



WWW.ULTIMATEHIGH.CO.UK
THE CONTROL TOWER, KEMBLE AIRFIELD, CIRENCESTER, GLOS, GL7 6BA
TEL: 01285 771200 (CHECK IN AND WEATHER) • 01243 576137 (BOOKINGS)

FREQUENTLY ASKED QUESTIONS / TERMS & CONDITIONS

What should I do when I receive a Gift Voucher?

Call us on 01243 576137 or email us on info@ultimatehigh.co.uk to book in your flight. Availability is generally as follows:

- Fly with a Fighter Pilot (Bulldog Aircraft) – most days excluding Fridays and Sundays. All year round subject to weather.
- Extreme Aerobatics (Extra300 Aircraft) - most days excluding Fridays and Sundays. All year round subject to weather.
- Top Gun (Bulldog) – most Thursdays, Fridays & Saturdays, March-October incl. Additional days are available if customers book as a pair.
- Ultimate Top Gun (Extra300 Aircraft) – most Thursdays, Fridays and Saturdays, March-October incl. Additional days are available if customers book as a pair.

ON THE DAY OF YOUR FLIGHT, please make sure that you

1. Call us on 01285 771200 (before you set out) to check that all is going ahead as planned. It is **ESSENTIAL THAT YOU CALL US TO CHECK IN** any time from 3.00pm the previous afternoon. This is not only to check the weather but also to check that the flying is going ahead as planned and that there have been no last minute changes. As the weather varies considerably around the country, please still call even if it is sunny where you are!
2. Aim to arrive at least half an hour early, as you may miss your flight if you arrive after your scheduled start time. If you do arrive late, you may forfeit your voucher.
3. Bring your voucher with you as we may not be able to fly you without it.
4. Read our rearrangement fees / cancellation charges which can be found below, if you are looking to reschedule at short notice.

What about the Weather?

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A final decision as to whether we are flying or not may not be made until 8.00am on the flying day itself. We will try and ensure you do not have a wasted journey if at all possible, so please call us in advance! We accept no liability for any costs incurred when flying has to be cancelled. We try very hard not to rearrange trips as we have an extremely high level of bookings and it can be difficult to reschedule cancelled trips.

The presence of low unbroken cloud or haze (in the summer) and/or high winds may mean that we will have to reschedule flying. During the winter months (November-February), there is a greater than 50% chance that you may not be able to fly due to weather. This decreases to around 10-20% during the peak summer months. Please note that, although we fly throughout the year, the Top Gun and Ultimate Top Gun experience is only available March-October (unless booked as a pair) due to the high likelihood of cancellation.

Late Arrivals and No Shows: Please let us know if you are delayed. Guests arriving late will be required to fit into the day's flying schedule at an appropriate time, which may be at the end of the day. Guests arriving more than 1 hour after the scheduled start time are likely to forfeit their voucher entirely, and guests who do not show up at all will also forfeit their voucher.

Are there any Medical, Age or Weight restrictions?

We can fly anyone aged 12 and over, as long as they fulfill the medical, height and weight criteria. You will be required to complete a Medical Self-Certification Form before flying with us - if you have any doubts or answer any questions with a "yes" you should contact your GP (your GP may charge you for this). If you are over 55, as a formality, we will require a letter from your doctor confirming your suitability to fly with us. There is no upper age limit to fly with us. NB if you are already a pilot with a current medical, the above does not apply.

Extra300 Aircraft Limits: Weight limit is 15 stone 7 lbs. Minimum height 5ft. Maximum height 6ft 4".

Bulldog aircraft Limits: Weight limit is 17 stone. Maximum height 6ft 5".

What should I wear?

It is *essential* that you wear light flat shoes with good grips – trainers are ideal. We shall kit you out in genuine military flying suits - please wear comfortable casual clothes to go underneath - ie trousers/ shorts, T shirt, and sweater. Ladies should not wear skirts/ dresses. It is a good idea to bring a light jacket as it can be exposed on the airfield. Please note that changing facilities are limited.

Loose objects (including cameras) are not allowed in the aircraft cockpit. Before entering the aircraft, you will be asked to empty your pockets of keys, change etc, and remove any jewellery (other than watches and stud earrings). Valuables can either be safekept in our crew room or left in your car.



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If you wish to change your chosen flight date, you must give at least 14 days' notice. For changes made within 14 days of the scheduled date a rearrangement fee of £75 will be made for Top Gun flights and £25 for Aerobatic flights. As Top Gun flights consist of two guests in two separate aeroplanes, if one cancels at short notice we will still have to fly the other guest with your scheduled seat being empty. If you cancel a Top Gun flight with less than 48 hours' notice, and fail to provide an alternative guest, you will forfeit your voucher entirely.

