

**Aviation Solutions  
Flight Instructor Refresher Course  
Cancellation Policy**

At Aviation Solutions, we sincerely appreciate all of our customers and strive to provide the best possible experience at our refresher courses. To allow us to properly deliver the program, it is necessary for us to have accurate attendance numbers. This allows us to organize the courses, modules, presenters, and other activities based on proposed attendance and to customize the course delivery based on the backgrounds of those who have enrolled.

We also incur significant costs when organizing, preparing, and delivering the program to the high standards our clients have come to expect. Therefore, we have established a cancellation policy that we apply equally to all clients which reflects these costs and a shared commitment with our clients to their professional development.

Should a client be unable to attend the course, they must notify Aviation Solutions by e-mail (*info@aviationsolutions.net*) or telephone (226-780-4990) in order to cancel their attendance. Refunds will be processed within 5 business days to the credit card used for the original transaction, or by cheque/e-transfer, at our discretion.

The following refund schedule shall apply based on the first day of the conference:

Client cancels prior to 14 days:	Refund less \$50 admin fee.
Client cancels within 14 days:	Refund less \$200 admin fee.
Client cancels within 7 days or "no show":	Non-refundable.

Should a client fail to successfully complete the e-Fresher portion of the course prior to the conference portion, they are not entitled to any refund and will not be permitted to attend any portion of the conference.

Thank you for choosing Aviation Solutions, we truly do appreciate your business. Should you have any questions regarding this policy, please feel free to contact us.