

Waterloo Wellington Flight Centre

Client Access Agreement

Version 2.4
December 2020

Waterloo Wellington Flight Centre

History

Welcome to Waterloo Wellington Flight Centre (WWFC) and thank you for choosing this flight centre as your professional institution.

Founded in 1932 at Lexington Field in North Waterloo, WWFC has deep roots in the Waterloo region and aviation industry. Originally established as a flying club, it continued to grow over the years to become a driving force behind the development of the Waterloo Airport in its current location in 1950.

Today, WWFC offers a state-of-the-art facility that is partnered with Conestoga College and the University of Waterloo aviation programs, which offer industry recognized training to individuals seeking a career in aviation. WWFC also strongly supports the general aviator; training private pilots, supporting rental clients, engaging with the COPA 26 chapter and participating in a wide variety of community events.

WWFC is a not-for-profit corporation that employs more than 70 full and part time employees and is governed by an eight-member volunteer board of directors. The mission of WWFC continues to provide members of the aviation community with the opportunity to pursue their goals supported by the highest quality resources and in the safest environment.

Message from the General Manager

I would like to welcome you to WWFC. You are joining one of the top flight centres in Canada.

At WWFC you will find dedicated staff who work hard to provide members of the aviation community with the opportunity to pursue their goals. We have a broad range of flight training options, including aviation programs partnered with Conestoga College and University of Waterloo, as well as many partnerships and career pathways with major and regional airlines.

WWFC has been experiencing a substantial growth in the past 3-5 years. The pilot shortage that is frequently in the news has spurred more interest in aviation as a career and for recreation as well that it has boosted application numbers across the board.

WWFC is also a strong supporter of other aviation programs and organizations, such as Ready Set Fly, Northern Lights Aero Foundation, Elevate Aviation, Canadian Women in Aviation and Air Transport Association of Canada, among many others.

We're also active in the community through many outreach events and special events, such as Girls Can Fly, Aviation Fun Day and the annual WWFC Golf Tournament. If you are looking for volunteer and networking opportunities, we would be happy to hear from you.

We look forward to having you join us.

Sincerely,

Bob Connors
General Manager

Client Access Membership

As a client of Waterloo Wellington Flight Centre you will be part of one of the most progressive and prestigious flight centres in Canada. You will be entitled to numerous benefits:

- Large, modern fleet of aircraft & simulator(s)
- Professional and courteous staff
- Online aircraft and instructor scheduling system (Wingman)
- College and University affiliation (Conestoga College/ University of Waterloo)
- Instruction for private pilot licence and part time commercial pilot programs
- Aircraft rentals including long range and extended rentals
- Level 2 Transport Canada approved simulator
- Modern facilities & flight planning equipment
- Private briefing rooms/classrooms
- Modern restaurant facilities (catering also available)
- In house pilot's shop/gift shop – The Pilot Shop
- PE Private Flight Test Examiner available on short notice
- Annual open house events
- 10% discount on our hourly maintenance charge
- Monthly e-newsletters and Annual Report
- Sustaining membership eligibility after one year of membership subject to Board of Director approval
- Free seminars and lectures
- Discounts at local stores
- Meeting room facility rental
- Reduced insurance deductible of \$2500.00 should damage occur during their rental of an aircraft

Management and Staff

Bob Connors – General Manager

Responsible for overseeing all administrative functions of the flight centre. Manages the staff, acquires equipment and the general management of the day-to-day operations.

519-648-2213 x 103

bconnors@wwfc.ca

Sarah Spry – Associate Manager

All finance and facility related questions, as well as any HR or customer service-related issues.

519-648-2213 x 106

sspry@wwfc.ca

Matthew Scheben – Chief Flight Instructor (CFI)

Able to assist you with any and all questions pertaining to TC regulations, staff issues, emergency response, flight and written test organization and operational control.

519-648-2213 x 107

mscheben@wwfc.ca

Shawna Atkinson – Assistant Chief Flight Instructor (ACFI)

Responsible for in flight training programs.

519-648-2213 x 147

satkinson@wwfc.ca

Kyle Green – Training Manager (ACFI)

Responsible for Post-Secondary academic training programs.