For cancellations made within 14 days of the date of voucher purchase, a full refund will be granted, less an administration charge of £20. The voucher must be returned to us by post. After this period, the administrative and financial costs incurred in maintaining the operation and setting up flights are such that 75% of the voucher cost will be refunded, as long as the voucher is still within its validity period.

Voucher Extensions: We can extend your voucher for 6 months for a £30 fee, as long as you contact us whilst the voucher is still valid. Unfortunately, we are unable to extend expired vouchers.

Where is Kemble? Is there public transport and local accommodation?

Kemble airfield (www.kemble.com) is approx 70 miles west of London, about 15 miles NW of Swindon, just to the SW of Cirencester (Glos), and is right on the edge of the Cotswolds. Kemble is the former home of the Red Arrows and is a typically impressive former military airfield. Hunters, Gnats and Jet Provost fast jets are still flown regularly from Kemble.

Directions: The airfield entrance is located on the A433 Cirencester-Tetbury road about 3 miles from Cirencester. A detailed map is provided at the time of booking - please refer to it! Alternatively, go to <http://maps.google.co.uk/maps> and click on "get directions" and enter the airfield postcode.

There are excellent fast train links (approx 1¼ hours) from Paddington direct to Kemble. Should you require a taxi from the station, you will need to phone for one - tel A2B Taxis on 01285 655651.

For accommodation:

- We recommend West Crudwell Farm, Crudwell which is 5 minutes from the airfield, has a beautiful setting (it also has a tennis court and swimming pool) and is very comfortable and reasonably priced. Telephone: Zandra on 01666 577205, website www.cotswoldholidays.net.
- Also in the same village, The Rectory Hotel is an attractive and newly refurbished country hotel - tel 01666 577194 www.therectoryhotel.com.
- If you require an excellent but good value "business" hotel with broadband access, we recommend the Priors Inn at Tetbury (tel 01666 502251 www.thepriorsinn.co.uk). Also in Tetbury, The Ormond www.theormond.co.uk is a beautifully restored coaching inn with individually designed rooms. Tel 01666 505690.
- For something more unusual and expensive (4 poster beds etc), try the Wild Duck Inn at Ewen - www.thewildduckinn.co.uk tel 01285 770310.
- For a comfortable B&B in Cirencester, try The Leases - www.theleases.co.uk. Tel 01285 653643.
- The nearest Travel Lodge is in Cirencester - http://www.travelodge.co.uk/travelodge/location.php?hotel_id=86.
- A more comprehensive list is available on request.

How can I record the day?

We provide a personalised flight certificate signed by your instructor.

All our aircraft are video equipped and we can provide a DVD (price £45) or VHS Video (£35) which will be sent to you within 2-3 weeks of your flight. If, for whatever reason, the video is not available on the day, and you choose to reschedule your trip, our usual cancellation charges will apply. Although the installations have been specifically designed for our aeroplanes (to withstand accelerations of +10g/-10g), they generally have good reliability but can very occasionally be temperamental. Should guests have requested a video that subsequently does not record perfectly in some way, then Ultimate High will fully refund the price of the video, but not any associated flying costs.

We have the following merchandise available for sale:

- Signed Squadron Print/Poster
- T Shirt (white, black or red)
- Personalised Name Badge (to order in advance)
- Baseball Cap
- Fleece (red or black)
- Cloth Patch (Ultimate High roundel)



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Who are the Instructors?

All of our 30 or so instructors are current or former military fast jet pilots, many of whom have fought and flown operationally in The Gulf War or Bosnia. They include former Red Arrows pilots, test pilots, Jaguar and Harrier pilots, as well as current Spitfire display pilots. Additionally, some of them display with our aerobatic display team and compete in advanced and unlimited Aerobatics Championships. Please see our website for more details.

All of our instructors fly for us part-time, and have full time jobs, mostly either flying for commercial airlines or still in active service. They come and fly for us because they enjoy it! Occasionally, last minute changes to instructors' work commitments may mean that they are called out, in which case we will make every effort to secure a substitute instructor. However, sometimes it may be necessary to reschedule your flight at short notice due to instructor availability.

Can I bring my friends/family with me and can they watch me fly?

Flying guests are welcome to bring family and friends, who may also attend flight briefings (subject to space). We recommend that you do not bring young children as there is little to entertain them at the airfield. There is a superb restaurant (AV8) close to our Crew Room and the airfield activities can be watched from here on the balcony outside. Please note that our flights do not take place over the airfield, but in the local area – your family/friends will therefore be able to see you take-off and land, but will not be able to see your sortie from the airfield.

For safety and insurance reasons family/friends are not allowed airside.

