



Airborne Petawawa  
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## **Refund Policy**

### **Retainer Fees:**

Retainer Fees secure instructor time, aircraft slots, and operational resources, which are allocated specifically for each booking, while excluding other customers during your requested date and time. As such, **ALL RETAINER FEES ARE NON-REFUNDABLE**, including, Tandem Retainer Fee, Ground School Retainer Fee and all Course Retainer Fees. The Retainer Fee will be deducted from the total cost of service, on the date of the appointment.

- The Retainer Fee remains valid for the entire season, in the event you need to reschedule.
- When rescheduling, a minimum of **48 hours notice** is required.
- If you attend your reservation and we are not able to skydive due to inclement weather; we will gladly reschedule.

### **Tandem:**

- **Jump Refusal**

In the event that the Tandem Student (passenger) refuses to jump, the cost of the Tandem Skydive (including any video additions) is non-refundable, once payment is complete. Please take the time to read all the available information on our Tandem page prior to committing to a Tandem Skydive.

In the event that the Tandem Instructor decides the jump is not feasible, the Tandem Student may choose to have the cost of the Tandem Skydive (excluding the Retainer Fee) refunded OR choose to maintain a positive balance on their account for a rescheduled event.

- **Stop Drop**

In the event of inclement weather, the Tandem Student may choose to have the cost of the Tandem Skydive (excluding the Retainer Fee) refunded OR choose to maintain a positive balance on their account for a rescheduled event.

- **Camera Malfunction**

On the rare occasion that our camera equipment malfunctions, you will be eligible for a video package refund.

### **Students:**

- **Jump Refusal**

In the event that the Student refuses to jump, the cost of the skydive, including any rental or video fees, is non-refundable, once payment is complete.

- **Stop Drop**

In the event that the Instructor decides the jump is not feasible, the Student may choose to have the cost of the Skydive (excluding the Retainer Fee) refunded OR choose to maintain a positive balance on their account for a rescheduled event.

### **Experienced Skydivers:**

- **Jump Refusal**

In the event that an experienced skydiver decides not to exit the aircraft, the lift ticket and any additional rental cost is non-refundable.

- **Stop Drop due to Inclement Weather**

In the event that a Stop Drop is called due to inclement weather, such as winds blowing out of limit, the lift ticket and any additional rental cost is non-refundable. Once an aircraft has taken off for a scheduled skydive, Airborne Petawawa has provided the service.

### **Mechanical Issues:**

In the event that a Stop Drop is called due to mechanical or technical issues on our part as the Operator, the cost of the lift ticket and any additional rental cost will be credited to the member's account.

### **Account Balance:**

All credits expire at the end of the season and must be used beforehand. Upon request, management may extend credits into the following season on a case-by-case basis, particularly for medical reasons, military deployment, or other exceptional circumstances.