



AVIATION

# **CANCELLATION POLICY**

Effective Date: 21 May 2025

Company Name: MCAM Ltd (Trading as MCAM Aviation)

Company Registration: 04344290

Website: [www.mcamaviation.com](http://www.mcamaviation.com)

## 1. OVERVIEW

This Cancellation Policy sets out the terms for cancelling confirmed bookings with MCAM Ltd.

## 2. CLIENT CANCELLATIONS

All cancellations must be in writing. The following charges apply:

- More than 7 days: 25%
- 72 hours to 7 days: 50%
- Less than 72 hours: 100%
- After aircraft positioning: 100%

Non-refundable costs include permits, crew, catering, and handling fees already incurred.

## 3. OPERATOR CANCELLATIONS

Operator cancellations due to operational or technical issues will be met with best-effort replacements. Refunds, if any, will follow the Operator's terms.

## 4. FORCE MAJEURE

No liability is accepted for cancellations due to weather, airport closures, strikes, pandemics, or other events beyond control.

## 5. REFUNDS

Refunds, where eligible, are processed within 14 business days net of third-party fees.

## 6. CHANGES

Booking modifications may be treated as cancellations and rebookings and may incur additional fees.

## 7. NO-SHOW

Failure to appear will result in 100% charge with no refund.

## 8. CONTACT

Email: [cancellations@mcamaviation.com](mailto:cancellations@mcamaviation.com)

Phone: +44 20 4538 9473

Address: 207 Sloane Street, London, SW1X 9QX

## 9. AMENDMENTS

This policy may be amended without notice. The version in effect at the time of booking applies.