519-648-2213 x 135

kgreen@wwfc.ca

Tim Powell – Director of Maintenance

Internal and external aircraft maintenance inquiries.

519-648-2213 x 102

tpowell@wwfc.ca

Sarah Finch – Program Coordinator

First point of contact for all Conestoga college and ATPL programs.

519-648-2213 x 127

sfinch@wwfc.ca

Amnesty Soucy – Program Coordinator

First point of contact for all University of Waterloo inquiries.

519-648-2213 x 144

asoucy@wwfc.ca

Lisa Pacheco – Program Coordinator

First point of contact of all stand-alone inquiries, ground schools and IPC's.

519-648-2213 x 141

lpacheco@wwfc.ca

Dispatch

Responsible for customer service, scheduling and dispatching planes. Works with maintenance and fueling to ensure safety of all aircraft.

519-648-2213

dispatch@wwfc.ca

Pilot Shop

The Pilot Shop offers a wide variety of pilot supplies and gifts for everyone. The shop is open 7 days a week from 0730-2100.

Items can also be purchased online at wwfc.ca/the-pilot-shop

519-648-2213 x 101

thepilotshop@wwfc.ca

Runways Cafe

Runways cafe is open daily for breakfast and lunch. Before that early morning flight or after a long day of flying, the staff at Runways Cafe invites you to stop in and relax. Come on in and enjoy the view.

519-648-2211

This Agreement

The Client Access Agreement & Client Manual covers much of the required information for new pilots starting their flight training at Waterloo Wellington Flight Centre. To complete the necessary requirements for the Flight Training Program Outline, this booklet is given in association with the Transport Canada Study and Reference Guide, Flight Test Standards and the selected training sheet outlining cost and requirements for the license or rating. Electronic versions of the Study Reference Guides and Transport Canada Flight Test Standards can be obtained electronically at: www.tc.gc.ca. Details of program names, associated costs, and minimum age, medical fitness and skill/knowledge of specific training programs can be found at www.wwfc.ca

The CFI retains the right to impose any additional safety limitations on any flight. The CFI retains the right to exempt any pilot from any rule or regulation where he/she believes safety will not be adversely affected.

Please review the following prior to training at WWFC:

- ***WWFC Client Manual and Client Access Agreement;***
- ***The Transport Canada Study and Reference and Flight Test Standards for the course interested in enrolling; and***
- ***The applicable cost/requirement Info.***

Once completed, sign the last pages of this package indicating acceptance of WWFC policies and procedures. If you have any questions, please contact the CFI.

Client Code of Conduct

Clients acting as Pilot-in-Command (PIC) are responsible for complying with the Canadian Aviation Regulations, operating aircraft in accordance with manufacturer limitations, and adherence to WWFC operational rules and procedures contained in the Flight Training Operations Manual.

Clients are prohibited from using Waterloo Wellington Flight Centre's aircraft for flights where remuneration is provided. This may include but is not limited to use of aircraft for; scenic flights, flight training, or any other flights that may compete with the services offered by the Waterloo Wellington Flight Centre. Should any client be found not complying with these rules, their client access may be terminated without notice.

All Clients have a right to be in an environment that asserts the personal worth and dignity of each individual. In order to achieve this objective, WWFC will not tolerate any form of discrimination and/or harassment in its employment, educational, or business dealings. Every client has the right to file a complaint of discrimination/harassment and has an obligation to conduct themselves in a professional and appropriate manner. Complaints can be directed to either the GM or Associate Manager and will be kept confidential.

Waterloo Wellington Flight Centre is committed to excellence in serving all customers including people with disabilities.

WWFC understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. Clients can find this full policy on our website at wwfc.ca.

