

## **General Terms and Conditions Delivery Policy, Refund Policy, Covid-19 Policy.**

You will be asked to follow government guidelines on this matter.

### **Wear a face covering**

All of our students attending their Flight Examinations or Drone Lessons MUST wear a face covering (this can be homemade). Failure or refusal to wear a face mask will mean that your Practical Flight Examination or Drone lesson will be cancelled. No Face Mask No Entry.

Maintain 2-metre separation. All students must respect the 2-metre separation from their examiner and other students. Your examiner will not be able to help you with your equipment.

If you feel unwell, don't attend, If you have felt unwell within 14 days before your examination, or you feel unwell on the day, please call Robert on 07565481897.

### **General**

These General Terms and Conditions apply to all services provided by Drone Pilot Training Academy Customers' own General Terms and Conditions are not applicable. Drone Pilot Training Academy operate within guidelines set by the CAA and are subject to change.

By purchasing a course, the customer is agreeing to receiving marketing information from Drone Pilot Training Academy on similar or relevant products which may be of interest to the customer. The customer may choose to opt-out of receiving additional information, by contacting [enquiries@dronepilotdeploy.co.uk](mailto:enquiries@dronepilotdeploy.co.uk).

### **Conclusion of Contract**

In the case of individuals attending online courses, the acceptance of contract is affected by paying the applicable course fee in full. Unless otherwise agreed with Drone Pilot Training Academy in writing, course fees are required to be paid in full prior to the start of the course. Failure to pay will delay registration onto the course. After payment has been received by Drone Pilot Training Academy, the customer will receive an email of confirmation containing payment confirmation, course login details, and an invoice and a welcome pack with further information.

### **Course Delivery**

Upon receipt of the course payment in full, the customer will be enrolled onto the online Learning Management System by 3iC. Course login credentials will be emailed to the customer by the end of the next working day.

### **Course Completion Time Limits**

Candidates have 6 months from the date of course purchase to successfully complete their online course. Where this does not happen, a further administrative charge of £170 will apply to reactivate the 3iC account. **Please Note: If you do not complete your drone online training after 1 year you will have to repurchase the drone pilot training course again at the full price.**

## **Termination of the Contract by Customer**

Depending on the course in question, the customer may apply to terminate the contract in writing to the Director of Training within 14 days by emailing enquiries@dronepilotdeploy.co.uk. In case of such termination, Drone Pilot Training Academy may, at its discretion, charge cancellation fees.

Each termination request will be reviewed by the Director of Training and taken on a case by case basis. You will have 14 days to change your mind, no refunds will be given after 14 days. The amount of refund may depend on the stage of the customer's progression through the selected course. Any costs incurred by.

Drone Pilot Training Academy in preparation of the agreed service will be charged to the customer; this will be limited to a maximum of the contract price less any applicable cancellation fee. © 2022 All rights reserved Drone Pilot Training Academy.

## **Appeals**

Appeals against the Instructor's decision will on application be escalated to the Director of Training.

## **Delay to the Course**

If, due to force majeure or other reasons beyond Drone Pilot Training Academy's reasonable control, the course cannot be performed at the agreed date, or only be performed with unreasonable economic effort, the course will be performed on the next possible date agreed. The customer may apply to terminate the contract without any cancellation charge if, in agreement with Drone Pilot Training Academy, the course cannot be completed. In the case of such termination, any fees or part thereof, paid by the customer, in agreement with Drone Pilot Training Academy, will be refunded. Any other claims shall be excluded.

## **Termination of Contract by Drone Pilot Training Academy.**

In the case where Drone Pilot Training Academy has declared a specific training programme which is subject to a minimum number of participants, Drone Pilot Training Academy may terminate the contract if such minimum number is not reached. In such cases, the customer will be notified a week before the course start date at the latest. Any training fees paid by the customer will be refunded or carried across to a further course. Any other claims will be excluded. The same will apply in cases where the training cannot be performed due to force majeure or other reasons for which Drone Pilot Training Academy is not responsible. Notification will be made without undue delay.

Candidates have 6 months from the date of course purchase to successfully complete the online part of the course. Where this does not happen, a further administrative charge will apply of £170.

## **Performance**

Training will take place at selected training premises at 8 Cadger Road Carryduff Belfast BT8 8AU Northern Ireland or at the customer premises where agreed by Robert Dobbin at Drone Pilot Training Academy.

Daily schedules of training will correspond with the customary working hours of Drone Pilot Training Academy unless otherwise agreed upon in writing. Drone Pilot Training Academy is responsible for performing the training. Drone Pilot Training Academy reserves the right to use duly qualified instructors.

Where successful completion of the training requires a test or examination, this will be performed in accordance to the applicable Drone Pilot Training Academy rules laid out by Drone Pilot Training Academy, Drone Pilot Training Academy does not warrant that the participant will reach the intended training level, nor does Drone Pilot Training Academy warrant that a participant will pass the exam.

With regards to GVC recommendation, Drone Pilot Training Academy does not guarantee acceptance of the customer's application to the Civil Aviation Authority (CAA).

## **Specification of Services, Prices, Terms of Payment**

In the case of training courses, the services specified in the training description form the basis of the contract. Applicable prices for the different courses are set out on the website [www.dronepilotdeploy.com](http://www.dronepilotdeploy.com), or written offer as applicable. Applicable fees for services performed will be charged to the student.

In the event of you failing your exam you will have to pay a retest fee of £39.

## **CAA Application Rejection Fees**

From the 1st October 2019 the CAA may charge a rejection fee of approximately £140 for ops manuals that are rejected, although Drone Pilot Training Academy and 3iC offer a support and approval service for ops manuals, neither Drone Pilot Training Academy or 3iC accept liability for any such charges absolutely.

## **Drones & Accessories**

All drones come with a 1-year manufacture warranty.

## **Drone Lessons**

This is a new service added by Drone Pilot Training Academy, to allow beginners with or without drones to come and fly a drone, if they like it, they can buy it & fly it. You should decide which lesson you would like 2 hour or 4 hour and pay online, then book a date using the online booking page.

## **Refund for Drone lessons**

Yes, if you are not available for the drone lesson you can reschedule to another date that suits you, or you may have a full refund, please ring Robert to discuss this first.

## **Drone Insurance for Drone lessons**

You will be required to have drone insurance in place, however you can buy instant drone insurance from a leading drone Insurance provider Moonrock for £11 that will cover you for 1 day up to 30 days, 1 Million Pound Liability and £2,500 of drone equipment. All students taking practical drone lessons or practical drone courses must have drone insurance in place, you must send your Drone Insurance Certificate to [enquiries@dronepilotdeploy.co.uk](mailto:enquiries@dronepilotdeploy.co.uk) 2 working days before your drone training.

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