



## RETURN AND REFUND POLICY

### **Application Fees**

A non-refundable application fee is required to submit your application to attend Thrust Flight. The school will commit resources and incur nonrecoverable costs on your behalf in reviewing and processing your application. As such, application fees are non-refundable.

### **Housing Fees**

Students that elect to utilize Thrust Flight housing will execute a housing license agreement for a specific time period. Once a student accepts and moves into student housing, housing fees are refundable only to the extent Thrust Flight is unable to provide student housing in accordance with the terms of the housing license agreement. Otherwise, the entire housing fee becomes nonrefundable upon move-in. Prior to moving into student housing, a student may receive a refund of housing fees only if the housing offered by Thrust Flight is not in accordance with the terms of the housing license agreement or if the student withdraws from Thrust Flight training programs prior to the start of those programs.

### **Tuition and Fees**

#### ***Zero Time to Airlines Programs:***

##### Canceling Enrollment

A student may cancel their enrollment within the first three days following execution of an enrollment agreement by notifying an Admissions Advisor or Program Manager. Students canceling enrollment will receive a full refund of all monies paid toward that enrollment, less nonrefundable application fees.

##### Dropping a ZTA Program Course Prior to the Scheduled Start Date

Prior to the start of any ZTA program course, a student may drop the course by notifying a Program Manager. ZTA students dropping a course will be terminated from the program and entitled to a refund of any prepaid course fees for courses not yet begun, less a \$150 administrative drop fee.

##### Dropping a ZTA Program Course in Progress

During the first three class days of a ZTA program course, the student may drop the course and terminate from the ZTA program by notifying a Program Manager. The student will be entitled to a refund of any prepaid course fees for the dropped course and any program courses not yet begun, less a \$150 administrative drop fee, and less charges incurred to date in the dropped course.

If a course is dropped after the first three class days, the course fee for that course is non-refundable. The student will be terminated from the program and will receive a refund of prepaid course fees for program courses not yet begun.

##### Termination from the ZTA Program

A student withdrawing or terminated from a ZTA program will be dropped from any courses in which they are currently enrolled and will be entitled to a refund of unused course fees in accordance with the applicable *Dropping a ZTA Program Course Prior to Scheduled Start Date* or *Dropping a ZTA Program Course In Progress* sections above.

#### ***Continuing Education Courses:***

##### Knowledge Test Prep Courses

AKT-101 – Private Pilot and AKT-201 – Instrument Pilot Knowledge Test Prep Courses may be postponed or rescheduled at no charge one time at any time prior to the scheduled class start date. The rescheduled course must be taken within 120 days of the original scheduled start date. Further rescheduling or extension beyond 120 days will incur a \$50 rescheduling fee. Registration may be canceled for a full refund, less a \$50 cancellation fee at any time before the scheduled class start date. Class fees are non-refundable once the class has begun.

##### Reserved Courses

Certain continuing education courses with limited capacity have a refund policy tailored to maximize scheduling efficiency and to utilize all available seats for each session. The following courses are "Reserved Courses":

- AFC-501/CEC-501 – CFI Airplane Theory
- AFC-503/CEC-503 – CFI Instrument Theory
- CEC-401/CEC-402 – Accelerated Multi-Engine

##### Postponing / Rescheduling Reserved Courses

You may reschedule a Reserved Course at no charge if requested more than 30 days before the class start date. Postponements within 30 days will be charged a change fee as follows:

- 15 – 30 days before scheduled start date: \$150
- 5 – 14 days before scheduled start date: \$250
- Less than 5 days before scheduled start date: \$500

If the published course fee for the rescheduled course is different than the original fee, you are responsible for any increase or will be refunded any decrease.

##### Cancellation of Reserved Course Reservations

If you wish to cancel a reservation for a Reserved Course, we will provide a full refund, less a drop fee. Drop fees vary by the amount of advanced notice provided before the scheduled class start date:

- More than 30 days before scheduled start date: \$150
- 5 - 30 days before scheduled start date: \$250



- Less than 5 days before scheduled start date: \$500

Generally, tuition and fees for Reserved Courses are not refundable once the class begins. However, any unused flight time paid for as part of an instructor academy course will be refunded in full.

#### Canceling Enrollment in a Continuing Education Courses

A student may cancel their enrollment in a continuing education course other than Knowledge Test Prep and Reserved Courses within the first three days following execution of an enrollment agreement by notifying an Admissions Advisor or Program Manager. Students canceling such enrollments will receive a full refund of all monies paid toward that enrollment, less a) nonrefundable application fees, b) the normal retail cost of any materials not returned in resalable condition, and c) the normal retail hourly rental and instruction rates for any training received prior to cancellation.

#### Dropping a Continuing Education Course Prior to the Scheduled Start Date

Prior to the start of any continuing education course other than a Knowledge Test Prep or Reserved Course, a student may drop the course by notifying an Admissions Advisor or Program Manager. The student will receive a refund of all unused funds on deposit, less a \$150 administrative drop fee. The student may elect to leave funds on deposit to use toward future continuing education courses in which case the drop fee will be immediately deferred and fully waived once the student begins another course.

#### Dropping a Continuing Education Course In Progress

Students may drop a continuing education course other than a Knowledge Test Prep or Reserved Course at any time by notifying a Program Manager. The student will be issued a refund of any unused funds on deposit less a \$150 drop fee. The student may elect to leave funds on deposit to use toward future continuing education courses in which case the drop fee will be deferred when a student elects to leave his or her entire deposit account balance of \$3,000 or greater on deposit for future training and the deferred drop fee will be fully waived once the student begins another course.

#### **Administrative, Facilities and Services Fee**

Administrative, facilities and service fees included in an enrollment agreement are refundable through the third calendar day from the scheduled program or continuing education class start date when a student withdraws all enrollments or terminates a program. These fees are non-refundable after that date.

#### **Materials and Supplies**

Physical items may be returned, shipping prepaid, within 10 days of the date the item was shipped or picked up from our location. Defective items will be replaced at no charge once we receive and inspect the item at our location. Please contact a Program Manager for a Return Materials Authorization (RMA) prior to shipping.

Items returned for a refund must be in new, resalable condition, and still in the original packaging. If your return qualifies, your purchase amount will be refunded, less a 15% restocking fee.

#### **Refund Checks**

Within 30 days of your drop, cancellation, withdrawal or termination, Thrust Flight will issue a check made out to the student (or the student's lender/third-party payor if applicable) for any refund amounts due. For payments originally made via credit or debit card, Thrust Flight may elect to issue a refund via credit/debit card account credit when the refund occurs within 30 days of the date originally charged to a card.

#### **Refunds to Third Party Payors**

Refunds for any students financing their training through a lender associated with the school or the Veterans Administration will be directed first to the third party payor. Students should contact these institutions directly for further information regarding refunds.