WWFC General

- All pilots of WWFC aircraft must follow safe training practices for defined flight maneuvers. A table detailing these maneuvers and restrictions can be found in the Client Manual or in the Flight Training Operations Manual Section 2.23.
- No person shall operate a WWFC aircraft over water and beyond gliding distance to land except during take-off and landing.
- Spins and/or spiral dives are only permitted with a WWFC instructor on-board.
- Aerobatic flights are not permitted without authorized staff on-board or by authorization of the CFI/ACFI.
- Pilots are restricted from engaging in formation flying and taking off or landing in formation. The CFI/ACFI may permit these exercises on occasion to properly trained pilots.
- WWFC aircraft are prohibited from operating at airports with unpaved runways or with no winter maintenance unless authorization has been granted by the CFI.
- Manipulation of the flight controls from the right seat is permissible in the following circumstances:
 - a) When the PIC is a flight instructor employed by WWFC
 - b) When the PIC is a pilot examiner
 - c) When authorized by the CFI or Duty Pilot
- In all other circumstances, the PIC shall fly from the left seat and be the sole manipulator of the flight controls.

Fit for Flight

WWFC takes fitness for flight very seriously. Compliance with this policy is a condition of WWFC operations. Violations of this policy may result in disciplinary action, including but not limited to termination of client privileges.

Clients who use or are under the influence of alcohol or drugs at the Waterloo Wellington Flight Centre are a risk to themselves, their instructors, our clients and everyone else potentially affected by their training.

Fit for flight means a physical and mental state without impairment due to the use or after-effects of alcohol, drugs (e.g. legal, illegal, prescribed/over-the-counter medication) or other health conditions, which allows the student to perform safely and effectively.

All clients are required to:

- Be fit for flight at all times while at WWFC.
- Refrain from consuming, possessing, purchasing, selling, distributing or engaging in any other conduct involving alcohol, drugs (legal or illegal), and/or drug paraphernalia while on the premises.
- Refrain from consuming alcohol within twelve (12) hours prior to a flight.
- Refrain from consuming **any** potentially impairing drug within twenty-four (24) hours prior to a flight.

Cannabis: In addition to the above, WWFC has adopted the Transport Canada and industry standard towards cannabis use. All staff/clients must not use cannabis within twenty-eight (28) days prior to a flight.

“Effective June 13th, 2019 The *Canadian Aviation Regulations* (CARs) require fitness for duty and that no person shall act as a crew member of an aircraft, air traffic controller, or flight service specialist while using or under the influence of any drug that impairs the person’s faculties to the extent that aviation safety is affected.” For further details on the CAR’s please refer to sections 602.02, 602.03, and 801.01.

A reminder that all WWFC vehicles, aircraft and facilities are strictly non-smoking and that specific restrictions are in place by law (e.g. prohibited in proximity to shared doorways) and by lease/policy (e.g. cannabis smoking is not permitted outside while on WWFC property).

Safety Program

WWFC maintains a Safety Management System (SMS) for flight operations. Through this system, WWFC aims to identify hazards to safety and reduce risks as much as possible.

All pilots involved in operating WWFC aircraft are required to participate in this system by:

- **Submitting SMS reports (found on our website at wwfc.ca)** for any aviation occurrence, near-miss, regulation or rule violation, or any other situation that the pilot believes is safety relevant
- Meeting with WWFC personnel as requested in a safety occurrence investigation
- Completing any remedial training assigned as corrective actions

Aircraft may be equipped with ‘tracking/recording devices’

- *Flight data is intended to be used by flight instructors, students and licenced pilots as a debrief tool for their flights. The data will also be reviewed by the WWFC Management Staff in the event that an automatic alert is generated, or an aviation occurrence is reported or suspected to have occurred.*
- *Without the consent of the person(s) concerned, WWFC may not share access to recorded data with any individual who does not meet the access criteria listed above, except in the case of an aviation occurrence or accident. If information is recorded that is deemed pertinent to cause in an occurrence investigation, recorded data may be shared with the assigned Transport Canada Civil Aviation Inspectors either in whole or in part. In the event of an aviation accident, all recorded data and the physical device will be surrendered to the Transportation Safety Board on their request.*
- *If a WWFC aircraft is equipped with a device, it may only be removed or disabled by WWFC authorized personnel.*

Refer to Client Manual for more.

Using WWFC Aircraft

Check Outs on Aircraft Types

Prior to any solo/rental flights, all pilots shall complete the type specific open book exam and ensure a copy has been submitted and placed in their file. Clients will then need to complete a checkout form and have an instructor sign off.

