

CANCELLATION POLICY

1. OBJECTIVES AND BACKGROUND

Phil Unicom Aviation Pty Ltd ACN 059 191 427 (“**PUA**”) trading as Hunter Valey Scenic Flights is committed to providing the best scenic flight experience in a timely manner. We aim to accommodate your needs while maintaining safety pursuant to operational requirements and weather conditions.

Unfortunately, when a customer cancels a booking without giving adequate notice, it can prevent other customers from utilizing that time. This cancellation policy is implemented as a means of respecting the time commitment of all involved and explains the process for requesting a cancellation and the fees applicable. This policy operates in fairness to both our business and the customers who would have otherwise utilized a booking.

2. CANCELLATION DUE TO WEATHER OR OPERATIONAL REQUIREMENTS

It is acknowledged that PUA may contact you prior to your booking in order to reschedule the flight due to unsuitable weather conditions or operational requirements which lay outside of our reasonable control. In the event that this occurs, and you are unable to reschedule the flight, then this will be treated as a cancellation with adequate prior notice and no Cancellation Fee will apply.

3. CANCELLATION PROCESS

We understand that situations can arise in which you must cancel your booking. Due to limited slots being available, we request that you cancel your flight as soon as practicable to allow us to fill the booking slot.

You may cancel your booking by contacting us on the email address or phone number provided below. We request a minimum of 48 hours’ notice for a cancellation, however, the Cancellation Fee will only apply in the following circumstances:

1. If no prior notice is given;
2. If clause 4 “Late Arrivals” applies; or
3. Prior notice is given but you choose not to rebook your flight and seek a refund of the purchase price.

4. LATE ARRIVALS

All bookings are allotted a 2-hour window. If you arrive late and the time remaining in the 2-hour slot is insufficient to complete your flight, then this will be treated as a cancellation without prior notice and the terms of clause 3 “Cancellation Process” will apply.

5. CANCELLATION FEE

- a. The Cancellation Fee is \$50.00 (AUD) (“**Cancellation Fee**”);
- b. The Cancellation Fee may be deducted from any pre-payment or deposit; and
- c. The Cancellation Fee is the sole responsibility of the customer and must be paid in full within 4 calendar days after invoicing if not deducted per clause 5(b).

6. CONTACT DETAILS

If you have any questions, comments, or concerns, we would be more than happy to receive your feedback. Please contact us at:

Phone: 0477 634 141

Email: admin@huntervalleyscenicflights.com.au

Post: PO Box 230, Wickham NSW 2293.