

The Vale of White Horse Gliding Centre

Sandhill Farm, Shrivenham, Nr. Swindon SN6 8BQ
Telephone: 01793 783685



INTRODUCTORY FLIGHT/TRIAL LESSON ADMINISTRATION CHARGES 2024

CANCELLATIONS AND NO SHOWS

At The Vale of White Horse Gliding Centre, all the instructors and tug pilots are members giving up their time to help Introductory Flight/Trial Lessons, course students and other club members discover gliding. No-shows and late cancellations not only inconvenience the volunteers, they also take up space in the diary when we could have been flying with someone else.

We therefore have a scale of charges to encourage our customers to stick to the bookings they have made. To avoid these charges please let us know in good time if you need to make a change to your booking.

We offer an initial 14-day money back guarantee for unredeemed vouchers (subject to an admin/banking fee). After which vouchers are non-refundable, although are transferable between your family and friends.

If we have to change a booking because of poor weather then no administration charges apply.

CHARGES

Admin Fee for 14-day money back guarantee for unredeemed vouchers £35.

Date change with less than 7 days' notice - £35.

Non-arrival for a booked lesson - forfeit flight or pay £45 to re-book.

GIFT VOUCHER VALIDITY

The validity of an Introductory Flight/Trial Lesson Voucher will only be extended in exceptional circumstances and at the absolute discretion of The Vale of White Horse Gliding Centre. There is an admin fee of £35 for extensions.