



Wire transfer details

WINVEN Italia S.r.l.

IBAN: **IT 26 V 03069 10910 100 000 019 411**

SWIFT/BIC: **BCITITMM**

Bank: **Intesa Sanpaolo, Branch 07550**

The bank transfer must be initiated at least **3 business days before the flight date** when payment is made from an account held with an Italian bank, and at least **5 business days before the flight date** when payment is made from an account held with a foreign bank.

Once the bank transfer has been made, proof of payment must be sent by email to info@aerogravity.it, together with the buyer's first name, surname, address, Italian tax code and telephone number, so that a payment receipt can be issued.

Should an invoice be required, the proof of payment must be sent to info@aerogravity.it, together with the customer's first name, surname and telephone number, as well as the company's full billing details, including its electronic invoicing recipient code. The email subject line must read: "Invoice request for the company"

Terms and Conditions

All participants are reminded that they are strictly required to arrive at the facility **one hour before the scheduled booking time**.

Should check-in at our reception desk not be completed at least 45 minutes before the scheduled flight time, the booking will be forfeited and a penalty equal to 100% of the value of the package purchased will apply.

We recommend consulting the directions provided on our website before travelling to the facility.

We are located in a newly developed area, and the address assigned to us is not recognized by all satellite navigation systems.

Cancellation and Refund Rights

No refunds may be obtained in relation to any payment made for the purchase of booked flight packages or gift vouchers once the statutory withdrawal period has expired.

To request a refund within the period permitted by law, customers must complete the relevant form available on the website under "Withdraw from the contract here."



First-Time Flyer Booking Changes

Up to 72 hours before the scheduled flight, the booking may be changed independently through the website without any additional charge.

Changes to the booking date made after this deadline are subject to the following conditions:

- *From 72 to 48 hours before the scheduled flight: an additional charge of €25 through the online portal.*
- *From 48 to 24 hours before the scheduled flight: an additional charge of €35 through the online portal.*
- *From 24 hours to 1 hour before the scheduled flight: an additional charge of €45 through the online portal.*
- *In the event of a no-show, the booking will be forfeited and a penalty equal to 100% of the value of the package purchased will apply.*
- *Where booking insurance has been purchased at the time of booking, the customer is entitled to one free booking change, which may be made up to 24 hours before the scheduled flight, without any additional charge.*

First-Time Flyer Vouchers

Our vouchers are valid for 12 months from the date of issue, except for vouchers associated with specific promotions, for which the expiry date will be stated on the voucher itself.

The validity period may be extended by a further 90 days upon payment of €40 through the online portal.

The 90 days extension must be purchased **before the original expiry date**.

In the event of a technical shutdown of the facility caused by a sudden and unforeseeable fault that makes it impossible to carry out the activity, the bookings concerned will be cancelled and the voucher will be reactivated so that a new booking can be made.

In that case, it will not be possible to obtain a cash refund under any circumstances.





Pro Flyer Booking Changes

Bookings for packages of up to 60 minutes of flight time may be changed up to 72 hours before the scheduled flight without any additional charge.

After this deadline, an additional charge equal to 50% of the total package value will apply and must be paid upon arrival. Alternatively, a new booking may be made for 50% of the flight time originally booked.

For packages exceeding 60 minutes of flight time, changes without additional charges must be notified within a period proportionate to the number of hours booked.

Specifically, changes must be notified:

- *At least 6 days in advance for 2-hour packages.*
- *At least 9 days in advance for 3-hour packages.*
- *At least 12 days in advance for 4-hour packages.*
- *At least 15 days in advance for 5-hour packages.*
- *At least 18 days in advance for 6-hour packages.*
- *At least 21 days in advance for 7-hour packages.*
- *At least 24 days in advance for 8-hour packages.*
- *At least 30 days in advance for packages of 9 hours or more.*
- *After the applicable deadline, but no later than 36 hours before the scheduled flight, a penalty equal to 30% of the total package value will apply. Alternatively, a new booking may be made for 70% of the flight time originally reserved.*
- *After this final deadline, a penalty equal to 50% of the total package value will apply. Alternatively, a new booking may be made for 50% of the flight time originally reserved.*

Pro Flyer Credit

Purchased credit is valid for 6 months from the date of purchase.

Its validity may be extended by a further 90 days upon payment of an amount equal to 10% of the package value.



Facility Rules and Regulations

Access to the facility constitutes full acceptance of the following terms and conditions.

1. Scope and Acceptance

These Rules and Regulations apply to anyone entering the Aero Gravity facility, including persons who do not take part in the flying activity. Users and any accompanying persons agree to comply with all safety rules and staff instructions. Parents, legal guardians or other responsible adults are accountable for the conduct of minors and of any persons they accompany or on whose behalf they sign documentation at the facility.

