Cancellation and Refund Policy

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https://recurrentaero.com/legal/en/EEA/cancellation

Pre-launch version
Pre-launch version 0.3. These terms take effect for a training centre on the date it signs or accepts them, and for all other users on the date the service opens. No payments are taken under this version yet.

This policy explains cancellations, alternative session offers, credits, no-show fees and refunds for bookings made on Recurrent. Each booking's own rules (the training centre's cancellation policy, no-show fee and deposit) are **shown at booking** and are fixed to the booking when it is first confirmed; later changes by the centre do not affect existing bookings. This policy is part of the Terms of Use.

Summary of this Policy

- **If you cancel:** your refund depends on the training centre's tiered policy shown at booking and on the time left before the session.
- **If the centre cancels a confirmed booking with no session started:** you get back everything you paid. An alternative session is offered where it applies, and a credit may be added depending on the class of the reason.
- **If you do not attend:** the centre's no-show fee applies. You have 7 days to object.
- **Credits:** valid for 12 months, used on the Platform, not exchangeable for cash.
- **The centre's terms:** the service contract is between you and the centre. The centre's cancellation terms are shown on the listing and at checkout before you pay, and they decide how much you get back (this can be "non-refundable").

This summary is a guide and does not replace the policy.

How this Policy applies to you

This text has a master and a regional addendum (TR, EEA, UK, World). The addendum adds the rules of your country of residence. In Türkiye the Turkish text binds; outside Türkiye the English text binds. The service contract is between you and the centre; the centre's cancellation terms are shown before you pay and apply together with this policy.

1. If you cancel (buyer cancellation)

You can cancel some or all of your sessions that have not started, in Book, the mobile app or Manager. Before you cancel, a preview shows the refund for each session.

The refund depends on the time left before the session, following the training centre's **tiered cancellation policy** ("cancel at least N hours before the session: X % of what you paid back"). Centres choose one of the templates or set their own policy of up to six tiers. The templates are:

- **Flexible:** 100 % back at least 24 hours before.

- **Moderate:** 100 % back at least 7 days before, 50 % at least 48 hours before.
- **Industry standard (default):** 100 % back at least 60 days before, 50 % at least 30 days before, nothing closer in.
- **Strict:** 50 % back at least 30 days before.

Each session is assessed on its own date. A session's price is the total paid (taxes included) divided by the number of sessions, taking any night discount into account. If you cancel some sessions bought with a package discount, the discount the remaining sessions no longer earn is deducted from the refund (a refund never goes below zero). What is not refunded is the cancellation fee.

A centre may state in its policy, expressly, that it gives a credit (12 months) regardless of the tier when the buyer's medical certificate or licence lapses, or in case of death, serious illness or accident, on proof. If it does, the booking screen shows these cases. The option is off by default.

2. If the training centre cancels

If the training centre cancels a confirmed booking none of whose sessions has started, **you get back everything you paid**, whatever the reason. The centre must give a reason and a note; **both are shown to you** on your booking and in the message you receive.

The time left before the first session decides what happens next:

- **At least 24 hours before:** alternatives are offered.
- **Less than 24 hours before:** no alternatives (a device fault is the exception, see section 7); an immediate full refund.

If you do not take an alternative, or none is offered, a **credit** may come on top of the refund. It depends on the class of the reason and on the time left before each session:

- **The centre's own decision** (planned maintenance, its internal need, any other reason): **10 %** at least 48 hours before the session, **20 %** at 24-48 hours, **50 %** at less than 24 hours.
- **An operational disruption** (a technical fault, a staff shortage, a system error): **no credit** at least 48 hours before the session, **10 %** at 24-48 hours, **25 %** at less than 24 hours.
- **Outside the centre's control** (safety, a restriction imposed by an authority, a course that did not reach its announced minimum number of participants): **no credit**, at any time.

Each session is judged by its own date: the percentage for that session's time left applies to that session's share of what you paid (the share is worked out as in section 1), and the amounts are added up. If your first session is tomorrow and the others are weeks away, only the first earns the percentage for less than 24 hours. The percentage shown on your booking is the resulting credit over what you paid, rounded.

An expired certificate does not count as outside the centre's control; an authority decision not caused by the centre's fault does. A course that did not reach its minimum number of participants counts as outside the centre's control only if the minimum and the last cancellation date were shown to the buyer at booking and the cancellation is notified at least 7 days before the session; otherwise it counts as an operational disruption.

