

TERMS AND CONDITIONS

Drone Pilot Training Academy

Last Updated: 06 June 2026

1. Introduction

These Terms and Conditions apply to all training courses, drone lessons, educational workshops, STEM activities, consultancy services and related services provided by Drone Pilot Training Academy ("DPTA", "we", "our" or "us").

By booking, purchasing or attending any service provided by Drone Pilot Training Academy, you agree to be bound by these Terms and Conditions.

2. Training Services

Drone Pilot Training Academy provides:

- Beginner Drone Training
- A2 CofC Training Support
- GVC Training
- Practical Flight Assessments
- Drone Simulator Training
- Drone Lessons
- School STEM Workshops
- Educational Presentations
- Consultancy Services
- Bespoke Industry Training

Training is delivered in accordance with current UK Civil Aviation Authority (CAA) regulations and recognised training standards.

Regulatory requirements may change from time to time and training content may be updated accordingly.

3. Course Booking and Payment

A contract is formed when:

- Full payment is received; or
- A payment plan has been agreed in writing.

Course fees must normally be paid before course access is granted.

Upon successful payment, students will receive:

- Payment confirmation
- Course information
- Login details (where applicable)
- Booking instructions
- Welcome information

4. Course Access and Completion

Students are responsible for completing their training within the specified timeframe.

Unless otherwise stated:

- Online course access remains active for 6 months from purchase.
- Extensions may be available at our discretion.
- Administrative reactivation fees may apply where access has expired.

Where course access has expired for an extended period, students may be required to purchase the course again at the current advertised rate.

5. Cancellation and Refund Policy

Consumers have a statutory 14-day cooling-off period for online purchases.

If course access has not been used and training has not commenced, customers may request a refund within 14 days.

Where online course materials have been accessed, training commenced, examinations booked, administration completed or services partially delivered, refunds may be reduced or refused in accordance with applicable consumer legislation.

Refund requests must be submitted in writing to:

enquiries@dronepilotdeploy.co.uk

Each request will be considered individually.

6. Rescheduling

Students may request to reschedule practical training dates.

Reasonable notice should be provided wherever possible.

Drone Pilot Training Academy reserves the right to charge a reasonable administration fee for repeated changes or late rescheduling requests.

7. Failure to Attend

Failure to attend a booked practical session without prior notice may result in loss of the training session and additional charges for rebooking.

Exceptional circumstances will be considered on a case-by-case basis.

8. Training Performance and Examination Results

Drone Pilot Training Academy provides training, guidance and support.

However:

- We cannot guarantee examination success.
- We cannot guarantee course completion.
- We cannot guarantee certification.
- We cannot guarantee acceptance of applications by the Civil Aviation Authority or other external organisations.

Student success depends on individual effort, competence and compliance with regulatory requirements.

9. GVC Applications

Drone Pilot Training Academy may assist students with GVC-related requirements and Practical Flight Assessments.

However, final approval of any application remains the responsibility of the Civil Aviation Authority and relevant recognised assessment organisations.

No guarantee is given regarding application approval.

10. Drone Lessons

Drone lessons are available to individuals with or without previous flying experience.

Customers may:

- Use their own drone where appropriate.
- Use training equipment supplied by Drone Pilot Training Academy where available.

Lesson bookings may be rescheduled subject to availability.

11. Drone Insurance Requirements

Students participating in practical drone training must hold appropriate drone insurance where required by the course or activity.

Students may obtain suitable insurance from a recognised drone insurance provider.

Evidence of insurance may be requested before practical training takes place.

Failure to provide required insurance documentation may prevent participation in practical flight activities.

12. Flyer ID and Operator ID Requirements

Students are responsible for complying with applicable UK drone regulations.

Where required:

- Students must hold a valid Flyer ID.
- Students aged 18 or over operating their own drone must hold a valid Operator ID.
- Operator IDs must be displayed on drones where legally required.

Drone Pilot Training Academy accepts no liability for regulatory breaches by students.

13. Equipment Requirements

Students using their own drones should ensure:

- Batteries are fully charged.
- Firmware is updated.

- Equipment is airworthy.
- Relevant registrations are in place.

Unsafe or non-compliant equipment may not be permitted to fly.

14. Force Majeure

Drone Pilot Training Academy shall not be liable for delays or cancellations caused by circumstances beyond our reasonable control including:

- Severe weather
- Government restrictions
- Civil emergencies
- Airspace restrictions
- Technical failures
- Illness
- Natural disasters

Alternative dates will be offered where possible.

15. Training Locations

Training may take place:

- At our training site near Carryduff, Northern Ireland.
- At customer premises.
- At approved third-party venues.
- Online.

Training locations may change where operationally necessary.

16. School Workshops and STEM Activities

Drone Pilot Training Academy delivers educational workshops and STEM activities for schools and educational organisations.

Schools remain responsible for:

- Student supervision

- Safeguarding arrangements
- Medical information
- Emergency contact information

All activities must be conducted in accordance with the school's safeguarding procedures.

17. AI Booking Assistant

Drone Pilot Training Academy uses AI-assisted communication systems to support customer enquiries.

The AI Booking Assistant may:

- Answer questions
- Provide course information
- Send links and resources
- Assist with bookings
- Record enquiry information

Conversations may be recorded and stored in accordance with our Privacy Policy.

18. Marketing Communications

By making an enquiry or purchasing services, you may receive information relating to:

- Training courses
- Educational events
- Service updates
- Special offers

You may unsubscribe from marketing communications at any time.

19. Limitation of Liability

To the fullest extent permitted by law, Drone Pilot Training Academy shall not be liable for:

- Indirect losses

- Consequential losses
- Loss of profits
- Business interruption
- Regulatory decisions made by third parties

Nothing in these Terms excludes liability where exclusion is prohibited by law.

20. Complaints and Appeals

Any complaints should be submitted in writing to:

enquiries@dronepilotdeploy.co.uk

Appeals relating to assessments or training decisions may be escalated to the Director of Training for review.

21. Governing Law

These Terms and Conditions shall be governed by the laws of Northern Ireland.

Any disputes shall be subject to the jurisdiction of the courts of Northern Ireland.

Contact Information

Drone Pilot Training Academy

Robert Dobbin

3 The Meadows

Kilmore

Crossgar

Co Down

BT30 9GT

Email: enquiries@dronepilotdeploy.co.uk

Website: www.dronepilotdeploy.com

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