

## **MEMO TO RENTERS- CANCELLATIONS (4-14-21)**

We recently have had an unusual and EXCESSIVE number of cancellations (including last minute cancellations) as well as no-shows. These cancellations and no-shows are harmful to:

1. Fellow members who could have booked the airplane for their needs or to accomplish their goals;
2. CFIs whose ability to earn a living (or supplement their income) depends on access to airplane for their students;
3. The airplane owners, who lose income needed to cover the airplane's expenses;
4. Oakland Flyers who lose income from the rental to cover its expenses.

Per the club rules, members who cancel with less than 24 hours notice can be charged one hour of flight time. JimG has been very lax in enforcing this rule., and would prefer not to impose this rule needlessly. However, if this continues, we will find it necessary to do so, and/or take other measures (such as placing scheduling restrictions).

### **MEMBERS ARE REMINDED::**

1. Only make a reservation if you intend and commit to use the airplane at the time of the reservation. Don't take the "shotgun" approach of booking multiple flights in hopes of getting an airplane in case you need or want it.
2. Include pertinent remarks as to intentions or destinations in the "Remarks" section (unless dual flights) . Comments such as "flight, "vfr" "ifr" are not adequate.
3. If a plane is booked during the time you want it, make a backup reservation in case it cancels.
4. Only book the plane for the time needed so as to allow for others to make use of it as well. We reserve the right to make adjustments as needed and appropriate in order to allow its use by others. (Examples of over-booking: Booking the airplane for 4 hours to do pattern work; Students booking the plane for 4 hours for a 60nm cross-country flight).
5. Dual flights in which a significant ground session (more than a few minutes) will take place before the flight should be booked from the time of the expected completion of the ground session. In this case the instructor and plane are booked separately.
6. Student solos cannot be booked or dispatched prior to our opening hours unless the primary CFI is present, or makes suitable arrangements for another CFI to sign the dispatch sheet and dispatch the aircraft. The name of the student's CFI as well as the CFI that will be dispatching the flight shall be entered into the Remarks section on the reservation. Student solo reservations without these remarks may be deleted without notice. Dispatch books for these flights will not be left in the lock box.
7. Checkrides take precedence over all other flights. We may find it necessary to cancel a reservation in order to accommodate a checkride.
8. If cancelling, for other than the default weather related reasons, put the reason in the remarks. NOTE that this does not apply to CFIs or the Desk who may be making needed aircraft or scheduling adjustments.
9. Late cancellation fees (less than 24 hrs notice ) may still be charged at the management discretion.
10. CFIs also have the option of charging for late cancellations.

**EFFECTIVE IMMEDIATELY:** No-Shows will be automatically charged the cancellation fee, and /or have scheduling restrictions placed on their account.