

TANDEM FLIGHT SERVICE - SERVICE GUIDE

DESCRIPTION

This document sets out the prices and characteristics of the tandem flight service offered by **Parapente Vejer** and **Happy People Makers S.C.A.**

Our customers usually find out about the activities through the Internet or directly by contacting other customers who have already made the flight. They make price and reliability comparisons through the comments published by other customers mainly on [Google business services](#). On our website you can find all the information about these flights and their conditions.

Our company bases all its activities on the **PROACTIVE SAFETY** of the client and the enjoyment of the client.

We have registration number: **AT/CA/00437** in the *Andalusian Register of Active Tourism Companies*.

Our insurances are adequate for this activity and are in force and our pilots have extensive flying experience.

Doing this kind of activities with individuals, amateurs or unregistered companies or without the corresponding activity insurance is something we DO NOT RECOMMEND YOU DO!

To resolve any doubt, contact us **only by WhatsApp** (we do not answer phone calls). You can also check our website and the reviews of other customers:

- **WhatsApp:** +34 663 22 99 72
- **Web:**
 - o <https://parapentevejer.com>
 - o <https://parapentevejer.com/contacta>
- **Checking comments from other customers.**
 - o [At https://g.page/parapentevejer](https://g.page/parapentevejer)
 - o On our own website

PRICES AND CHARACTERISTICS OF THE SERVICE. THE PROCESS OF BOOKING OR PURCHASING THE VOUCHER.

ATTENTION!:

If you only have a few specific days to carry out the activity, send us a request and we will notify you if there are suitable conditions and places on one of those days.

[Click here to fill in the request form.](#)

DO NOT MAKE THE RESERVATION OR PURCHASE ONLINE, IF YOU ONLY HAVE SPECIFIC DATES TO CARRY OUT THE ACTIVITY.

IN THE FORM, TELL US THE DAY, DAYS OR DATE RANGES WHEN YOU COULD FLY. NO DEPOSIT: YOU PAY AFTER YOU FLY.

PRICES AND OFFERS

Our flying area is the coast of Cádiz:

A) Coast zone (possible take-offs in Vejer and Conil).

Prices: (Valid from 01/01/2024)

- [Individual tandem flight \(One flight for one person + pilot\) = 85 € / pax](#)
- [Offer Pack "Two better than one" \(Two individual flights to enjoy in company or to repeat\) = 160 € / 2pax](#)
- Extra video: + 15€ / pax

2

One-off offers

In Parapente Vejer, we usually make special offers at different times of the year, Christmas, etc... These offers are only available through [our website](#).

DESCRIPTION AND CHARACTERISTICS OF THE SERVICE

Tandem Paragliding Flight WITHOUT ENGINE

The activity lasts about **20 minutes**.

To answer any questions you may have, you can find a list of frequently asked questions here:

This is a tandem paragliding flight, **which is led by a pilot and you are the passenger**. The weights of possible passengers are limited to a range between 40 and 105 kg. For the management of lower weights or non-standard flights, please contact us and we will tell you if and when it is possible.

<https://parapentevejer.com/contacta/>

As this is a **gliding** activity, we are totally dependent on specific weather conditions that must be assessed by the pilots before the flight, therefore:

THE DAYS AND HOURS OF FLIGHT ARE ALWAYS DETERMINED BY WEATHER CONDITIONS AND THE SAFETY ASSESSMENT OF THE PILOTS.

It is up to them **(and only them)** to decide which day and at what time of the day they will fly. Our priority is the passenger's safety and enjoyment, and it is only with this in mind that we determine the possible flight days.

In any case, we fly any day of the week as long as the weather allows us to do so with **guarantees and safety**. The flights don't have to take place on weekends, if it suits you better during the week and there are possibilities you can join us.

BOOKING OR PURCHASE PROCESS

There are two ways to arrange your flight:

- **If you only have a few specific dates** (for example, you are on holiday in Cádiz), fill in our request form with your possible dates. **No deposit is required: you pay after you fly.**
- **If your dates are flexible**, you can buy a voucher on our website. You will also be able to download a gift card that you can print and hand out (if you would like to give the flight as a gift).

