

STUDENT POLICY

Cancellation and Payment Policy

V1.0 - Effective July 27, 2026

FLY WITH ANGUS

CANCELLATION, PAYMENT & BILLING POLICY

This Cancellation, Payment & Billing Policy applies to flight instruction, ground instruction, safety pilot services, proficiency training, flight reviews, aircraft familiarization, checkride preparation, and other instructional services provided by **Fly With Angus**.

By scheduling or receiving services from Fly With Angus, the Student agrees to this Policy and any applicable terms contained in the Fly With Angus Student Training Agreement.

1. INSTRUCTIONAL RATES

Unless a different rate is specifically quoted or displayed for a service, the standard Fly With Angus instructional rate is:

Flight and Ground Instruction: \$40.00 per hour

Safety Pilot Services: \$20.00 per hour

Rates apply to instructional services provided by Fly With Angus only.

Unless specifically stated otherwise, rates do not include:

- aircraft rental;
- fuel;
- flying club or aircraft-owner charges;
- landing fees;
- airport fees;
- parking;
- examiner fees;
- TSA or FAA fees;
- charts, publications, subscriptions, or training materials;
- maintenance expenses; or
- any other third-party cost.

Students are responsible for arranging and paying any applicable aircraft or third-party expenses separately.

Fly With Angus may change rates for future appointments upon reasonable notice. A rate change will not retroactively affect services already completed.

2. BILLABLE INSTRUCTIONAL TIME

Unless a service is specifically offered for a flat fee, charges are based on instructional time.

Instructional time may include reasonable time spent providing:

- preflight instruction or briefing;
- flight instruction;
- postflight debriefing;
- ground instruction;
- flight planning;
- aircraft systems instruction;
- logbook or training-record review;
- endorsement review;
- checkride preparation; and
- other requested instructional services.

Routine administrative work unrelated to instruction will not ordinarily be billed.

For cancellation-fee purposes, the applicable fee is calculated using the **scheduled duration of the appointment** and the hourly rate applicable to the service booked.

For example, a two-hour flight-instruction appointment at \$40 per hour has a scheduled instructional value of \$80. A 50% cancellation fee would therefore be \$40.

CANCELLATIONS

3. CANCELLATIONS MORE THAN 24 HOURS BEFORE AN APPOINTMENT

A Student may cancel or reschedule an appointment **more than 24 hours before the scheduled start time without charge**.

Students are encouraged to provide as much notice as reasonably possible so that appointment times can be made available to other students.

4. CANCELLATIONS WITHIN 24 HOURS

If a Student cancels or reschedules an appointment **less than 24 hours before the scheduled start time, but at least one hour before the scheduled start time**, a cancellation fee equal to:

50% of the scheduled instructional cost

may be charged.

The scheduled instructional cost is calculated according to the scheduled appointment duration and the applicable Fly With Angus rate.

Example

A two-hour flight lesson scheduled at \$40 per hour:

Scheduled value: **\$80**

Cancellation less than 24 hours before the appointment: **\$40 cancellation fee**

For Safety Pilot services scheduled at \$20 per hour, the same percentage applies using the Safety Pilot rate.

5. CANCELLATIONS WITHIN ONE HOUR

A cancellation or rescheduling request made **less than one hour before the scheduled start time** will generally be treated the same as a no-show.

The Student may be charged:

100% of the scheduled instructional cost

This reflects the fact that the appointment time was reserved for the Student and is unlikely to be reasonably filled on such short notice.

6. NO-SHOWS

A Student who fails to appear for a scheduled appointment without providing notice may be charged:

100% of the scheduled instructional cost

A Student may also be considered a no-show when the Student fails to communicate within a reasonable period after the scheduled appointment begins.

Repeated no-shows may result in Fly With Angus requiring additional conditions for future scheduling or declining to schedule further training.

7. LATE ARRIVALS

Students are expected to arrive at the agreed time and location prepared for their appointment.

Late arrivals will be handled **case-by-case at the Instructor's discretion**, considering factors including:

- the length of the delay;
- whether the Student provided advance notice;
- the reason for the delay;
- aircraft availability;
- subsequent appointments;
- daylight;
- weather;
- lesson objectives; and
- whether the remaining time is sufficient to conduct useful training safely.

A late arrival does not automatically extend the scheduled end time.

