



CANCELLATION POLICY

In the best interest of both parties (Illinois Aviation Academy, LLC (IAA) and Its customers) IAA will strictly implement the following cancellation policy moving forward.

To provide efficient flight training, ensure continued progress towards a certificate or rating, and to keep students on budget it is imperative that cancellations out of our control are kept to a minimum.

A "No-Show" is defined as follows:

- Not canceling a lesson and/or flight at least 24 hours prior to the scheduled date/time.
 - o Cancellation reasons (inside 24 hours) will include:
 - Sick/Illness
 - Work/School Schedules
 - No-Show/Late/Excessive Tardiness
 - Car / Transportation Issues
 - Remote (Not on site) cancellations
- Arriving more than 30 minutes late for a scheduled lesson and/or flight.

Cancellations due to weather that are approved by the Chief on Duty, or any maintenance occurrences will not be considered a "No-Show" as part of this policy. Additional training options must be strongly considered before cancellation (Simulator Training and/or Ground Instruction – progression of the students' educational goal and/or training commitments must be considered).

IAA understands that situations can arise that require last minute cancellations. Therefore, the following is how No-Show occurrences will be handled.

All "No-Show" outcomes will result in the following:

- Sick/Illness Occurrences (Two (2) occurrences within a 6-month period); No charge
- Any No-Show or Late Cancellation:
 - o First: No charge
 - o Second: No charge
 - o Third: \$100.00 Cancellation Fee
 - o Fourth (or more): The pilot will be charged 100% (percent) of the scheduled lesson and/or flight (**Each Full Hour Scheduled; will result in a charge of 0.5 hour of instructor time and 0.5 hour of aircraft time**)
 - o Occurrences will reset at the completion of an enrolled course.

Phase checks require the allocation of resources for an extended period, much greater than a standard lesson. Phase checks will be required to be canceled at a minimum of **48 hours** in advanced. Any cancellations within the 48-hour time span will result in the Pilot being charged for 100% of the scheduled lesson and/or flight. **(Each Full hour scheduled; will result in a charge of 1.0 hour for instructor time and 0.5 hour for aircraft time).**

Phase checks are scheduled as follows:

Private Pilot Course	Scheduled Ground	Scheduled Flight
Phase 5-1	2.0 hours	2.0 hours
Phase 7-3	3.0 hours	2.5 hours
Phase 10-2	4.0 hours	3.0 hours

Commercial Course	Scheduled Ground	Schedule Flight
Phase 1-3	2.0 hours	2.0 Hours
Phase 2-5	3.0 hours	3.0 Hours
Phase 3-8	4.0 hours	3.0 hours

Instrument Pilot Course	Scheduled Ground	Scheduled Flight
Phase 2A	1.0 hour	1.0 hour
Phase 4A	2.0 hour	2.0 hour
Phase 6A	2.0 hour	2.0 hour
Phase 8A	4.0 hour	3.0 hour

Multi Engine Rating	Scheduled Ground	Scheduled Flight
Phase 2-2	2.0 hours	2.0 hours
Phase 3-3	2.0 hours	3.0 hours
Phase 5-1	3.0 hours	3.0 hours

Flight Instructor Course	Scheduled Ground	Scheduled Flight
Phase 1-3	5.0 hours	3.0 hours
Phase 2-4	5.0 hours	3.0 hours

I, _____, Have received and acknowledge the cancellation policy set forth by Illinois Aviation Academy, LLC. I agree to the terms set within and will abide by them throughout the duration of my training at IAA. I authorize Illinois Aviation Academy, LLC to process my payment method on file in accordance with this policy.

Signature

Date