

# ARIZONA SOARING INC.

## Deposit, Cancellation & No-Show Policy

In an effort to curtail last minute cancellations and no-shows, we are implementing the following deposit and cancellation policy. Exceptions can be made for unforeseen events and emergencies on a case-by-case basis.

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### **EXTENDED TRAINING RESERVATIONS**

Extended reservations are defined as training periods of 4+ hours on two or more consecutive days.

#### **DEPOSITS:**

A minimum deposit of \$100 per day of requested training is required to confirm an extended reservation, with a maximum deposit amount of \$500.

#### **CANCELLATIONS & NO-SHOW:**

We have established a decaying refund policy based on the number of days in advance a cancellation is made for an extended reservation. Last minute cancellations severely impact our ability to fill the voided training slot(s). As such, instances may arise where no refund is available.

>30 Days – 100% Refund

>14 Days – 75% Refund

>7 Days – 50 % Refund

<7 Days – 25% Refund

<48 Hours – 0% Refund

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### **SINGLE APPOINTMENT & SINGLE DAY TRAINING RESERVATIONS**

#### **DEPOSITS:**

At present time, deposits are not required for single appointment or single day instruction, flight reviews, etc.

#### **CANCELLATIONS & NO-SHOW:**

Customers who do not provide a minimum of 24hrs notice for a training cancellation, or who no-show a scheduled training session, may be charged up to one hour of instruction at the current instructor rate. Additionally, a charge of up to 1 Hr of the current aircraft rental rate for the scheduled aircraft may be applied.

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### **AIRCRAFT RENTAL ONLY**

No deposit is required nor is a cancellation/no-show fee assessed for aircraft rental reservations.