

TAILSLIDERS LLC CANCELLATION POLICY

YOUR EXPERIENCE AND SAFETY MATTER TO US, WE WELCOME YOUR FEEDBACK AT ANY TIME. CALL US AT 262-701-7189 WITH ANY QUESTIONS, CONCERNS, OR TO MAKE A CUSTOM REQUEST.

PLEASE NOTE THAT A CREDIT CARD IS REQUIRED AT THE TIME OF BOOKING IN ORDER TO CONFIRM AND HOLD YOUR RESERVATION. YOU WILL BE ABLE TO MAKE PAYMENT AT THE COMPLETION OF YOUR SERVICE VIA CREDIT CARD, CASH, OR VENMO. A SHOW TIME WILL BE PROVIDED FOR THE DATE OF THE FLIGHT. A \$300 CANCELLATION FEE WILL BE CHARGED TO YOUR CREDIT CARD IN THE EVENT OF A NO-SHOW UNLESS THE RESERVATION IS CANCELLED 7 DAYS OR GREATER FROM SHOW TIME. CUSTOMERS WHO CANCEL INSIDE OF THE 7 DAYS LEADING UP TO THEIR SHOW TIME WILL BE CHARGED THE \$300 CANCELLATION FEE.

CUSTOMERS WHO WOULD LIKE TO PAY IN ADVANCE IN ORDER TO RECEIVE A 10% DISCOUNT MAY DO SO. CUSTOMERS MAY APPLY THOSE FUNDS ON THEIR ACCOUNT TO FUTURE FLIGHTS IF THE FLIGHT IS CANCELLED DUE TO WEATHER, MAINTENANCE, PILOT UNAVAILABILITY, OR ANOTHER REASON OUTSIDE EITHER THE CUSTOMER'S OR COMPANY'S CONTROL.

WE ACCEPT CASH, CREDIT CARDS, AND VENMO FOR PAYMENT HOWEVER DUE TO HIGH CREDIT CARD FEES, A 3.5% CONVENIENCE FEE WILL BE ADDED. IF YOU WOULD LIKE TO CONFIRM YOUR BOOKING WITH A VENMO CASH DEPOSIT, PLEASE CALL US. OVERAGES WILL BE BILLED AT HOURLY RATES IF CUSTOMER ELECTS TO EXTEND A LESSON OR SERVICE. TAILSLIDERS LLC OPERATES FROM JACKSONVILLE EXECUTIVE AT CRAIG AIRPORT.