

What you need to do on the day:

- Before setting off for the venue, you **must** contact us on the day of your flight by calling **01938 555860**. This is because flights can sometimes be cancelled/delayed due to adverse weather or other operation reasons.
- You must remember to bring your **printed** voucher with you on the day, as the flight cannot go ahead without it.
- You must arrive at least 15 minutes before your flight time, to book in and to receive a pre-flight briefing.
- **Please note:** this email is **not** your voucher. The voucher was issued by the company that the voucher was purchased from. That voucher is the **only** documentation we can accept as proof of purchase of the flight. Failure to produce a **printed** version of the voucher means you will be unable to take your flight.

Directions for specific locations:

- **Aintree Racecourse, Ormskirk Road, Aintree, Liverpool, L9 5AS**

When you arrive at the racecourse, please go to the main entrance and through the barrier. Security may ask to see your voucher in order to gain entry. Turn right, and follow the signs that take you past the Stands to the large parking area.

Your flight will take place from the centre of the racecourse, which is 5 minutes walk from the parking area. You cannot drive into the centre of the course, and please use the 'sand crossing', which is past the grounds man's buildings, to walk to the central area.

Manchester City Airport Barton, Liverpool Road, Eccles, Manchester, M30 7RU

Park in the main car park, and look for Whizzard Helicopters flags that will be opposite the car park entrance.

Craig-y-Dderwen, The Riverside Hotel, Betws-y-Coed, Snowdonia, LL24 0AS

Please locate Whizzard Helicopters staff who will be by the main Hotel entrance. Please do not continue down towards the helicopter embarkation point before booking in.

Mid Wales Airport, Trehelig, Welshpool, SY21 8SG (sat nav postcode SY21 8RS)

Park in the public car park, and follow the signs to Reception, and then to Whizzard Helicopters. Welshpool Airport is an active airfield, and visitors must keep to designated areas and are not allowed into hangars or on to aircraft movement areas unescorted.

Cardiff Heliport, Foreshore Road, Cardiff Bay, Cardiff, CF10 4LZ

Park in the public car park and walk into the reception area to find Whizzard Helicopters staff.

Important Information that applies at all locations – please read !

- We aim to depart all flights on time, but delays may occur due to unforeseen circumstances. Passengers must allow up to a further 90 minutes after their scheduled departure time for their flight to take place.
- All described flight durations, distances and routings are approximate and may vary on the day of the flight due to Air Traffic Control restrictions or other operational reasons.

- Cameras and mobile phones for non-commercial photography are permitted on board the helicopter but Go-Pro cameras are not permitted in the co-pilot front seat. Tablets or similarly large recording devices are not permitted in **any** seat.
- NO handbags/rucksacks/camera bags are permitted on board the helicopter.
- NO photography is permitted by passenger's whilst walking to/from the helicopter.
- The Company can refuse any passenger on board the helicopter if they are suspected to have consumed excessive alcohol or drugs, and any such action will render the voucher invalid.
- **SAFETY** - We operate an "**If there is any doubt – there is no doubt policy**" with all flights. Therefore weather conditions and helicopter serviceability may result in short notice cancellations.
- Whizzard Helicopters shall not be held responsible for the costs of travel, accommodation or any other associated costs in the event of a flight being cancelled by us,
- Now you are confirmed you will be UNABLE to change your booking within 7 days of the event date. Participants failing to turn up or take their confirmed flight render the voucher invalid.
- **Please be aware that as the flights are a shared experience, if you're late - we can't wait!!!**

If you need any further information, please feel free to contact us and we will be more than happy to help.