



Terms and Conditions

Air Navigation and Trading Company Limited (ANT)

Blackpool Airport, Blackpool, FY4 2QS | 01253 345396 | info@airnav.co.uk

These Terms and Conditions apply to all flight training, trial lessons, air experience flights, gift vouchers, ground school, aircraft hire, and related services provided by **Air Navigation and Trading Company Limited (ANT)**.

By making a booking, purchasing a voucher, attending a lesson, or using our services, you agree to these Terms and Conditions.

1. Definitions

In these Terms and Conditions:

“Flying School”, “we”, “us” or “our” means Air Navigation and Trading Company Limited (ANT).

“Customer”, “student”, “passenger”, “you” or “your” means the person purchasing, booking, attending, or taking part in any flight, lesson, course, or service.

“**Flight**” means any trial lesson, air experience flight, training flight, aircraft hire, check flight, or other flying activity arranged by us.

“**Voucher**” means a gift voucher, experience voucher, prepaid lesson, or third-party voucher that may be redeemed against a flight or service.

“**Booking**” means a flight, lesson, ground school session, or other service arranged with us and confirmed by us.

2. General

All flights are subject to aircraft availability, instructor availability, weather conditions, air traffic restrictions, operational requirements, safety considerations, and any applicable legal or regulatory requirements.

Flying is weather-dependent and safety-critical. We reserve the right to delay, postpone, cancel, shorten, or amend any flight where we consider it necessary for safety, operational, regulatory, or weather-related reasons.

The pilot in command, instructor, or authorised representative of the Flying School has final authority over whether a flight takes place.

3. Bookings

Bookings are only confirmed once accepted by us.

A booking may be made by telephone, email, online, in person, or by any other method we accept. The booking will be entered into our online diary; it is your responsibility to ensure the details are correct.

You must provide accurate information when making a booking, including the name of the person flying, contact details, age, approximate weight, any relevant medical condition, and any other information we reasonably request.

We may refuse or cancel a booking where information provided is inaccurate, incomplete, or where we reasonably believe the flight cannot be conducted safely or lawfully.

4. Arrival Time

You must arrive at the time stated in your booking confirmation.

Late arrival may result in your flight being shortened, rearranged, or treated as cancelled by you. This will be at our discretion and subject to aircraft, instructor, and diary availability.

You should allow sufficient time for parking, finding the premises, booking in, safety briefing, paperwork, and pre-flight preparation.

5. Weather and Operational Cancellations

Flights may be cancelled or postponed due to unsuitable weather, aircraft serviceability, instructor availability, airfield restrictions, air traffic control limitations, safety considerations, or any other operational reason.

Where we cancel or postpone a flight for weather, safety, aircraft, or operational reasons, we will normally offer to rearrange the booking for another suitable date.

We are not responsible for travel costs, accommodation, loss of earnings, inconvenience, or other expenses incurred as a result of a postponed, delayed, shortened, or cancelled flight.

6. Customer Cancellations and Rearranging Bookings

If you need to cancel or rearrange a booking, you must give us as much notice as possible.

Unless otherwise agreed in writing, we require at least 48 hours' notice to cancel or rearrange a flight booking, this must be done by telephone.

Where insufficient notice is given, or where you fail to attend, we reserve the right to charge a cancellation fee, deduct flying time, reduce the value of a voucher, or treat the booking as used.

We may make reasonable allowances in genuine cases of illness, emergency, or exceptional circumstances, but this is at our discretion.

7. Vouchers

Vouchers are valid only for the service, value, or experience stated on the voucher.

Vouchers must be booked and used before their expiry date unless we agree otherwise in writing.

Vouchers are subject to aircraft availability, instructor availability, weather conditions, operational requirements, and safety considerations.

A voucher does not guarantee availability on a particular date or time.

Vouchers have no cash value and cannot be exchanged for cash unless required by law or expressly agreed by us in writing.

Lost, damaged, expired, or stolen vouchers may not be replaced unless we are satisfied, at our discretion, that the voucher is valid and unused.

