



## **Flight 6ix Incorporated o/a Guelph Flight Centre**

### **Policy 22: ATTENDANCE, CANCELLATION AND “NO SHOW” POLICY**

Students must be considerate and respectful at all times to all other students and personnel.

Tardiness will not be tolerated. A \$100.00 Late and/or No Show Fee will be charged if the student fails to comply with the terms and policies stated in this agreement.

Unless self-paced student practices are in affect, students are expected to attend all scheduled bookings, including but not limited to classes, briefings and aircraft bookings.

#### **DRESS CODE**

Students must be in uniform for all flight and ground lessons, including briefings and simulator lessons.

Ground school classes and exams will be the only exception, but students must still be presentable.

Uniform consists of:

1. White pilot shirt or pilot sweater
2. Appropriate epaulets
3. Full length pants
4. No open-toed or slip on footwear.
5. Ties and black dress pants are not mandatory, but encouraged.

Dress code is part of being prepared, if a student is delayed because of inadequate uniform, the fee will apply.

#### **FLIGHT LESSONS**

Definition: And booking, solo or dual which includes a flight, and/or occupies an aircraft.

All students are to report to dispatch;

- 30 minutes prior to their booked time for regular flight lessons
- 1 hour prior to their booked time for cross country flights
- Prepared and in appropriate uniform

Pre-flight operations shall commence 15 minutes prior to the booked time.

Contact time with the instructor begins at the scheduled time, and by that time students should be prepared for flight and/or briefing. For solo flights, pre-flight shall be done prior and students should be departing at their booked time.

Students are to return 15 minutes prior to the end of their booking, to allot pre-flight time of next booking.

No show/Late Fees:

- If a student is not present for pre-flight 15 minutes prior to booking, they are considered late.
- If a student has not arrived at the booked time, they are considered Late.

- If a student is more than 15 minutes late arriving for their booking, they are considered a no show.
- If a student arrives unprepared, and departure is delayed passed 15 minutes into the booking, a late fee will still be assessed.
- If the student was on time, but the aircraft has not departed 15 minutes into their booking because of any reason within the students' control, a late fee will still be assessed.
- If another flights' departure is delayed by 15 minutes, or cancelled due to a student for any circumstance based on poor decisions or lateness (before or returning), the late fee will be billed.

Whether or not the flight takes place will depend on circumstances of the day. The instructor or CFI may decide to conduct, cancel, or change the flight, but the fee shall still apply.

If the flight is delayed or changed because of an instructor or for reasons beyond the students' control, no fee will be charged.

## **GROUND LESSONS/INSTRUCTOR BRIEFINGS**

Definition: Any instruction lesson on the ground which does not include an aircraft. This includes but is not limited to; Exam Review, additional briefings, and simulator lessons.

All students are to report to dispatch;

- 15 minutes prior to ground lessons, exams or classes
- Prepared and in appropriate uniform

Contact time with the instructor begins at the scheduled time, and by that time students should be present and prepared with all necessary supplies and equipment.

No show/Late Fees:

- If a student is not present 15 minutes prior to booking, they are considered late.
- If a student has not arrived at the booked time, they are considered Late.
- If a student is more than 15 minutes late arriving for their booking, they are considered a no show.
- If a student arrives unprepared, and is delayed 15 minutes into the booking, a late fee will still be assessed.
- If the student was on time, but the lesson has not commenced 15 minutes into their booking because of any reason within the students' control, a late fee will still be assessed.

Whether or not the Lesson takes place will depend on circumstances of the day. The instructor or CFI may decide to conduct, cancel, or change the booking, but the fee still applies.

If the lesson is delayed or changed for reasons beyond the students' control, no fee will be charged.

## **CLASSES/EXAMS**

Definition: any booking including but not limited to; ground school, group study, practice and TC exams.

