

AM119 Flight Cancellation and No-Show Policy

AM119	Administration	Resource Allocation
Programs	Flight Training Programs	
	Effective Date	April 15, 2025
	Revised	
	Accountability	The Aviation Department

To maintain the highest standards of professionalism and operational efficiency, Western Community College (WCC) has implemented the following **Flight Cancellation and No-Show Policy**. This policy ensures that valuable resources such as aircraft, instructors, and operational time are utilized effectively while promoting accountability among students.

Flight Cancellations

- **Cancellations with Advance Notice (More than 24 Hours):**
Students may cancel a scheduled flight reservation for any reason without penalty if the cancellation is made **at least 24 hours in advance**. This allows Flight Pro to efficiently reallocate resources and offer the slot to other students.
- **Cancellations within 24 Hours (Valid Operational Reasons):**
Cancellations made **within 24 hours** of the scheduled flight will only be permitted under **valid operational reasons**, which include but are not limited to:
 - Illness or medical reasons (with proper communication)
 - Fatigue, in alignment with **Transport Canada safety guidelines**
 - Other unforeseen emergencies (to be reviewed on a case-by-case basis)

Students are required to **inform the Dispatch Team and their Instructor as soon as possible** in such cases.

No-Show Policy

A **no-show** is defined as a student failing to attend a scheduled flight reservation without prior notice. This significantly impacts operational efficiency and disrupts the learning schedules of other students.

If a student is marked as a no-show:

- The student will be charged a **no-show fee equivalent to the scheduled flight time**, including both **flight time and ground briefing rates**.
- Continued no-shows may result in **disciplinary action** and could affect the student's ability to book future flights.

Punctuality and Preparedness

- **Arrival Time:**
Students are expected to arrive at least **30 to 45 minutes prior to their scheduled booking time** to allow adequate time for pre-flight preparations, including weather checks, flight planning, and aircraft inspections.

- **Late Arrivals & Unprepared Students:**

If a student arrives **late** or **without the required documents, equipment, or pre-flight preparation**, the College reserves the right to **cancel the booking**. In such cases, the student will be billed for **one hour of instructional time** at the applicable hourly rate.

Policy Compliance & Appeals

Students are encouraged to prioritize their schedules and communicate any cancellations at the earliest possible time. Failure to adhere to this policy may result in **suspension of booking privileges** or further disciplinary action.

In cases of exceptional circumstances, students may submit an **appeal request in writing** with supporting documents to the Chief Flight Instructor or Designated Authority.

This policy is designed to uphold a professional learning environment while ensuring fairness, safety, and the efficient use of training resources.