Depending on the circumstances, Fly With Angus may:

- conduct a shortened lesson;
- convert some or all of the lesson to ground instruction;
- reschedule the lesson;
- waive any related fee;
- charge for some or all of the originally reserved instructional time; or
- treat a substantially missed appointment as a late cancellation or no-show.

Fly With Angus will make reasonable efforts to handle genuine delays fairly.

WEATHER & OPERATIONAL CANCELLATIONS

8. UNSAFE OR UNSUITABLE WEATHER

There is no cancellation fee when a flight is canceled because weather conditions are unsafe or reasonably unsuitable for the planned training.

A flight does not need to be legally prohibited by weather conditions in order to be canceled without charge.

Training may be canceled when conditions are technically legal but are inappropriate considering:

- Student experience;
- Student proficiency;
- training objectives;
- aircraft capabilities;
- runway conditions;
- visibility;

- ceilings;
- winds or crosswinds;
- thunderstorms;
- icing;
- turbulence;
- convective activity;
- forecast deterioration; or
- reasonable safety margins.

The Instructor has final discretion regarding whether Fly With Angus will conduct instruction in the prevailing or forecast conditions.

A Student will not be charged a cancellation fee for declining a flight when the Instructor agrees that weather conditions create a reasonable safety concern.

Where appropriate and mutually agreed, a canceled flight may instead be converted to ground instruction.

Ground instruction actually provided will be billed at the normal applicable instructional rate.

9. WEATHER DECISIONS BEFORE THE APPOINTMENT

When weather is questionable, Students are encouraged **not to cancel prematurely solely based on a general weather forecast.**

The Student and Instructor may communicate before the appointment and determine whether:

- the flight should proceed;
- the lesson should be delayed;
- the planned lesson should be changed;
- the lesson should become ground instruction; or
- the appointment should be canceled.

No cancellation fee will apply where Fly With Angus determines that the planned flight should not reasonably be conducted because of weather.

10. AIRCRAFT OR OPERATIONAL ISSUES

No Student cancellation fee will ordinarily be charged when a lesson cannot reasonably proceed because of circumstances outside the Student's control, including:

- an aircraft becoming unavailable;
- an aircraft maintenance issue;
- an aircraft being determined unsuitable for the planned flight;
- unexpected airport closure;

- significant airspace restriction;
- Instructor unavailability;
- or another operational circumstance that reasonably prevents the lesson from taking place.

If an aircraft issue results from arrangements controlled by the Student, aircraft owner, flying club, or rental operator, Fly With Angus may consider the circumstances when deciding whether any cancellation charge is appropriate.

10A. FATIGUE AND FITNESS-FOR-FLIGHT CANCELLATIONS

Fly With Angus recognizes that fatigue can materially affect aviation safety and encourages Students to make conservative decisions regarding their fitness to fly.

A Student who reasonably determines that they are **too fatigued to participate safely in flight training** may **cancel without a cancellation fee**, including when the cancellation occurs within the normal 24-hour or one-hour cancellation windows.

Students are encouraged to provide as much notice as reasonably possible once they become aware that fatigue may prevent safe participation.

This exception exists to support good aeronautical decision-making and to ensure that a Student does not feel financially pressured to participate in flight training while unfit due to fatigue.

However, the fatigue exception is intended for **genuine fitness-for-flight concerns and must not be abused as a substitute for the normal cancellation policy**.

Repeated fatigue cancellations, a pattern of cancellations immediately before appointments, or other circumstances suggesting that the exception is being used primarily to avoid cancellation fees may be addressed by Fly With Angus on a case-by-case basis.

Where Fly With Angus reasonably determines that the fatigue exception is being abused, Fly With Angus may:

- decline to waive the otherwise applicable cancellation fee;
- discuss scheduling practices with the Student;
- require future appointments to be scheduled at times more compatible with the Student's availability and rest;
- limit or suspend advance booking privileges; or
- decline to continue the instructional relationship if repeated scheduling issues make continued training impractical.

Nothing in this section requires a Student to fly when they believe fatigue makes them unsafe to do so.

Safety takes priority over cancellation fees.

11. CANCELLATIONS BY FLY WITH ANGUS

If Fly With Angus or the Instructor cancels an appointment, **the Student will not be charged a cancellation fee.**

Any amount prepaid specifically for the canceled instructional service will either be refunded or credited toward a future service, at the Student's choice, unless another arrangement is mutually agreed.

