



## Payment Terms and Flight Cancellation Policy

To help us make the best use of our limited flying opportunities and ensure smooth operations, we ask participants to follow the guidelines below for payment and cancellation.

### Payment Terms

Payment is required in advance for a participant's first flight. No booking will be confirmed without this payment.

For subsequent flights, payment is expected within 14 days of the payment link being sent.

If payment deadlines are missed on two occasions, this will be recorded, and future flights may require a base payment at least 48 hours in advance. The base payment amount depends on the flight booked and will be determined at the discretion of the front desk.

Failure to make the advance payment in time may result in the cancellation of that flight.

Repeated failure to meet payment deadlines may also affect your ability to book future flights.

### Notice Period

Please cancel at least 48 working hours before your scheduled flight. This allows us time to reallocate your slot.

Our office hours are Monday–Saturday, 09:00–17:00. We're closed on Sundays, Bank Holidays, and over Christmas/New Year.

Cancellations outside office hours won't be processed until we reopen.

### Cancellation Deadline Guide

Day of Scheduled Flight	Latest Cancellation Day (by same time)
Monday	Friday (the week before)
Tuesday	Saturday (the week before)
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday

**Note:** The exact time of your flight matters. You must cancel at least 48 working hours before your scheduled flight time.

**Late Cancellations**

Cancellations with less than 48 working hours' notice may incur a fee, at the discretion of the Chief Flying Instructor. Repeated short-notice cancellations may affect your future bookings.

**No-Shows**

If you do not attend without notice, it will be recorded as a no-show and may result in a fee or booking restrictions. Repeated failure to attend scheduled flights without prior notice may result in restrictions on future bookings.

**How to Cancel**

Contact our front desk as early as possible by phone or email.

Try to cancel during office hours and confirm with a staff member - avoid voicemail or messages outside these hours.

**Exceptional Circumstances**

We understand emergencies happen. Let us know as soon as possible, and we'll take a fair and understanding approach.