

ADVENTURE AVIATION INC. RULES AND POLICIES FOR TUITION FEE PAYMENT AND REFUND

Financial Information and Policies

GENERAL

Adventure Aviation Inc. payment policies apply to all students, renters and other customers who utilize Adventure Aviation Inc. services. Any exceptions require a prior written approval of the Operations Manager.

There are no "Charge" accounts, under any circumstances.

There are two methods of payment.

- A. Pay as you go.
- B. Establish a prepaid account.

TUITION FEE PAYMENT – INTERNATIONAL STUDENTS

All flights are charged to customers according to the Price List. The Company reserves the right to apply other fees and charges as required.

The method that Adventure Aviation Inc. uses for phased tuition collection is as followed:

Application fee plus 10% of the tuition fee will be collected in advance of arrival.

An additional of 25% of the tuition fee will be collected upon arrival and registration at the school.

Upon completion of 35% of the program, the payment method will be pay-as-you go.

The student is charged after every flight which includes preparatory ground instruction time, briefing and post-flight briefing time.

FORMS OF PAYMENT

Adventure Aviation Inc. accepts the following forms of payment:

- Cash
- Interac debit, VISA, MasterCard and American Express
- Local cheques - only with prior management approval. A \$50 fee will be charged for any dishonoured cheques.

For those students who want to establish a Prepaid Account a minimum account balance of \$500 must be maintained prior to any training session to avoid being asked how you plan to pay for any charge

beyond your account balance. If you forget your wallet, expect to come back in or call in with a credit card before the end of that business day.

CANCELLATION AND NO-SHOW FEE

Flights cancelled less than 24 hours before the beginning of the booking may be subject to a late cancellation fee. Students who make a booking but do not show up for that booking will be subject to no-show fee. Cancellation and no-show fees will not be applied in case of a reasonable cancellation (i.e. weather). Weather decisions must be discussed with an instructor. The Company reserves the right to make exceptions for applying and waiving the cancellation and no-show fees. Late cancellation fee is \$40 and no-show fee is \$65.

MINIMUM CHARGE

For aircraft rental, it is expected that the flight time would be at least 50% of the booking time. If an aircraft booked for a long period of time (6h or longer per day), the requirement of the minimum flight time of 4 hours per day applies. If the actual flight time is less than this minimum, the minimum flight time will be charged (rental rate only, no fuel surcharge), unless the flight was reasonably changed for weather reasons. The Company reserves the right to make exceptions.

LATE PAYMENT CHARGE

For any late payment, interest at a rate of 3% per month, starting of the invoice date, will be charged.

GROUND SCHOOLS

- Classroom ground schools and seminar payments are fully refundable up until 30 calendar days prior to the course start.
- Classroom ground schools and seminar payments are 50% refundable up until 7 calendar days prior to the course start.
- Classroom ground schools and seminar payments are non-refundable less than 7 calendar days prior to the course start, or whenever the first class is taken, whichever comes first.
- Regular ground school admission is valid for 1 year, unless specified otherwise

MERCHANDISE RETURNS POLICY

- Gift certificates are non-refundable in cash.
- Merchandise can be accepted for refund within 14 days of the purchase is returned unused and in the original packaging.
- All warranty inquiries will be handled by the appropriate manufacturers. Adventure Aviation Inc. will assist when possible.

- No services provided may be returned

REFUND POLICY

- Refund will be provided by the same ways as payment was received (VISA, MasterCard, American Express, check, international wire transfer, etc.).
- Refunds will be returned to the same name of the individual and the country from where they were received.
- Refund processing fee is \$25 + bank/wire/credit card are charged to the student
- If a student withdraws from the program within three days of an initial introduction and tour of our facilities, all funds paid on account will be refunded.

If a student contract is terminated on the student's part after the training begins, the Adventure Aviation Inc. is entitled to the following amounts of tuition:

- (a) when 10% or less of the training has been provided, 25% of the tuition;
- (b) when more than 10% but 50% or less of the training has been provided, 60% of the tuition;
- (c) when more than 51% of the training has been provided, 100% of the tuition.

If a student contract is terminated on behalf of Adventure Aviation Inc. after the training begins, the Adventure Aviation Inc. is entitled to the following amounts of tuition:

All unused account balance will be refunded.

Expenses for training, books and training supplies, no show fees, and examination fees will be itemized. Credit for books or supplies returned in unused and unmarked condition and with direct proof of purchase may be granted.

- Additional conditions may be specified in an individual student contract
- Standard refund processing time is 30 days. Exceptions may be made.

ACTIVE STUDENTS:

- Current students may request a partial or full refund of their unused funds on their training account, for example, for living expenses from the funds sent by parents.
- Written request is required for each withdrawal. Fee may apply depending on methods of payment.

INACTIVE STUDENTS:

- If student is dismissed or withdraws or does not start training, they will obtain refund of funds remaining on their account after paying all their outstanding invoices (tuition, services, etc.).

FUEL PURCHASES

If a student purchases fuel on a cross-country trip at another airport, the pilot will be refunded for the purchase in a form of a credit towards the trip cost. If fuel was purchased at a lower rate than the Adventure Aviation Inc.'s rate at the home base (Grande Prairie), fuel will be refunded at the purchase rate. If the rate was higher than Adventure Aviation Inc. home base rate, fuel will be refunded at the Adventure Aviation Inc. home base rate. A proof of purchase (original fuel receipt with the fuel quantity and rate) is required at all times for a refund.