

MetFlight GA – User Pays Service

The FAQs in this notification are designed to address possible questions from private or recreational pilots with regards to the user-pays MetFlight GA service.

Please note:

- All commercial operators, commercial flight training organisations and aero clubs, need to subscribe to the MetFlight Commercial or MetJet websites.
- The metservice.com website (<http://metservice.com/business-services/aviation>) provides details of the information available for commercial operators, commercial flight training organisations and flying clubs / aero clubs. A table listing the differences between MetFlight GA and MetFlight Commercial can also be found on the metservice.com website or on the CAA website here: http://www.caa.govt.nz/Meteorology/Prods_Avail.htm#MetFlight

FAQs

What weather information do I require to plan and conduct a general aviation recreational/private flight in accordance with Civil Aviation Rules?

The information listed on the CAA website for General Aviation (VFR and IFR) represents the minimum set of aviation weather products that should be used by an aircraft operator to plan and conduct a flight in accordance with Civil Aviation Rules.

See the CAA website for more information here:

http://www.caa.govt.nz/Meteorology/Wx_Info_for_Flight.htm

How do New Zealand licenced pilots register on the user-pays MetFlight GA site?

- Follow the instructions provided in the **How to Subscribe to MetFlight GA** section of this document, this will guide you through the online registration and payment process.

What are the terms and conditions for use?

Access to the site will be governed by the MetFlight GA Standard Terms and Conditions, which are available to view on the MetFlight GA website.

How much will it cost to subscribe to user-pays MetFlight GA?

Online subscription to the site will be via credit card (MasterCard or Visa) with three subscription options available to New Zealand licenced pilots:

Subscription options:

- NZ\$95 plus GST (\$109.25 incl GST) for an annual subscription (= 30 cents/day over the subscription period).
- NZ\$65 plus GST (\$74.75 incl GST) for a 6 month subscription (= 41 cents/day over the subscription period).
- NZ\$35 plus GST (\$40.25 incl GST) for a 1 calendar month or 30 day subscription (= \$1.34/day over the subscription period).

What do I need to do to subscribe to MetFlight GA?

1. Have your CAA pilot's licence details or Part 149 Aviation Recreation Organisation membership number on hand.
2. Have your Visa or MasterCard details on hand.
3. Have a copy of the ***How to subscribe to MetFlight GA*** steps on hand and follow the steps.

After I have paid my subscription, can I still use my current pilot's licence number and date of issue to access MetFlight GA?

Yes, the current username name and password methodology will be retained and the online help notes will explain the username and password protocols.

How can I keep track of when my subscription will expire for MetFlight GA?

The expiry date of your account will be displayed on your receipt after payment has been made (this can either be printed or emailed). The expiry date will also be displayed on the MetFlight GA welcome page after you have logged in.

What happens when my subscription expires?

When your subscription expires, the system will direct you to the payment page where you will need to follow the renewal steps listed below in the ***How to subscribe to MetFlight GA*** section.

Is more than one user allowed to log on using the same username and password?

No, the sharing of login details is in breach of the MetFlight GA Standard Terms and Conditions. Any individual found to be doing this risks having their access to the site cancelled.

Can I get a refund if I decide to cancel my subscription before my agreed subscription period is up?

No, unfortunately no refunds are available, so please read the MetFlight GA Standard Terms and Conditions carefully before choosing your subscription option.

HOW TO SUBSCRIBE TO METFLIGHT GA

The following steps explain how to navigate through the registration / payment process for MetFlight GA:

- 1. MetFlight Login page (<http://metflight.metra.co.nz>)**
Enter your username (pilot's licence number) and password (pilot's licence initial issue date).
- 2. Standard Terms and Conditions**
Following the first login you will be required to accept the Standard Terms & Conditions before you can proceed.
- 3. Registration**
After acceptance of the Standard Terms and Conditions, select one of the three subscription options listed by clicking on the **SELECT** link alongside your preferred option. This will take you through to the DPS website for payment.
- 4. Payment & Receipt Information**
Enter your credit card details on the DPS payment page. When payment has been approved, a receipt page will be displayed. You can either print or email a copy for your records.
- 5. Logging in**
Click the **login now** link to login to MetFlight from the receipt page. If you do not wish to login, you can close the browser window.

MetService Contact Details

If you have any questions or queries, please email them to metflight@metservice.com. Please include your full contact details in your email, so we can respond to you.