



# How to cancel a reservation

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Rev.1

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## Overview & Purpose

This lesson will walk you through the Fly Time Aviation procedures in the event of a cancellation in a Fly Time Aviation airplane.

## Activity

1. Log into FSP and select your reservation; change activity type to No Show/Reschedule.
2. Enter reason for cancellation/rescheduling.
3. A nominal fee can be assessed. Fly Time Aviation reserves the right to change the fee as conditions see fit. The nominal fee is not designed to cover the loss of revenue, but is designed to reduce the number of unwarranted cancellations. The fee will be assessed as needed to assist with reduction of unwarranted cancellations.
4. If reservation is cancelled within a 24 hour period of the rental start time, a fee of \$15 will be considered to be charged to the name of the person on the rental time slot.
5. If reservation is cancelled before the 24 hour period of the rental start time, no fee will be assessed to the name of the person on the rental time slot.
6. The \$15 fee assessed in item 3 is not mandatory and can be forgiven for extenuating circumstances.
7. The safety of the individual as well as the safety of the airplane is paramount in this situation and at no time shall a renter enter into an unsafe situation to avoid the cancellation fee.