We can provide refreshments in our Crew Room (for flying guests only). Please note that we are unable to provide free refreshments for non-flying guests. The Airfield Restaurant, AV8 (which serves excellent food), is close by.

How much of the flying can I do myself?

All our flights *teach* you how to fly our aeroplanes and you are encouraged to do as much (or as little) of the flying as you like. As you will be participating in a trial lesson, your flight with us will count towards a private pilot's licence and you will be able to fly the aircraft in all regimes of flight apart from close formation, take off and landing. You will be offered the chance to carry out aerobatic manoeuvres yourself, even if you have never flown in a light aircraft before, all under the close guidance of your instructor who will show you the way.

Is it safe – am I insured?

There is a huge emphasis on safety, as the military ethos insists that every eventuality is prepared for, no matter how unlikely. The care of our guests is paramount and we employ the same safety standards used by the RAF to ensure that everybody enjoys a great time without taking risks. The aircraft are maintained in strict accordance with CAA regulations and our instructors have supreme credentials. Although aerobatic and formation flying may 'look' dangerous, the flying is done within strict rules around procedures, minimum altitudes and distances between the aircraft. The instructors have many thousands of hours of military and civilian experience which helps ensure that they are perfectly prepared for flying with you.

We specialise in teaching and promoting safety courses to existing pilots. Insurance companies recognise the value of our training and offer discounts to pilots who have done safety training with us.

We are fully insured at Lloyds for personal and third party risks up to £5 million, and your own personal policies are normally unaffected by the activity (although you should check this in advance with your provider). If you booked through an experience agency, you may also automatically receive additional cover. Copies of our insurance cover are available on request. Please note that personal effects are not covered by our policies, but again your normal insurance arrangements usually remain valid.



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How 'extreme' is the flying? Will I feel sick? Will I have fun?

Second only to safety is our pledge to you to enjoy yourself. It is an experience you will never forget. Many people enjoy it so much they come back again and again. Just look at our testimonials!

We tailor all flights to the individual, and can provide anything from a gentle flying lesson around the area to extreme aerobatics and everything in between, depending on your nerves or your g-tolerance. This will all be discussed as part of the initial briefing session, and will be continually monitored during the flight by our experienced instructors. Although some of our students expect to feel ill, less than 1% actually is, partly because students actually fly a large proportion of the flights themselves, and if they feel uncomfortable, can relax or return to base at any time.

Aircraft Serviceability

We have two Extra300 aircraft and three Bulldog aircraft. The aircraft are meticulously maintained to the highest possible standards, in strict accordance with CAA regulations. From time to time minor technical faults may arise which may preclude flying either temporarily or for the day. If this situation occurs, we will endeavour to fix the problem or "borrow" another aircraft wherever possible, but this cannot always be guaranteed and, as a last resort we may have to reschedule you to another day at late notice.

Airfield availability is not normally an issue, but there are occasions where the airfield may not be available to us; examples include aircraft unserviceabilities that close the runway, events (air shows etc), chemical/oil spillages and resurfacing work. Occasionally, airfields will be closed at short notice (including for royal flights) and we may not always receive sufficient notice to cancel scheduled flying in time.

What is the difference between the aircraft you fly (the Extra300 and the Bulldog)?

If we were to compare our aircraft to road cars, the Bulldog would be similar to a Porsche 911 whilst the Extra300 would be a Formula One Ferrari. The Extra is the world's top performing two seat aerobatic aeroplane, with the guest sitting in the front and the instructor in the rear, and if you want the 'Ultimate' experience then look no further! The former military Bulldog seats the guest side-by-side with the instructor and whilst very capable and fully aerobatic is perhaps better suited for those either looking for a slightly less extreme experience or with a smaller budget.

EXTRA300

Powered by a 300bhp Lycoming engine, the Extra300 is an ultra-light-weight, state-of-the-art, high-technology display aircraft. The carbon fibre main spar wing was tested to destruction at +23g, and the aeroplane is stressed to +/- 10g. The controls are extremely powerful and the huge full span ailerons generate a roll rate in excess of 380 degrees per second.

Weighing less than a Lotus Elise road car, it has a massive power to weight ratio which allows very rapid acceleration and breathtaking vertical performance. The German-built Extra300 is one of the leading aircraft types in the world of unlimited competition aerobatics. It is the only two-seat world championship-class aerobatic aircraft operating on a Public Transport Certificate of Airworthiness.

The Ultimate High display team demonstrates the amazing capabilities of this aircraft throughout Europe and the UK, from Friedrichshafen in southern Germany to RAF Leuchars in Scotland. The aircraft is captained from the rear seat, with students and guests occupying the front seat which is fitted with dual controls.

