



1. Membership

1.1 A valid membership is required to use the facilities as a club member. This includes access to our booking system and use of keys and airside passes authorised by Leading Edge Flight Training Ltd.

1.2 If you do not have a current membership, you must not use the facilities granted access by membership.

1.3 Membership is payable annually and is valid for a calendar year from purchase. It can be purchased from the shop on our website www.left.aero

1.4 Membership is valid at our Glasgow and Cumbernauld locations.

1.5 Facilities are available for non-members with a 20% surcharge. This does not include the use of any privileges available with paid membership.

2. Glasgow Airport Security Pass

2.1 A Security Pass is required for operation outside normal office hours at Glasgow Airport. Members who wish to apply will be sponsored by Leading Edge.

2.2 It is the responsibility of the member to pay for the pass which is valid for 5 years.

2.3 It is a requirement for a valid membership at all times while holding a Security Pass. Security Passes will be cancelled in the event of failure to renew membership.

2.4 The Security Pass must be surrendered immediately on termination of membership.

3. Payment

3.1 Payment can be made via cash, credit card, or bank transfer (BACS).

3.2 Customers are responsible for all bank charges, and any levied to Leading Edge will be recharged to the customer.

3.3 All discount packages must be paid for, in full, before use of. If the payment is not received before the date, then flight will be charged at the full rate.

3.4 Due to the nature of variable costs in the industry, e.g. fuel, Leading Edge reserves the right to implement a surcharge for a period of its choosing to accommodate for fluctuating costs. This will be notified to customers.

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3.5 If a student pays for a full PPL Training Package and takes longer than 1 year to complete it, then additional costs may be incurred to reflect the increases in fuel, maintenance, operations and training.

3.6 It is the responsibility of the customer to ensure that they do not owe money at any point. Customers can check their balance on the Evionica system and will receive notification of flights charged. If a customer has outstanding charges, they should be paid in full within 24 hours. If the payment is not settled by the end of the next working day, a "late payment fee" will be charged in accordance with the following:

- a) £10, if the amount owed is less than £100
- b) £30, if the amount owed is between £100 and £500
- c) £100, if the amount owed is greater than £500

This fee will be charged every 7 days from the date that it was first charged, until the amount is settled.

4. Refunds

4.1 Refunds are not given on packages; however this may be overridden in exceptional circumstances, such as a loss of medical. This is considered on an individual basis..An application for a refund should be made to finance@left.aero.

4.2 If a refund is authorised, the standard pricelist hourly rate for aircraft hire prevailing at the time the refund is requested will be applied to all of the flying completed in the calculation of the refund due to the customer. In addition, all landing, navigation, and misc charges will also be levied at the full rate.

4.3 An admin fee of 20% or £50.00 (whichever is higher) applies to all refunds, which is calculated at the time based on the amount of admin time required to process the refund.

5. Bookings

5.1 All bookings of aircraft and instructors must be made via the Evionica system.

5.2 The Flying School has the right to change and/or cancel bookings as is deemed to be necessary for operational purposes.

5.3 In the event that a student does not show up, or arrive on time, for a scheduled booking, Leading edge reserves the right to charge a "no show fee". This fee is £50 for a slot involving a single engine aircraft or ground school.

5.4 If a student wishes to cancel a slot that has been booked and approved, they must telephone or email the Flying School. Cancellations must not be performed through the booking system itself.

5.5 In the event that a student cancels a scheduled booking within 48 hours of that booking, but before the start time of the booking, Leading Edge reserves the right to charge a "late cancellation fee". This fee is £30 for a slot involving a single engine aircraft or ground school.

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5.6 All Leading Edge flights are calculated as “fixed block time” – this means that the block time is calculated as flight time + 15 minutes. This is what is charged to the customer. These are rounded to the nearest 5 minutes. Periodic checks are made with Air Traffic Control Logs.

5.7 Any disagreement regarding cancellation should be resolved at the time of cancellation and not at the time of receiving any charges.

5.8 Weather cancellation should be mutually agreed between pilot / student and operations / instructor.

5.9 If a pilot uplifts fuel and/or oil when away from base, this will be credited back to the pilot at the cheaper of:

- a) The amount of fuel/oil uplifted, calculated at the price issued by Leading Edge Flight Training Ltd.
- b) The amount paid by the customer

6. Release of Student Records

6.1 In the case of a student wishing to transfer to another flying school during their training, Leading Edge Flight Training Ltd. will transfer the records on completion of a reconciliation check with the pilot logbook.

6.2 Leading Edge Flight Training Ltd. reserves the right to withhold your student record (containing information on lesson progress) until all payments have been made.

7. GDPR

7.1 All data is stored in accordance with the Leading Edge Flight Training Ltd. Data Retention and Sharing Policy 2018, which is available on request.

7.2 Data may be shared with the emergency services in the event of an accident or incident.

7.3 Data may be shared with Glasgow International Airport for the purpose of security.

7.4 Data may be shared with the UK Civil Aviation Authority, or any other ICAO State, for the purposes of licencing, medical, investigation, and/or prosecution.

7.5 You have the right of access to all of the information stored, pertaining to yourself. This is available on Evionica.

7.6 You have the right to withdraw your consent for personal data retention at any time. Please note that this may prevent Leading Edge Flight Training Ltd. from adequately providing you with our services