Where a voucher has been supplied by a third-party voucher provider, the customer may also be subject to that provider's own terms and conditions. Any refund, extension, exchange, or customer-service issue relating to a third-party voucher may need to be dealt with by the third-party provider unless we have received payment and accepted the booking directly.

8. Third-Party Vouchers

We are only obliged to honour a third-party voucher once it has been properly booked with us, notified to us, validated where applicable, and accepted by us.

We are not responsible for vouchers sold by third parties where we have not been notified of the voucher, have not accepted a booking, have not received payment, or where the voucher is invalid, expired, withdrawn, cancelled, or otherwise not redeemable.

Where a third-party voucher provider has taken payment from the customer, the customer should contact that provider for any refund, exchange, extension, or complaint relating to the purchase of the voucher.

9. Prices and Payment

Prices are as advertised or quoted at the time of booking, unless an error has been made.

Payment may be required in full or in part before a booking is confirmed.

Training flights, aircraft hire, ground school, landing fees, examination fees, membership fees, books, equipment, and other charges may be payable separately unless clearly stated otherwise.

We reserve the right to amend prices at any time, but this will not affect bookings already confirmed and paid for unless the change is due to an obvious error, tax change, regulatory charge, landing fee, fuel surcharge, or other cost outside our reasonable control.

10. Flight Duration

Advertised flight times are approximate and may refer to airborne time, chock-to-chock time, lesson time, or total experience time depending on the product purchased.

Actual flight duration may vary due to weather, air traffic control, aircraft performance, routing, safety, operational matters, or the decision of the instructor or pilot in command.

Where a flight is materially shortened due to reasons within our control, we may offer an appropriate credit, partial refund, or rearranged flight at our discretion.

11. Safety and Conduct

You must comply with all safety instructions given by our staff, instructors, pilots, or representatives.

You must not act in a way that may endanger yourself, the aircraft, our staff, other customers, passengers, property, or members of the public.

We reserve the right to refuse to fly any person who appears to be under the influence of alcohol or drugs, behaves aggressively or inappropriately, fails to follow instructions, or is otherwise considered unsuitable to fly.

No refund will be given where a flight is refused or cancelled because of your unsafe, inappropriate, dishonest, or unreasonable behaviour.

12. Alcohol, Drugs and Fitness to Fly

You must not fly if you are under the influence of alcohol, drugs, medication, or any substance that may affect your ability to fly safely or follow instructions.

You must tell us before flying if you have any medical condition, disability, injury, illness, medication, recent surgery, pregnancy, or other issue that may affect your ability to participate safely.

We may refuse, postpone, or cancel a flight where we reasonably believe it would be unsafe or unsuitable for you to fly.

13. Age, Weight and Physical Restrictions

Minimum age, maximum weight, height, mobility, and other restrictions may apply depending on the aircraft, lesson, or experience.

You must provide accurate details when booking.

If you exceed a stated restriction, or if we reasonably consider that the flight cannot be conducted safely or legally, we may refuse or rearrange the flight.

Where inaccurate information has been provided, we may treat the booking as cancelled by you.

14. Students and Flight Training

Flight training is subject to applicable aviation law, licensing requirements, medical requirements, syllabus requirements, instructor approval, aircraft availability, and weather conditions.

We do not guarantee that a student will achieve a licence, rating, qualification, solo flight, examination pass, or any particular standard within a specific number of hours.

Progress depends on the student's ability, aptitude, preparation, continuity, weather, aircraft availability, instructor availability, regulatory requirements, and other factors.

Students are responsible for ensuring that they hold any required medical certificate, licence, student pilot record, identity document, logbook, and any other documents required for their training.

15. Aircraft Hire and Solo Flying

Aircraft hire, solo flying, check flights, and self-fly hire are subject to our approval, currency requirements, licence validity, medical validity, aircraft availability, insurance requirements, weather minima, operational procedures, and any restrictions imposed by us.

We may refuse aircraft hire or solo authorisation at any time where we reasonably consider it necessary for safety, compliance, insurance, operational, or training reasons.

The pilot is responsible for complying with applicable law, licence privileges, airspace requirements, weather limits, fuel planning, aircraft documents, and our operating procedures.