Making a Booking

Bookings can be made in consultation with your instructor or on line. You will be given Wingman access credentials once you are a current year client.

There are two types of bookings:

TRAINING FLIGHTS: Must be signed out by an instructor.

Pre-PPL (student pilot with a student pilot permit only) dual or solo

Training flights: Modular or program students dual or solo.

Extended training flights: cross country, over 4 hours, trans border, overnight (dual or solo)

RENTAL FLIGHTS: Are signed out by dispatch (Cannot count towards training time in a PTR)

Extended rental flights: cross country, over 4 hours, trans border, overnight

An **extended rental approval form** must be completed by the client and reviewed and approved by the Duty Pilot. These forms are found in the flight planning area of Waterloo Wellington Flight Centre or on our website at wwfc.ca. **Extended rental requests must be submitted at least four days prior to before departure, and are subject to approval.**

Arriving for Bookings & Getting Dispatched

All clients and instructors are expected to arrive 5 minutes prior to their booking time. This ensures enough time is given to complete any flight planning or pre-briefing so that you're prepared to depart at your booked time. Also, please be considerate of the other clients when returning the aircraft by ensuring that you are on time and the aircraft is left neat and clean.

If you're more than 15 minutes late for your booking, your aircraft and/or instructor may be dispatched to another client.

Flight Authorization

No person shall take an aircraft without first being authorized by an instructor or dispatch.

Each client is responsible to ensure that all relevant licensing and other documentation is current and carried with them. When a client is signed out at dispatch he/she is making a legal declaration that they are conforming to all regulations pertaining to the flight.

An **instructor must sign out all student training flights** which are to be entered into a student's pilot training record (PTR). This includes solos and dual flights, even with your own aircraft. Clients must have their pilot permit and PTR and/or license, medical certificate and radio license available for every flight. Electronic signatures are required prior to any flight and instructors must be on site to sign students out.

Licensed pilots conducting a rental flight should be aware that a dispatcher may request to inspect a pilot log book, license, medical and radio operators certificate before each flight. All client accounts must be in good financial standing.

A flight package including weight and balance, extended rental approval form, flight plan and other required information shall be signed submitted before any flight. Most of the required information is handled in **Fleet Captain**. A **WWFC flight authority** form must be completed in full for each flight, as these documents replace individual entries normally placed in the aircraft's journey logbook.

All pilots shall accurately record HOBBS start time, HOBBS time, uptime, downtime and airtime, and record them on the forms where appropriate. Trips with engine shutdowns shall be signed out and recorded with each stop as a separate flight.

Flight plans must be filed for all day or night flights to other airports or flights greater than 25 nm from CYKF.

Taxiing & Parking Aircraft

Taxi speed on Apron II (WWFC Apron) should be at a brisk walk pace. Please slow down and take your time, especially on our congested apron.

When parking aircraft please use the yellow painted lines to line up the wheels. Be cautious when maneuvering on the ramp. We have had a few damaged wing tips due to pulling in too close to a building or pole. Repairs can be costly and take time, which may take a plane offline for a number of days.

If needed, get out of the plane and use a tow bar to push it into place.

Winter Operations

Always remember to remove cowl plugs before starting the engine.

Cowl plugs are to be installed after your flight when the temperature stays below -7 .

Any frost, snow and/or ice on the wings needs to be removed from the aircraft. Brushes are supplied in both hangars and can be used by clients. Anything requiring more than the brush, please ask dispatch for assistance.

Remember to check your breather tube during the walk around to ensure that it is not blocked.

Please do not excessively crank the engine – the newer lighter weight starters burn out easily.

If you are attempting to start an engine and it doesn't start contact maintenance for assistance.

Aircraft Currency

Students who do not have their Private Pilots License must fly a minimum one hour every 14 days. If more than 14 days have lapsed a check ride with an instructor is necessary.

The WWFC Client Manual outlines currency rules that apply to all clients. Occasionally, these rules may be waived, at the sole discretion of the CFI/Duty Pilot.

As a general guideline, you must have flown the specific type of aircraft within the past 60 days in order to be current on that type. See the Client Manual for complete details.

