

## Takeoff Aviation Academy – Corporate Fee Refund Policy

### 1. Purpose

This policy outlines the refund terms for organisations or corporate clients who have enrolled staff in Virtual or Face-to-Face training programmes delivered by Takeoff Aviation Academy.

### 2. General Principles

- Refunds apply to pre-paid course fees only.
- All cancellation or refund requests must be made in writing by an authorised representative of the client organisation.
- Approved refunds will be processed within 14 working days.
- All corporate refunds are subject to a 10% administrative fee, unless the course is cancelled by Takeoff Aviation Academy.
- Refunds are issued to the original paying organisation.

### 3. Group Enrolments – Face-to-Face Courses

| Notice Period Before Start Date | Refund Eligibility                |
|---------------------------------|-----------------------------------|
| 21+ days                        | 100% refund (minus 10% admin fee) |
| 14–20 days                      | 50% refund                        |
| 7–13 days                       | 25% refund                        |
| Less than 7 days                | No refund                         |
| Course cancelled by the Academy | 100% refund (no admin fee)        |

Note: Accommodation and travel booked via the Academy is subject to separate terms.

### 4. Group Enrolments – Virtual Courses

| Status                                | Refund Eligibility                |
|---------------------------------------|-----------------------------------|
| Cancellation before course access     | 100% refund (minus 10% admin fee) |
| Accessed but not attended             | 50% refund                        |
| Attended part of course               | No refund                         |
| Technical issues (internal to client) | No refund                         |
| Course cancelled by the Academy       | 100% refund (no admin fee)        |

### 5. Transfers and Substitutions

- Substitutions (replacing one staff member with another) are allowed up to 48 hours before course start, free of charge.
- Transfers to a future course date may be granted upon written request at least 7 days in

advance, subject to availability.

- Late substitution/transfer requests may incur a £50 admin fee per participant.

## **6. Non-Refundable Fees**

- Customisation fees for tailored content or special requests.
- Travel, accommodation, and per diem bookings made on the client's behalf.
- Any third-party platform or simulation licence already activated.

## **7. Exceptional Circumstances**

Requests for waivers or alternative arrangements due to unforeseen organisational crises (e.g. natural disasters, political unrest) will be considered on a case-by-case basis.