Fly With Angus is not responsible for separate fees, aircraft charges, transportation costs, lost wages, or other expenses the Student may incur as a result of an Instructor cancellation, except where otherwise required by law.

DISCRETIONARY WAIVER OF CANCELLATION FEES

12. EXCEPTIONAL CIRCUMSTANCES

Fly With Angus recognizes that unexpected situations occur.

The Instructor may, **at their sole reasonable discretion**, reduce or waive a cancellation, late-cancellation, or no-show fee when circumstances make doing so fair and reasonable.

Circumstances that may be considered include, but are not limited to:

- medical emergencies;
- family emergencies;
- unexpected vehicle breakdowns;
- severe weather or hazardous travel conditions;
- sudden aircraft problems;
- significant unforeseen transportation issues;
- circumstances genuinely outside the Student's reasonable control; or
- other situations where enforcing the normal fee would be unfair.

Providing documentation is not automatically required, although Fly With Angus may request reasonable information when appropriate.

A waiver on one occasion does **not** create an entitlement to a waiver on another occasion and does not modify the cancellation policy for future appointments.

Fly With Angus may consider the Student's communication, history, circumstances, and reasonable efforts to provide notice when deciding whether to waive a fee.

The purpose of cancellation fees is to protect time reserved specifically for a Student, not to punish Students for genuine emergencies.

PAYMENT

13. PAYMENT DUE

Payment for instructional services is due **immediately following completion of the appointment**, unless another arrangement has been expressly agreed in advance.

Any cancellation or no-show fee is due when assessed.

Students should not expect to carry an ongoing unpaid balance between appointments.

14. ACCEPTED PAYMENT METHODS

Fly With Angus currently accepts:

- Cash
- Venmo
- Zelle
- Visa
- Mastercard
- Discover
- American Express

Checks/cheques are not accepted.

Availability of a particular electronic payment method may depend on the applicable payment provider being operational at the time payment is made.

Fly With Angus may change available payment methods in the future upon reasonable notice.

15. CARD OR ELECTRONIC PAYMENT PROCESSING

Card and electronic payments may be processed through third-party payment providers.

The Student is responsible for ensuring that payment information is accurate and that sufficient funds or credit are available.

A payment is not considered complete if it is:

- declined;
- reversed;
- canceled;
- returned;
- disputed and reversed;

- or otherwise not successfully received by Fly With Angus.

If a transaction fails, the outstanding amount remains due.

16. RECEIPTS

Students may request a receipt or record of payment.

Electronic transaction records, invoices, booking records, and payment confirmations may be retained by Fly With Angus as business records.

OUTSTANDING BALANCES

17. BALANCE MUST BE PAID BEFORE FURTHER TRAINING

A Student with an outstanding balance **may not receive additional instruction or Safety Pilot services from Fly With Angus until the balance has been paid in full**, unless Fly With Angus expressly agrees otherwise.

Future appointments may be:

- declined;
- canceled;
- removed from the schedule; or
- placed on hold

until the Student's account balance is **\$0.00**.

Payment of an overdue balance does not guarantee that a previously canceled appointment time will remain available.

18. ENDORSEMENTS AND RECOMMENDATIONS

Fly With Angus will not ordinarily issue a **discretionary endorsement, recommendation, checkride recommendation, proficiency sign-off, or similar certification of readiness** while the Student has an outstanding balance.

This includes, as applicable:

- solo endorsements;
- knowledge-test endorsements;
- practical-test/checkride endorsements;

- flight review completion endorsements;
- proficiency-related endorsements;
- recommendations to examiners, aircraft owners, rental operators, flying clubs, employers, or other third parties; and
- other discretionary endorsements or recommendations based upon training provided by Fly With Angus.

Once the Student's account is paid in full, any endorsement or recommendation will remain subject to the Student independently satisfying all applicable FAA requirements and the Instructor determining that the Student has demonstrated the necessary knowledge, proficiency, and readiness.

Payment does not entitle a Student to an endorsement or recommendation.

Fly With Angus will not withhold any logbook entry, record, documentation, or other item that Fly With Angus is legally required to provide solely as a means of collecting payment.

An endorsement or recommendation already lawfully issued will not become invalid merely because a balance later becomes outstanding.

19. DISPUTED CHARGES

If a Student believes a charge is incorrect, the Student should contact Fly With Angus as soon as reasonably possible.