2. Access to the Facility and Check-In

Users must arrive punctually at the stated time for check-in, briefing and preparation. Access to the flight deck is not permitted once a session has started.

For organizational or safety reasons, Aero Gravity may restrict access, delay opening, bring forward closing time, modify entry procedures or require Users to wait. Such measures shall not give rise to any entitlement to a refund.

3. Physical Eligibility and Absolute Restrictions

For safety reasons, participation in the experience is not permitted in the following circumstances:

- *Body weight exceeding 120 kg.*
- *For the Disability Project program, the maximum weight limit is 90 kg. All participation requests are subject to prior assessment by Aero Gravity before booking. Please contact us by email at andrea@aerogravity.it.*
- *Confirmed or suspected pregnancy.*
- *Any previous shoulder dislocation, regardless of when it occurred, even if fully healed and no longer symptomatic.*
- *Where any of the above conditions apply, the activity may not be carried out.*

4. Health Conditions and Personal Responsibility

Each User declares that they are in a suitable state of health to take part in the activity. Where the User has any medical condition, is undergoing treatment or has undergone surgery that may affect their physical fitness, they must consult their doctor before participating.

Aero Gravity does not carry out medical assessments. Responsibility for determining fitness to participate remains with the User and, in the case of minors, with the responsible adult.

5. Conduct and Discipline

Users must behave respectfully towards staff, other Users and the facility. Dangerous or inappropriate conduct, entry into restricted areas, tampering with or damaging equipment or property, and obstructing staff operations are strictly prohibited. Aero Gravity may refuse entry to or remove any person who fails to comply with these Rules and Regulations, without any obligation to issue a refund and, where necessary, may report the matter to the competent authorities.



6. Obligation to Follow Instructors and Staff

Instructions given by Aero Gravity instructors and staff are binding. For safety reasons, staff may interrupt or suspend the activity at any time.

Refusal to follow instructions will result in the immediate termination of the activity and removal from the facility, without entitlement to a refund.

7. Waiver and Minors

Participation in the activity is subject to the mandatory signing of a waiver. The activity may not take place unless the waiver has been correctly completed and signed.

For minors, the waiver must be signed by an adult. The signatory does not necessarily have to be the minor's parent and is not required to take part in the activity.

The signatory assumes the role of accompanying adult and guardian of the minor throughout their time at the facility and during the activity.

8. User Declarations and Accuracy of Information

The User is responsible for ensuring that all data and information provided to Aero Gravity during the purchase, booking, registration and completion of the waiver are accurate, complete and truthful. This includes personal details, age, health information and confirmation that no restrictions on participation apply.

Aero Gravity does not carry out medical assessments, verify Users' identities or check the accuracy of the information and declarations provided. Such matters remain the sole responsibility of the User and, in the case of minors, of the adult signatory.

Where any declaration is found to be inaccurate, incomplete or untruthful, Aero Gravity may refuse or terminate participation in the activity for safety reasons, without entitlement to a refund.

9. Lockers, Personal Belongings, Theft and Loss

Aero Gravity supplies combination lockers and lockable storage boxes as a courtesy service. These lockers and lockable storage boxes do not constitute a safekeeping or custody service and do not guarantee absolute security. They are used entirely at the User's own risk.

It is strongly advised against bringing, and it is forbidden to wear, the following items whilst taking part in the activity: any items that may be lost or damaged, including, by way of example, jewellery, watches, telephones, accessories and other valuables.

Aero Gravity shall not be liable for the theft, loss of or damage to personal belongings, including where such items are carried or worn during the activity, regardless of whether the User claims not to have received specific instructions in this regard.

10. Interruption or Suspension of the Activity

Aero Gravity may suspend or interrupt the activity for safety reasons, technical or maintenance requirements, emergencies or conduct that does not comply with these Rules and Regulations.



11. Photographs and Video Recordings

Access to the facility constitutes consent to the possible capture of images, including photographs and video recordings, whether individual or group images, for Aero Gravity's communication, information and promotional purposes, without time limitation and without entitlement to compensation.

12. Video Surveillance

The facility is equipped with video surveillance systems for security purposes and for the protection of persons and property. Personal data is processed in accordance with applicable data protection legislation.

13. Liability, Indemnity and Release

The User shall be responsible for any damage caused to themselves, to third parties or to the facility as a result of conduct that does not comply with these Rules and Regulations or of inaccurate or incomplete declarations. The User agrees to indemnify and hold Aero Gravity harmless from any resulting claims, actions or demands, except in cases of wilful misconduct or gross negligence.

14. Availability of the Rules and Regulations

These Rules and Regulations are available at the Aero Gravity facility and may also be consulted on the website. Upon request, they may be shown or provided to Users.

15. Governing Law and Jurisdiction

These Rules and Regulations are governed by Italian law. The courts of Milan shall have exclusive jurisdiction over any dispute.