In your purchase or booking you can indicate whether you want to hire a video or not.

If you hire it, at the end of your flight, we will give you a microSD card with the recording made.

3

When you buy a voucher on our website:

- The first is that you will receive a copy of your order by email.
- The "Two better than one" pack is only available on our website.
- We will also include you in a WhatsApp group, once the reservation or purchase has been made. In this group we will notify you of possible flight days or changes in weather forecasts. Customers who buy or book the voucher **always have priority over those who do not.**
- In addition, **when you buy** from the web, i.e. by making the **FULL PAYMENT**, you can download a "Gift Ticket" that you can print and give as a card (if you want, for example, to give a birthday surprise, or any other gift).
- Once you **have made your booking or purchase**, we will put your phone number in a WhatsApp group where we will inform you of the next days we will be flying. **And you can join the one that suits you best.**

ATTENTION!:

If you only have a few specific days to carry out the activity, send us a request and we will notify you if there are suitable conditions and places on one of those days.

[Click here to fill in the request form.](#)

DO NOT MAKE THE RESERVATION OR PURCHASE ONLINE, IF YOU ONLY HAVE SPECIFIC DATES TO CARRY OUT THE ACTIVITY.

IN THE FORM, TELL US THE DAY, DAYS OR DATE RANGES WHEN YOU COULD FLY. NO DEPOSIT: YOU PAY AFTER YOU FLY.

Our vouchers and reservations **are valid for one year, renewable (free of charge)** if you call us **BEFORE the end of the year** from the day of purchase (i.e. **during the last month of validity of the voucher**).

With the renewal of the voucher, you have 730 days to make the flight.

So you will always have opportunities to enjoy the activity, whether you have made the purchase or the booking.

Remember: if you send us a request through the form, there is no deposit. You pay after you fly.

If you have not tried to attend the events (which are published and announced in the booking group) or if you have not contacted us within one year (or during the extension of the second year), we will consider the booking as expired and will cancel the voucher.

It is necessary to understand that for the case we are dealing with (**which is flying a paraglider in a safe way**) the weather forecasts are not very accurate more than 2 days ahead... that makes it very difficult to give a concrete date until shortly before the date itself.

In fact, there are certain times of the year when the forecast is so chaotic that one day we think we are going to fly and the next morning we have to cancel because the forecast has changed and it is no longer **safe to fly**. At Parapente Vejer, we prefer not to attempt a flight unless we are absolutely sure that you will be able to enjoy it and fly safely. This safety policy can sometimes be annoying (*for everyone, including ourselves*) but it is the basis of our professionalism and commitment to customer safety.

When it comes to weather forecasting, it is imperative to understand that there are no guarantees.

Forecasting is the only tool available to be able to adjust the activity and make it safe and fun, but it is by no means infallible.

The weather is usually capricious and highly variable.

4

The WhatsApp group streamlines all this and gives us a quick communication tool for all stakeholders.

You can see a video of the take-off at the following link:

<https://youtu.be/-4WqUNBNhm4>

And some more on our Instagram channel:

Happy People Makers.

https://www.instagram.com/happy_people_makers/

PREPARATION AND IMPLEMENTATION OF THE ACTIVITY - PROCESSES

For the preparation and conduct of the activity we follow a series of strict processes that maximise the chances of **flying safely while** minimising false positives in the calls making you (as far as possible) not waste your time when you can't fly.

1. Preparation of the activity:

- a. We check that the weather conditions are suitable 4 times a day, every day of the week. As soon as we see real possibilities of flying we inform you through the group.
- b. The evening before the activity you will be informed through the group:
 - i. Updates on flight possibilities.
 - ii. The estimated number of places available for the activity on that day, possible estimated time windows for the activity and weight limitations (if any).
- c. Once these questions have been answered, registration for that day's activity will be opened through the WhatsApp group, specifying the number of places available. This registration is limited to a number of places which, in turn, is conditioned by the number of hours that, according to the weather forecast, will allow us to fly that day. Obviously, a day with more "flyable" hours will allow us to allocate more places than a day with fewer "flyable" hours.
- d. If weather conditions are uncertain, registrants will be advised of this circumstance and warned of a confirmation or suspension of the flight on the day of the activity before

10:00am. So that everyone has time to prepare their trip or to make other decisions in case the flight cannot take place.

