



# Crest Airpark, Inc.

## Cancellation, No Show and Late Policy

At Crest Airpark we make every effort to keep our rental rates low and our customer service to high standards. We ask you to help us accomplish this by keeping your scheduled aircraft time. When you cancel a flight and an aircraft sits on the ground we all lose. Also, it is unfair to other pilots wishing to fly. The following is our policy for cancellations, no shows, late arrivals, and late returns:

### Cancellations

A reservation cancellation is considered late when less than 24 hours notice is given. Crest staff will attempt to fill your reservation with another customer, and if able to do so, some consideration to the charging policy may be considered. Otherwise, late cancellations will be charged a minimum of (1) hour aircraft time or the daily minimums depending on the length of the time scheduled.

### No Shows

You are considered a "no show" 15 minutes after your scheduled flight time. No shows will be charged a minimum of (1) hour flight time or the daily minimums depending on the length of the time scheduled.

### Late Arrival

You are considered late if you arrive 15 minutes after your scheduled flight time. After the 15 minute wait period the scheduled aircraft may be dispatched to another customer. You are encouraged to call the office as soon as possible if you anticipate a late arrival. Our staff will assist you in making any schedule adjustments possible. Late arrivals may be charged the amount of time elapsed since the reservation start time.

### Late Return

An aircraft return is considered late if it is not returned by the end of the reservation time. Because late returns often inconvenience the next customer scheduled for the aircraft, an aircraft charge equaling the amount of clock time that has elapsed may be charged to you and credited to the next customer's account to offset this inconvenience. Please notify the office by telephone or uni-com (123.0) as soon as a late return is anticipated. If the office is not notified and our staff has to locate you there will be minimum charge of (1) hour flight time or the daily minimums depending on the length of late return.

\*\*Weather conditions that require you to reasonably cancel a reservation or return an aircraft late will be reviewed on an individual basis. Please call when weather limitations are an issue.

I have read and understand the above Cancellation, No Show, and Late Policy on this, the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ and agree to all terms and conditions.

Signature \_\_\_\_\_ Name (printed) \_\_\_\_\_

Crest Airpark Rep. \_\_\_\_\_