16. Logbooks and Records

Students and pilots are responsible for maintaining their own personal logbooks.

We may keep training records, booking records, flight records, payment records, and other documents as required for operational, legal, regulatory, accounting, safety, and insurance purposes.

You must notify us as soon as possible if you believe any training or flight record is incorrect.

17. Personal Belongings

You are responsible for your own personal belongings while on our premises, at the airport, car park, and in the aircraft.

We are not responsible for loss or damage to personal belongings unless caused by our negligence.

18. Photography and Video

Photography and video may be permitted at our discretion, subject to safety, security, airfield, privacy, and operational requirements.

You must not take photographs or videos where instructed not to do so.

You must not interfere with aircraft operations, safety briefings, instructors, pilots, other customers, or airfield activity while taking photographs or video.

19. Liability

Nothing in these Terms and Conditions limits or excludes liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or breach of your statutory rights.

Subject to the above, we are not liable for losses that are not reasonably foreseeable, business losses, loss of profit, loss of earnings, travel expenses, accommodation costs, wasted costs, disappointment, or inconvenience arising from delayed, postponed, shortened, rearranged, or cancelled flights.

Flying involves inherent risks. We take safety seriously and operate in accordance with applicable procedures, but customers and students acknowledge that aviation activities may involve risk.

20. Refunds

Refunds will be considered in accordance with these Terms and Conditions and your statutory rights.

Where we cancel a flight for weather, safety, aircraft, or operational reasons, we will normally offer to rearrange the booking.

Where a customer cancels with insufficient notice, fails to attend, provides inaccurate information, is unfit to fly, or is refused for safety or conduct reasons, we may decline a refund or charge a reasonable cancellation fee.

Where payment was made to a third-party voucher provider, refund requests should normally be directed to that provider.

21. Expired Vouchers and Extensions

Vouchers must be used before the expiry date stated.

Extensions may be offered at our discretion and may be subject to an administration fee, price difference, aircraft availability, or other conditions.

We are not obliged to extend expired vouchers unless required by law or agreed by us in writing.

22. Changes to Services

We may change aircraft type, instructor, route, flight time, lesson content, location, or other details where necessary for safety, weather, operational, regulatory, or availability reasons.

We will use reasonable efforts to provide a similar service where changes are necessary, but exact aircraft, route, instructor, or timing cannot be guaranteed.

23. Force Majeure

We are not liable for delay, cancellation, or failure to provide a service caused by events outside our reasonable control.

This may include unsuitable weather, aircraft defects, airfield closures, air traffic restrictions, instructor illness, pandemics, government restrictions, fuel shortages, strikes, war, civil unrest, security incidents, fire, flood, or other events beyond our reasonable control.

24. Complaints

If you have a complaint, please contact us as soon as possible so that we can try to resolve the matter.

Complaints should be made in writing to:

info@airnav.co.uk

Please include your name, booking reference, voucher number if applicable, date of booking, date of flight if applicable, and details of the issue.

25. Data Protection

We will collect and use personal information for booking, training, safety, regulatory, accounting, insurance, customer service, and administrative purposes.

We will handle personal information in accordance with applicable data protection laws and our Privacy Policy.

26. Website and Advertising

We try to ensure that all information on our website, adverts, brochures, social media, emails, and booking materials is accurate.

However, errors may occur. We reserve the right to correct obvious errors, amend information, update prices, and change availability.

Images, routes, aircraft, timings, and descriptions are for general guidance and may vary.

27. Gift Purchases

Where a flight, lesson, or voucher is purchased as a gift, the purchaser is responsible for ensuring that the recipient is aware of these Terms and Conditions, including any age, weight, medical, expiry, booking, and cancellation requirements.

28. Governing Law

These Terms and Conditions are governed by the law of England and Wales.

Any dispute shall be subject to the courts of England and Wales, unless consumer law gives you the right to bring proceedings elsewhere.

29. Contact Details

Air Navigation and Trading Company Limited (ANT)

Blackpool Airport

Blackpool

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