Fly With Angus will make reasonable efforts to review:

- appointment records;
- scheduled duration;
- instructional time;
- cancellation timing;
- payments received; and
- any relevant communications.

A good-faith billing question will not by itself be treated as misconduct or grounds for terminating training.

However, an unpaid amount remains outstanding unless it is corrected, waived, or otherwise resolved by Fly With Angus.

20. PAYMENT ARRANGEMENTS

Fly With Angus may agree to an alternative payment arrangement in exceptional circumstances.

Any such arrangement is discretionary and should be agreed before additional training is provided.

Allowing additional time for payment on one occasion does not create a right to delayed payment on future appointments.

21. PREPAYMENTS AND CREDITS

Unless specifically offered, Students are not required to maintain a prepaid training balance.

If a Student makes a prepayment or receives an account credit, the credit may be applied toward future Fly With Angus instructional services according to any terms provided when the credit was issued.

Aircraft rental or other third-party charges are separate and cannot be satisfied using a Fly With Angus instructional credit unless specifically agreed.

GENERAL TERMS

22. COMMUNICATION OF CANCELLATIONS

Students should cancel or reschedule through the Fly With Angus booking system when available, and should always notify their instructor via text, email or phone call.

If the booking system cannot reasonably be used, notice may be provided through another established method of communication with Fly With Angus.

A cancellation is considered communicated when the cancellation request is actually submitted or received through an approved communication method.

Students should retain any booking confirmation or cancellation confirmation when appropriate.

23. CALCULATION OF THE CANCELLATION WINDOW

Cancellation periods are measured backward from the **scheduled start time of the appointment**.

For example, for an appointment beginning at **2:00 PM**:

- cancellation before 2:00 PM on the preceding day is more than 24 hours before the appointment and ordinarily carries no fee;
- cancellation after 2:00 PM on the preceding day but at or before 1:00 PM on the appointment day falls within the 24-hour cancellation period and may incur a 50% fee; and
- cancellation after 1:00 PM on the appointment day falls within one hour and may incur the 100% fee.

The timestamp recorded by the booking or communication system may be used to determine when a cancellation was made.

24. THIRD-PARTY CANCELLATION FEES

This Policy governs **fees charged by Fly With Angus**.

Aircraft owners, rental operators, flying clubs, FBOs, airports, or other third parties may maintain their own cancellation or no-show policies.

Fly With Angus does not control those policies.

A waiver of a Fly With Angus cancellation fee does not waive a fee independently charged by another business or aircraft owner.

Similarly, a third party waiving its fee does not automatically waive a fee otherwise due to Fly With Angus.

25. PROFESSIONAL AND SAFETY DISCRETION

Nothing in this Policy requires Fly With Angus to conduct a flight or training activity that the Instructor considers unsafe, inappropriate, unlawful, or inconsistent with reasonable professional judgment.

Financial considerations will not override a reasonable safety decision.

A Student will not be charged merely because the Instructor exercises their own discretion to cancel a lesson for safety.

26. POLICY CHANGES

Fly With Angus may revise this Policy from time to time.

Changes will apply prospectively after reasonable notice.

The version in effect at the time of an appointment will ordinarily govern that appointment.

No change will retroactively impose a cancellation fee or higher rate for conduct that occurred before the change became effective.

27. QUESTIONS

Questions regarding scheduling, cancellation charges, payment, or account balances should be directed to Fly With Angus.

Website: flywithangus.com

Email: angus@flywithangus.com

POLICY SUMMARY

Standard Instruction: \$40/hour

Safety Pilot: \$20/hour

More than 24 hours before appointment: No cancellation fee

Less than 24 hours, but at least 1 hour before appointment: 50% of scheduled instructional cost

Less than 1 hour before appointment: 100% of scheduled instructional cost

No-show: 100% of scheduled instructional cost

Unsafe/unsuitable weather: No cancellation fee

Fatigue / unfit to fly: No cancellation fee when genuine; abuse may result in normal cancellation fees or scheduling restrictions

Instructor cancellation: No charge to Student

Late arrival: Handled case-by-case

Exceptional circumstances: Fly With Angus may waive or reduce a fee at its discretion

Payment: Due immediately following the appointment

Accepted: Cash, Venmo, Zelle, Visa, Mastercard, Discover, American Express

Checks/Cheques: Not accepted

Outstanding balance: No further training until balance is paid in full; discretionary endorsements and recommendations may be withheld until the account is current.