

Terms and conditions

HELITOUR s.r.o.

General business terms - unabridged

These general business terms adjust, in accord with the regulation § 1751 paragraph 1 of the law 89/2012 civil code, all services offered by the HELITOUR, s. r. o. in the area of parachuting and aviation.

Inception of the contract

The HELITOUR, s. r. o. company is the service agent in the area of aviation. These services and the products presented on www.helitour.cz are provided at various events and activities under certain conditions, on which the HELITOUR, s. r. o. agrees with the customer. The contractual relationship between the HELITOUR, s. r. o. and the customer is established by confirming the order. By ordering a service, the customer confirms that he or she agrees with the General business terms. As for gift vouchers, the customer can buy one for themselves or for the third party. Any services chosen at the HELITOUR, s. r. o. shall be provided to the holder of a valid gift voucher. The holder has the right to return the voucher without stating a reason in the course of 14 days since the purchase. In such case, the provider will charge an administrative fee 500 CZK.

Ordering and reserving services

The customer can order and buy a gift voucher for a get-to-know flight, an expedition flight, a sports training, and other services provided within the activities of the HELITOUR, s. r. o. This can be done online on www.helitour.cz, in person at one of the HELITOUR, s. r. o. selling spots, or via our agent.

A reservation of the date and place of the flight must be arranged by phone or in the reservation system on www.helitour.cz (using a variable symbol) by the expiration date of the voucher. If a reservation is not made by that time, the customer loses the right for his or her chosen service without any compensation. By reserving a date and a place for the event, the HELITOUR, s. r. o. is bound to provide their services in the arranged extent and quality. The HELITOUR, s. r. o. and the provider reserve the right to adjust the date of the service based on the current state of the airport (such as any technical malfunctions, bad weather, or higher power). In which case, the expiration date of the voucher will be postponed so the customer could still choose their service.

Considering the judicial duties and ensuring maximum safety of the customer, the customer is required to undergo a medical check-up at an authorized doctor, see the list of available doctors (this obligation only applies to a parachuting training).

Validity

The HELITOUR, s. r. o. sells time-limited vouchers so the customer can choose a convenient date. Each voucher is valid for 12 months since the date of issue. If the customer (or the person who was given the voucher) is not able to use the voucher by that time, he or she can contact the HELITOUR, s. r. o. and ask for extension of the voucher (this can only be done once). In such case, however, there is an administrative fee 500 CZK.

The course of the event

The details about the course of activities available on the HELITOUR, s. r. o. web page are only general and the provider reserves the right to change them. Considering the fact that it is not possible to state exact conditions due to specific circumstances (e.g. weather, coordination of the aerial traffic, etc.), certain changes at providing services by the HELITOUR, s. r. o. can be made. The aim of these changes is to always ensure maximum security and comfort of our clients. Since the HELITOUR, s. r. o. offers some of the activities at various different places, the program and extent of the activities can slightly differ depending on the place.

Spectators

The HELITOUR, s. r. o. allows their customers to invite spectators to the activities. Those spectators are obligated to follow the instructions of the provider and the rules given by the place where the event takes place (e.g. airport, etc.). If any of the spectators does not respect the rules or is under the influence of drugs or alcohol, he or she will be forbidden from entering.

Restrictions

Certain types of our services (such as gift vouchers) have certain restrictions. Those can include age, state of health, condition, or physical proportions. If the customer is not sure whether a certain service is suitable for them, they can ask for advice via our e-mail: info@helitour.cz or via phone. The HELITOUR, s. r. o. is not responsible for an unsuitability of a purchased gift. The pilot has the right to refuse a flight with a person who is not eligible for the flight.

Security

The customer participates in all of the activities on their own responsibility. For some of the extreme activities, personal insurance is recommended. If the customer is not sure about the choice of the insurance, they can consult our operator.

The receiver of the service is responsible for any damages he or she causes to the provider of the service in case of violating the instructions given before providing the service.

Exchanging the services

A gift voucher can be exchanged based on an agreement. The HELITOUR, s. r. o. charges a 250 CZK fee for such an exchange. If the exchanged service costs more than the original one, the customer must pay the remaining sum including the administrative fee. If the service is cheaper on the other hand, the HELITOUR, s. r. o. will set up a personal account for the customer and deposit the remaining money there lower by the administrative fee. The overpayment will be stored on the personal account until the customer orders a different service at the HELITOUR, s. r. o., however only for 12 months after which the overpayment expires. A once exchanged voucher cannot be exchanged again, nor can it be returned.

Conditions for canceling a reservation

Once the customer reserves their participation on a certain event and date, it is possible to change the date only if such change is accepted by the HELITOUR, s. r. o. If the HELITOUR, s. r. o. is unable to change the date, the voucher cannot be returned.

If the customer does not get to the place at the arranged time and date without canceling the reservation beforehand (24 hours before the arranged date), there will be a 1000 CZK sanction for blocking the plane and its personnel. If the L.S.D. company is forced to cancel the activity for some reason (bad weather, malfunctions, etc.), the customer shall be contacted by our operator immediately and arrange a new date for the flight. The HELITOUR, s. r. o. is not responsible for any expenses caused by canceling the flight (such as the insurance, transport, etc.).

Prices

The price of a gift voucher is based on the agreement between the customer and the HELITOUR, s. r. o. The price includes all of the expenses associated with the provided service stated on the voucher.

Payment

The customer has the opportunity to choose between paying in cash, money order, or a bank transfer. The payment will be acknowledged once it has been added to the HELITOUR, s. r. o. bank account. When using the money order method, the customer must use the type A form at the Czech Post.

Distribution

Gift vouchers (if not stated otherwise) are distributed in a form of a electronic mail. The customer can collect it at the HELITOUR, s. r. o. contact address, or it can be sent directly to the customer.

The HELITOUR, s. r. o. does not bear any responsibility for possible delays in the distribution by the Czech Post or any other distributors. The HELITOUR, s. r. o. does not bear any responsibility for a loss or theft of the gift voucher. The voucher is not a fee stamp, thus when lost or stolen, nothing actually happens since the customer is registered in the company's system.

Warranty claim

If any problem should arise, the easiest way to solve it is to call the operator the very same day. The operator shall do everything he or she can to solve your problem. However, if the customer is still not satisfied, he or she can send a complaint (including the number of the used voucher and the name of the person who it was dealt with) to a following address:

Address: HELITOUR s.r.o., **Praha 5, Holečkova 789/49** e-mail info@helitour.cz

Delivery address: HELITOUR s.r.o., Bezručova 5, 586 01, Jihlava

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The complaint will be thoroughly checked and corrective measures will be taken. Similarly, if the customer is satisfied and will want to share their positive reactions, we will welcome these comments on info@helitour.cz.

Any relations and possible disputes will be solved according to the law of the Czech Republic with the country's appropriate authorities.

All of the contractual relations are made in accordance with the law of the Czech Republic. Contractual relations that are not mentioned in these business conditions abide by the law number 89/2012 of the civil code and the law number 634/1992 about customer protection.