

# The Brooklands Concorde

## BOOKING CONDITIONS

### Conditions for all Events

1. Please call us on 01932 857381 ext. 237 or e-mail [flyconcorde@brooklandsmuseum.com](mailto:flyconcorde@brooklandsmuseum.com) to check availability for your chosen date. If this is available you have two options:
  - a) You may make immediate payment in full by credit or debit card. Please then return a signed Booking Form to us within seven days.
  - b) You may make a provisional reservation for an event. This will be held for you for a maximum of seven working days pending the receipt of your full payment and the signed Booking Form.
2. On receipt of your Booking Form we will send you a Confirmation Invoice.
3. A final itinerary will be sent to you approximately seven days before your event.
4. In the event that you are forced to cancel your booking a cancellation charge may apply as follows:

Up to 8 weeks before your date	– No charge
4-8 weeks before your date	– 50%
Less than 4 weeks before your date	– 100%.
5. We reserve the right to cancel the event due to insufficient bookings or other reasons beyond our control. In this case you will be offered an alternative date or a full refund.
6. Should you arrive for an event significantly later than the time instructed on your itinerary, we reserve the right to refuse entry, so as to not disrupt the event for other guests. This is at the discretion of the Tour Manager on the day.
6. Certain disabilities may preclude the boarding of Concorde. Please call us to discuss this if you have any concerns.
7. There may be height, weight and mobility issues for some to access the Pilot's seat on the Aircraft during the Flight Deck Tours. It is comfortable for those who are between 5'2" and 6'4" (1.57m-1.93m). Please call us if you have any queries or concerns.
8. Age Restrictions may apply to some events - for more information please contact the Concorde Team.

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### Conditions Relating to Specific Events

#### CONCORDE CHAMPAGNE DAYS

1. In the event of Capt. Bannister being unavailable at short notice, his place will be taken by another Concorde Captain.
2. On Champagne Days, the Authentic Concorde Lunch may be altered if dietary requirements are specified by a booker.

#### AT THE CONTROLS OF CONCORDE (THE CONCORDE SIMULATOR)

1. There may be height, weight and mobility issues for some to access the Captain's seat on the Concorde Simulator. It is comfortable for those who are between 5'2" and 6'4" (1.57m-1.93m). Please call us to discuss.
2. We cannot guarantee the specific Concorde Pilot that will be in attendance on the day of your event, however all of our Pilots are former British Airways Concorde Captains.
3. The Gold Concorde Authentic 'Captain's Lunch' may be altered should dietary requirements be specified by a booker.
4. If technical issues with the Simulator prevent an event from running, an alternative date or full refund will be offered.