All students are to report to dispatch;

- 15 minutes early
- Have required supplies and equipment
- In presentable attire
- Uniform is not required

Class begins at the scheduled time, and by that time students should be present and prepared with all necessary supplies and equipment.

No show/Late Fees:

- If a student is not present 15 minutes prior to booking, they are considered late.

- If a student has not arrived at the booked time, they are considered late.
- If a student is more than 5 minutes late they will not be allowed into class. It will then be their responsibility to make up the lost work with an instructor. This time will be billed separately in addition to the package.
- Fees will be charged for lateness and/or absences from a Scheduled Practice/TC Exam.
- All exams will start and end at the scheduled time, if a student is late, they will not be granted extra time.
- In the case of group practice exams, if a student is absent, the test will be recorded as a fail in the student file. No Fee will apply.
- Group study classes are for the students benefit and will be pre-booked. Students are encouraged to participate however no fees will be charged.

If the schedule is delayed or changed for reasons beyond the students' control, no penalties will be given.

If a student is disruptive, talking, using cell phones or any unaccepted behavior during classes or exams they will be asked to leave the classroom, exam will be graded as is and disciplinary actions may be taken.

Homework and self-study is an essential part of a student's progression. If a student fails to homework or assignments given to them prior to a booking, a ground briefing will be completed in replacement of their flight.

Students must be able, at all times during their training, show that they have the appropriate knowledge required for their training status. If a student fails to do so, they will not receive further flight bookings until they demonstrate the required knowledge.

## BOOKING AND CANCELLATIONS

Students are welcome to fly in addition to their pre-bookings, as long as prior contact and arrangements have been made with a Guelph Flight Centre instructor and the time slot is available. No show policy still applies to bookings made at students' request.

Students will be booked at least 6 hrs in advance by Guelph Flight Centre. Unless other arrangements and previous contact is made with the student.

Guelph Flight Centre will do our part in keeping the student informed of their bookings, but students are responsible to check the schedule and be aware of their bookings at all times.

Pre-bookings scheduled by Guelph Flight Centre cannot be cancelled without penalty, for any reason other than illness. If a student feels unwell, it should be reported to the instructor or CFI. A doctors note will be required, and/or illness witnessed by a Guelph Flight Centre staff member.

Additional student booking can be cancelled for other than illness without penalty providing it falls under the policies stated in this agreement.

### Notice of cancelation without penalty

1. For morning flights between 6:00 am and noon: at least 12 hours' notice shall be given prior to your booking time.
2. For flights after 12 noon, at least 6 hours' notice shall be given prior to your booking time.

This notice must be in the form of a personal telephone call and in writing to the instructor and CFI.

### Statement of Supremacy

1. **Primary Authority:** The Ontario Career College Act, 2005 (hereinafter referred to as "the Act") shall serve as the primary authority governing all operations, policies, and procedures of Flight 6ix Incorporated (o/a Guelph Flight Centre) related to career and vocational training.
2. **Supersession Clause:** In the event of any conflict or inconsistency between the provisions of the Act and any internal clauses, policies, or procedures established by Guelph Flight Centre the provisions of the Act shall prevail and take precedence.
3. **Compliance Requirement:** Guelph Flight Centre is committed to full compliance with the Act. All employees, students, and affiliates are required to adhere to the standards and regulations set forth by the Act.

4. **Policy Review and Amendment:** Guelph Flight Centre shall regularly review its internal policies and procedures to ensure alignment with the Act. Any necessary amendments will be made to resolve discrepancies and ensure full compliance.
5. **Notice of Supersession:** This notice serves to inform all stakeholders that any clauses or policies provided by Guelph Flight Centre that contradict or fall short of the standards established by the Act are considered null and void to the extent of the conflict.
6. **Reference:** Please refer to Ontario Career Colleges Act, 2005, ONTARIO REGULATION 415/06, under this link: <https://www.ontario.ca/laws/regulation/060415>
7. **Application:** This statement applies to vocational program students only

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