



Data for bank transfer

WinVen Italia srl, IBAN IT 26 V 03069 10910 100 000 019 411, SWIFT BCITITMM, Banca Intesa San Paolo branch 07550. The transfer must be made at least 3 working days before the flight date in the case of current accounts with Italian banks and 5 working days before the flight date in case of current accounts with foreign banks.

Once the bank transfer has been made, it will be necessary to send a copy of the bank transfer's receipt to the e-mail address info@aerogravity.it indicating name, surname, address, tax code and telephone number in order to issue the payment receipt.

In case of invoice request, it will be necessary together with a copy of the bank transfer's receipt, name, surname and telephone number, the complete header of the Company (including the recipient code) to the e-mail address info@aerogravity.it specifying in the "subject of the e-mail" field. the writing "request invoice for the Company.....".

Terms and conditions

We remind all participants that it is mandatory to arrive at the facility one hour before the booking time. If registration at our reception does not take place 30 minutes before the flight time, the reservation will be lost and a penalty equal to 100% of the value of the package purchased will be applied. We recommend consulting the information on our website regarding directions to reach the facility.

We are in a newly urbanized area and the address assigned to us is not recognized by all satellite navigators.

Cancellation and refund rights

It will not be possible to obtain refunds relating to any type of payment for the purchase of flight packages with reservation or gift vouchers.

Booking change

Up to 3 days before the date booked for the flight, the booking can be changed without paying any additional fees. 2 days before the date booked for the flight, the change can happen with an addition of 25% of the value of the entire package to be paid upon arrival.

1 day before the flight date, the change can happen with an addition of 35% of the value of the entire package to be paid upon arrival.

On the same day of the flight, the change of booking can happen with an addition of 50% of the value of the entire package to be paid upon arrival. In the event you fail to arrive for your reservation (no show), the reservation will be lost and the penalty equal to 100% of the value of the package purchased will be applied.

Each customer is granted a one-time exception to suspend a reservation, so long as they provide 3 days' notice. In the event of reservation suspension, the date of rebooking must be communicated within and not later than 15 days, under penalty of loss of the reservation itself, with the application of the penalty equal to 100% of the value of the package purchased.

Vouchers

Our vouchers (with the exception of those relating to particular promotions for which the expiry date will be shown on the voucher) are valid for 6 months from the date of issue. It is possible to extend the validity for a further 6 months at a cost of 50% of the value of the voucher itself. The request to extend the validity for a further six months must be made strictly BEFORE the original expiry date. Once the voucher has been redeemed, the code will refer to a specific booking date and therefore the current rules will apply in case of changes. (see paragraph "change of booking").

In the event of a technical shutdown of the system, caused by a sudden and unpredictable fault that makes it impossible to carry out the activity, reservations made with vouchers will be canceled and the voucher reactivated in order to make a new booking. Under no circumstances is it possible to obtain a cash refund for a booking made with a voucher.