BULLDOG

The Bulldog is a low-wing monoplane used by 10 different Air forces around the world, some of which equipped it with rockets and 7.62mm machine guns on underwing hardpoints. Used primarily as an elementary training aircraft, the Bulldog is of all metal, stressed skin construction and is fitted with dual flight controls. It is powered by a four cylinder Lycoming, horizontally-opposed air cooled engine, delivering 200 hp and driving a two-bladed Hartzell variable pitch propeller.

The aircraft is a delight to fly and is fully aerobatic, and is stressed from +6g to -3g. Seating is side by side, with the captain occupying the left hand seat solo, and either seat when dual.

Flyer magazine carried out a flight test on the Bulldog, concluding "The Bulldog is a cracking little aircraft that can genuinely be described as a warbird, and which is relatively cheap to fly and simple to operate. It really doesn't take a genius to work out why so many of them are now finding their way onto the civilian register after their years of active service under camouflage."



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How 'extreme' is the flying? Will I feel sick? Will I have fun?

Second only to safety is our pledge to you to enjoy yourself. It is an experience you will never forget. Many people enjoy it so much they come back again and again. Just look at our testimonials!

We tailor all flights to the individual, and can provide anything from a gentle flying lesson around the area to extreme aerobatics and everything in between, depending on your nerves or your g-tolerance. This will all be discussed as part of the initial briefing session, and will be continually monitored during the flight by our experienced instructors. Although some of our students expect to feel ill, less than 1% actually is, partly because students actually fly a large proportion of the flights themselves, and if they feel uncomfortable, can relax or return to base at any time.

Aircraft Serviceability

We have two Extra300 aircraft and three Bulldog aircraft. The aircraft are meticulously maintained to the highest possible standards, in strict accordance with CAA regulations. From time to time minor technical faults may arise which may preclude flying either temporarily or for the day. If this situation occurs, we will endeavour to fix the problem or "borrow" another aircraft wherever possible, but this cannot always be guaranteed and, as a last resort we may have to reschedule you to another day at late notice.

Airfield availability is not normally an issue, but there are occasions where the airfield may not be available to us; examples include aircraft unserviceabilities that close the runway, events (air shows etc), chemical/oil spillages and resurfacing work. Occasionally, airfields will be closed at short notice (including for royal flights) and we may not always receive sufficient notice to cancel scheduled flying in time.

What is the difference between the aircraft you fly (the Extra300 and the Bulldog)?

If we were to compare our aircraft to road cars, the Bulldog would be similar to a Porsche 911 whilst the Extra300 would be a Formula One Ferrari. The Extra is the world's top performing two seat aerobatic aeroplane, with the guest sitting in the front and the instructor in the rear, and if you want the 'Ultimate' experience then look no further! The former military Bulldog seats the guest side-by-side with the instructor and whilst very capable and fully aerobatic is perhaps better suited for those either looking for a slightly less extreme experience or with a smaller budget.

EXTRA300

Powered by a 300bhp Lycoming engine, the Extra300 is an ultra-light-weight, state-of-the-art, high-technology display aircraft. The carbon fibre main spar wing was tested to destruction at +23g, and the aeroplane is stressed to +/- 10g. The controls are extremely powerful and the huge full span ailerons generate a roll rate in excess of 380 degrees per second.

Weighing less than a Lotus Elise road car, it has a massive power to weight ratio which allows very rapid acceleration and breathtaking vertical performance. The German-built Extra300 is one of the leading aircraft types in the world of unlimited competition aerobatics. It is the only two-seat world championship-class aerobatic aircraft operating on a Public Transport Certificate of Airworthiness.

The Ultimate High display team demonstrates the amazing capabilities of this aircraft throughout Europe and the UK, from Friedrichshafen in southern Germany to RAF Leuchars in Scotland. The aircraft is captained from the rear seat, with students and guests occupying the front seat which is fitted with dual controls.

BULLDOG

The Bulldog is a low-wing monoplane used by 10 different Air forces around the world, some of which equipped it with rockets and 7.62mm machine guns on underwing hardpoints. Used primarily as an elementary training aircraft, the Bulldog is of all metal, stressed skin construction and is fitted with dual flight controls. It is powered by a four cylinder Lycoming, horizontally-opposed air cooled engine, delivering 200 hp and driving a two-bladed Hartzell variable pitch propeller.

The aircraft is a delight to fly and is fully aerobatic, and is stressed from +6g to -3g. Seating is side by side, with the captain occupying the left hand seat solo, and either seat when dual.

Flyer magazine carried out a flight test on the Bulldog, concluding "The Bulldog is a cracking little aircraft that can genuinely be described as a warbird, and which is relatively cheap to fly and simple to operate. It really doesn't take a genius to work out why so many of them are now finding their way onto the civilian register after their years of active service under camouflage."