C42, great care should be taken not to overfill with oil (Aeroshell Sport Plus 4). If it is thought that oil is required then this should be brought to the attention of a Phoenix instructor who will make arrangements. The default position is do not add oil.
- i). It should not be necessary to purchase additional oil when away from base as one litre of oil is usually kept in the PA28's luggage compartment for 'emergency' use. However, should this occur, the cost will be refunded by crediting the hirer with the amount paid. A receipt must be provided.

5. Security

- a). The hirer is responsible for the aircraft during the booking period and is liable for any losses from the aircraft and any damage whatsoever caused to the aircraft.
- b). When carried, the aircraft cover should be fitted when left unhangared overnight, or in adverse weather condition.

6. Billing and Payment

- a). Standing Order payments for yearly membership will be taken on a monthly basis, and it is the responsibility of the Member to inform the Company in writing of their wish to cease membership and cancel the standing order once membership has ceased – overpayments will not normally be refunded.
- b). Hire and training charges are based on:
 - i). Tacho readings from engine start to engine shut-down in the PA28s, and In-air HOBBS readings +0.2 hr per flight in the C42,
 - ii). Rates applicable for the month in question as per the 'Membership, Hire & Training Rates' on the Phoenix Web site, or as otherwise agreed for non-members.
 - iii). The above charges are applicable for the flights conducted or training received, regardless of how the booking was made or by whom.
- c). Email invoices will be sent during the month following a hire, and payment is preferred via Bank Transfer, Cheque or Cash. PayPal or Credit Card payments may be made on request, subject to a 3% surcharge.
- d). Phoenix Aviation reserves the right to suspend membership and/or charge an admin fee should either monthly membership fees or hire charges fall into arrears.
- e). Any expenses, such as landing fees, parking etc., incurred during a hire will be the responsibility of the hiree.
- f). Any landing, circuit or approach fees which are billed to a Phoenix Aviation account at Bembridge, Goodwood, Bournemouth or other aerodrome must be brought to the attention of the CFI for inclusion in the next invoice.

- g). Any purchase of an item from the Pooleys cabinet, must be brought to the attention of the CFI for inclusion in the next invoice, normally by completing the sheet provided.

7. Ancillary Equipment and Additional Fees

- a). Where ancillary equipment (liferaft, lifejacket, PLB etc.) is hired, it must be returned at the end of hire in an undamaged and serviceable condition.
- b). Where in the opinion of Phoenix Aviation there has been a failure on the part of the hiree to return the equipment in such a condition, they reserve the right to impose charges to repair any damage, or replace the equipment (or any part thereof), at their discretion.
- c). Charges for the hire/purchase of ancillary equipment, account landing /approach fees and initial Membership fees etc., and refunds for fuel/oil will be included on the monthly hire invoice.

8. NATS Aware/GPS in Club Aircraft

- a). The NATS Aware and other GPS equipment is carried in Club Aircraft as an **aid** to pilot navigation and must not be used as the **sole** or **primary** means of navigation.
- b). The NATS Aware database will normally be updated on a monthly basis. The base maps will be updated as considered necessary.
- c). Other GPS equipment carried will be updated as considered necessary.
- d). It is the responsibility of the pilot to check the 'last update' date of the above equipment.

9. Applicability of these Terms & Conditions and the FOB

In the event that there is any conflict between these Terms & Conditions (T&Cs) and the Flying Order Book (FOB), then these T&Cs are subordinate, except when these T&Cs are more limiting in which case they shall apply.

10. Company Information

Flying at Lee-on-Solent Ltd T/A Phoenix Aviation

Registered Office: 23 Southgate Street, Winchester, Hampshire SO23 9EB

Registered in England No. 06378835

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