If you request it, we can arrange concerts with other active tourism companies for those who (in the **event that the flight activity is cancelled**) would like to take advantage of the day and do other activities.

- e. If the estimated places for that day are not filled, we will contact those **Interested without Reservation** who have previously requested to be notified.

2. Management of the day:

- a. After the opening of registration, interested customers are added to a small WhatsApp group (active only for the activity of that day) where they are informed of any changes, as well as the requirements and recommendations for the day of the flight. Location and resolution of last minute doubts.
 - i. Weight applications are made for people who are going to fly.
 - ii. The assessment of the weather forecast is revised.
 - iii. And the allocation and distribution of estimated appointment times for each customer or group of customers is made according to the weights and the weather forecast.

3. Activity Management:

- a. Pilots usually arrive at the flying area between 1 hour and 30 minutes before the first scheduled flight to assess the conditions. In case of visible changes in the forecast, the registered pilots are notified so that they can decide whether they want to go ahead with the activity.
- b. The clients are received and a briefing is held where the necessary details for the activity and its timing are explained in detail. At all times there is a cordial and close treatment, and any doubts that may arise are answered on the spot.
- c. During this briefing, doubts are solved and brief instructions are given for the client's knowledge and peace of mind.
- d. Flight preparation:
 - i. Pre-check of equipment. Checking of lines, safety systems, radio, hitches.
 - ii. Review of each client's booking and extras. Preparation of video systems.
 - iii. Second Review of material and review of the correct attachment of the client.
 - iv. Moments before take-off we again check the weather conditions at the time of take-off. If the weather conditions are not favourable, we wait or abort the attempt until the conditions improve.
 - v. Before taking off, assistance is requested for take-off. A colleague catches the client and prevents him from making any sudden movements once he is hooked to the paraglider. This makes them feel more secure and relaxes them at the moment of departure.

4. Flight:

- a. During the flight we talk continuously with the client, this brings several advantages:
 - i. We explain what you are seeing, landscapes, villages, interesting places, birds...

- ii. The continuous conversation gives the pilot an idea of how the client is feeling at all times, prevents possible dizziness or unwanted states of agitation, and can make decisions to terminate the flight if necessary.
- iii. We process and explain the didactics of flight, how we are flying and why. What sustains us in the air
- iv. Minutes before landing, it is explained where we are going to land and the procedure to follow.

5. Post Landing:

- a. Handing out of cards, exchange of impressions and sensations. Farewell
- b. End of the activity.

6

OTHER ASSETS

Free paragliding may seem like a complex activity, but for the customer, nothing could be further from the truth. You don't have to know anything or be particularly fit.

The experience is emotionally very satisfying, relaxing and tremendously safe. It is life-giving. It changes your perspective.

If you really want to disconnect from the daily routine through an activity totally different from what you have done so far, this is your thrill. **Experience the sky of Cádiz, experience its air.**

We can fly with people of very different sizes and weights (within safety limits), we even fly with clients with some kind of physical disability.

[We have made flights for people with reduced mobility, paraplegics, blind people, etc. Contact us on WhatsApp and we will assess together your case and the possibilities we have.](#)

We also carry out punctual activities for some kind of extraordinary situations such as marriage proposals, travel groups, stag and hen parties, etc.

In our main flying area (Vejer) we **also have an impressive terrace bar** next to the take-off area where our clients can enjoy a coffee or a drink while they wait or to continue enjoying the air show right after their flight.

At Parapente Vejer, we prefer to limit ourselves to our own flying area in Cádiz. This allows us to have more control over the quality of our dealings with the client, which is always direct and without delegations. We do not offer flights on LowCost platforms such as Groupon and similar: we believe that the unfair conditions these platforms impose on professionals end up having a negative impact on the service provided to the customer, lowering its quality or the flight times.

Welcome to the experience itself. Welcome to the emotion. Welcome to PARAGLIDING VEJER



PARAPENTEVEJER.COM