Statutory rights. In the outside-control and operational-disruption classes, where the centre is not at fault, the buyer's rights are the full refund, the alternative and the credit in this table. When the centre cancels by its own decision, and in every case where it is at fault, its statutory liability is kept; a credit paid is offset against the same loss. For business buyers, indirect loss is excluded except for intent and gross negligence. A consumer's mandatory rights are kept. This liability is the centre's; the Platform is not a party to this debt.

Default refund. On a centre cancellation the default is a cash refund. A credit replaces the refund only if the buyer chooses it.

The credit is funded by the cancelling centre.

3. Alternative sessions

Alternatives are chosen on an equally or more capable device, for the same kind of training and on the same price terms, close to your original dates (±7 days); the same centre, the same device and the same aircraft type come first. Up to five are shown. You have **48 hours** to choose, counted from when the notice is sent.

- **If you accept:** your booking moves to the new sessions under the same reference. You never pay more: if the alternative is cheaper the difference is refunded, if it is dearer the cancelling centre pays the difference. No credit is given in that case.
- **If you refuse or the time runs out:** everything you paid is refunded and the credit under section 2 is added, where there is one.

4. Credits

Credits are valid for **12 months** from issue, in the currency they were issued in, at any training centre on the Platform, applied before you pay. A credit belongs to the person or organization it was issued to; it cannot be transferred or exchanged for cash. A reminder is sent 30 days before it expires; if you ask in that reminder window, the credit is extended once by 3 months. A credit is booked against the centre's debt. An unused part that expires is written back to the centre as a receivable; the Platform earns nothing from it and no cash goes back to the pilot.

5. No-shows

If you do not attend, the centre may mark the session as a no-show 15 minutes after it starts. If nobody checked in, the centre is asked one hour after the session ends; if it does not answer, the system marks it as a no-show 24 hours after it ends.

When it is marked, you get an e-mail and a notification; the **7-day objection period** starts when the notice is sent. The fee is not paid to the centre before that period ends. The **no-show fee** in the centre's policy applies (by default 100 % of the session price); anything above the fee is refunded. If you object, the centre provides the check-in record. If a no-show session is resold for the same time, the no-show fee for the resold part is refunded to you. The no-show fee is shown before payment.

6. Deposits and when you are charged

If the session is less than 7 days away, your card is authorised on request and charged when the centre confirms; if the centre does not answer in time, the authorisation is released and nothing is charged. If the session is more than 7 days away, your card is saved and charged 7 days before the session; the date and amount are on the payment screen and in the confirmation e-mail. If the charge fails, we tell you and give you at least 24 hours to update your payment details; if payment is still not received, the session is released, no extra fee is charged, nothing is paid to the centre and no commission is taken. If the centre's policy includes a deposit, it is taken at confirmation. Cancellation tiers apply to the deposit as well; where the deposit exceeds what you are due to pay, the excess is refunded.

7. Faults and technical problems

If a device fault affects your booking, the centre tells you. The booking either moves to an alternative session or is settled as a centre cancellation under the rules above (full refund, alternatives, and the credit for a technical fault, where there is one). For a device fault, alternatives can also be offered less than 24 hours before the session.

8. How refunds are paid

A refund is started within 14 days of the request reaching us and goes back to the payment method; when it reaches your account depends on your bank. Where part of a booking was paid with a credit, that part is restored as a credit. For bookings paid on a corporate account, the refund is made with a credit note.

9. Disputes

The objection period for how a session was given and for a no-show is **7 days**, counted from when the closing or no-show notice is sent; payment to the centre waits during that time. For a wrong charge, invoice or payment error the period is **30 days**; this window does not hold the centre's payment and is only offset in a decision for the buyer. The Platform decides, with reasons, for the buyer, for the centre or partly for each, on the parties' evidence. The decision and holding periods are as in the Training Centre Terms. The decision does not limit your right to go to an arbitration body, a court or another legal route.

10. Your statutory rights

This policy does not remove consumer rights you have that cannot be limited by contract. A later one-sided change does not make a confirmed booking worse. Questions: contact@nivorbit.com.

Cancellation and Refund Policy: Addendum EEA

This addendum completes the Cancellation and Refund Policy if you live in the EEA.

EEA-1. Statutory rights

The mandatory consumer rights of your EEA country of residence are kept. A credit under this policy does not stop you from relying on them.