



## General Aviation Student Cancellation Policy

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Late cancellations of scheduled events are extremely wasteful in resources (aircraft and instructors) and create a tremendous amount of inefficiency in all students' ability to train in a timely manner. Furthermore, in most cases the cancelled resources cannot be used on that upcoming flight schedule and as such, an opportunity for another student to train and advance through their training syllabus is squandered.

Because the schedule is posted daily at 3:00pm PST and the students are traditionally scheduled based on their "self-declared" availability and agreed training time with their instructor and our scheduling staff, cancellations should not be a common place event.

**Therefore, "No Shows" will result in a fee of 100% of the instruction time the student was scheduled.** This fee is in line with industry standards and has been established to allow Coast to recoup a fraction of the financial losses associated with last minute schedule cancellations.

- Definition of "No Show": Any student cancellation for any reason, after the schedule is posted at 3:00pm the day prior to the schedule. Although the schedules for Saturday, Sunday and Monday are posted at 3:00pm on Friday, the policy will remain as 3:00pm the day prior to the execution of those day's schedules, to incur the "No Show" fee.
- Definition of a "Late Arrival": If a student arrives 10 or more minutes late and cannot execute the scheduled event, the Instructor has the authority to cancel the event and the student will incur the fee. If in the Instructor's judgement it is felt that effective training can still be accomplished, the student will be billed from the beginning of the event that is on the flight schedule.

To avoid a "No Show/Late Arrival" Fee, the student must take the following steps to assist the operations department in redirecting training resources:

1. Contact the Dispatcher via phone (Mon – Fri 7:00am to 6:00pm / Sat – Sun 8:00am to 4:00pm) to notify them as to the reason why you are cancelling your scheduled event prior to 1:00pm the day prior.
2. Contact the General Aviation Scheduler via email at [scheduling@iflycoast.com](mailto:scheduling@iflycoast.com) to ensure notification and appropriate "time stamp" is applied to the cancellation.

Student cancellation fees will either be taken by the Credit Card the student has on file, or if the student has a large amount of money deposited into their debit account, the cancellation fee will be pulled from there.

If a student cannot pay the cancellation fee in full, they will be placed on a "financial hold" per our management team. While on "financial hold" students will not be scheduled for any further flight, ground, or simulator events without the approval of the



Site Director. Delays in training due to the inability of a student to pay for a cancellation fee are the student's responsibility.

- In the event of illness, car break downs, or family emergencies, if corroborating documentation is provided to Coast, consideration will be given to waiving the fee. Reach out to the Operations Manager to discuss waiving the cancellation fee.

### **The General Aviation Student Cancellation Policy is as follows:**

- **Students are required to cancel by 1300 the day prior to their scheduled event**
- Students DO NOT cancel for weather unless it is a Student Solo
  - If a student cancels after 1300 the day before, day of, or no shows a COMM solo, they will be charged for the length of their Solo Flight
- Students will receive one free cancellation per rating
- After the first cancellation, the cancellation fee will result in the total instruction time the student was scheduled with their instructor. Current instruction time prices are:
  - Cirrus: \$90/hr.
  - Piper, Cessna, or Tecnam: \$75/hr.
  - Example of a cancellation fee: Student was scheduled for a dual flight for 2.5 hours; student will be required to pay 2.5 hours of instruction time (\$75/hr. x 2.5 = \$187.50)
- Cancellation fees can result from any training event scheduled: grounds, sims, flights, and stage checks
- Any cancellation due to a medical reason will need documentation of the medical issue. If you do not provide a doctor's note, then you will be charged the cancellation fee. However, if you switch your flight to a ground and/or sim event, then you will no longer be charged a fee
- Cancelling a stage check due to being un-prepared will incur a cancellation fee. If you arrive to your stage check and the instructor deems you un-prepared you have two options:
  - Un-sat the stage check and continue with the instructor to do a ground lesson (no cancellation penalty)
  - Un-sat the entire event and then pay the cancellation fee of the entire time you were scheduled (most stage checks are scheduled at 4 hours minimum)
- Cancelling flights due to car problems, unexpected issues that arise, family emergencies, etc. are all subject to a cancellation fee. If you provide some type of justification (mechanic invoice etc.) the fee may be waived on a case-by-case basis.