To assist clients with overdue currency, WWFC will waive the instructor fee once a calendar year for a circuit check as part of the privileges of your Client Access. Please arrange your check with the CFI to take advantage of this program.

PreFlight Inspection (Walk-Around)

All pilots must inspect and ground check the aircraft prior to flight and agree not to take-off unless the aircraft is airworthy. In addition, pilots must operate the aircraft within the limitations set out in the POH, CAR's, the Aeronautics Act, WWFC rules, and any other laws or statutes of countries whose airspace is entered.

Defect Reporting

Any defects discovered on the aircraft shall be immediately reported thru dispatch to the maintenance department and/or the Duty Pilot. All defects shall be entered in the journey log and must be rectified by the approved procedures outlined in the WWFC Maintenance Control Manual (MCM). The MCM details the requirements for defect reporting and deferral of items. The deferral log specifying deferral times and items under deferral can be found on the first page of the aircraft's journey log.

If you are a student pilot, unsure or inexperienced in dealing with snags, please consult the duty pilot or an instructor for assistance.

Cancellation of Bookings

If any booking is cancelled by you **with less than 24 hours' notice**, a charge of 1.0 hour ground instruction may be billed to you, unless the cancellation is weather-related or due to extenuating circumstances. Clients must coordinate with instructors to avoid cancellation fees.

No-Shows

If you do not show for a booking you may be billed for 1.0 hours of ground instruction time up to the daily minimum for an extended rental. You **must** call to cancel even if it is weather related.

In the event that the client has three "no show" charges, WWFC reserves the right to impose further financial sanctions, or ground the client until a meeting with the instructor and/or management resolves the issue.

Landing Fees

Certain airports charge a landing fee. The clients should be aware of this and try to pay the fee at the arrival airport. Any charges billed to WWFC will be billed back to the pilot and are subject to an additional administration fee of \$7.50 for dispatch processing.

Headset Rental

Headset rentals are available on a first-come first-served basis for an additional cost. Headsets are available for purchase in The Pilot Shop.

Aircraft Fuel

Aircraft are rented at the "wet rate" which includes the price of fuel.

Any fuel purchased at another location will be reimbursed to the client at Summit Fuels billing cost to WWFC at the time of purchase. Reimbursements may take up to two (2) weeks to process and all funds will be placed on the clients account. The amount of reimbursement may be less than the cost of fuel enroute.

Payment Policy and Methods

WWFC does not provide credit to clients. Accounts must be paid in full upon the completion of all flights, instruction and SIM. Clients whose accounts are in arrears will be denied service until the account is settled. Corporate accounts may be approved by the General Manager on an individual basis. Delinquent accounts are subject to interest charge of 1.5% per month and may be sent to collections, if all other attempts to collect are unsuccessful.

Program students must have funds on deposit.

Preferred payment methods are: Cash, Debit and Online bill payments.

Other methods of payment options are: Cheque, Wire transfers, Visa, MasterCard, and Amex.

NSF cheques and wire transfers are subject to a \$25.00 service charge.

US funds are accepted at par.

For the protection of our clients, credit cards will not be held on account or taken over the phone.

Requesting Funds Off Account

Deposit accounts are calculated to meet the needs of the training costs only

Should a client have a balance owing at time of completion of their training. WWFC will withhold sign-off documents or certification of PTR's until accounts are settled in full.

Refunds on account balances are subject to management approval. Typically refunds of account balances are only issued upon completion or termination of training. Allow two (2) weeks for processing. Client Access fees are not refundable.

Use of Personal Aircraft for Training

As a private aircraft owner, you may choose to complete your training in your own aircraft. Prior to scheduling training follow the steps below:

1. Contact our CFI or ACFI to determine if we have staff competent and ready to fly the type and model of aircraft. We will need to know details about the aircraft, approximate frequency of training sessions per week you would like to do and if you have any special type of training you would like to complete. Note: We do not offer tail dragger, float or high-performance training.
2. You will also need to declare if you have had any accidents or violations as a pilot. This will need to be kept on your student file.
3. You may be required to have your aircraft inspected by our AMO to determine if there are any outstanding maintenance issues with the aircraft.
4. Supply WWFC with a current copy of your insurance endorsed to cover, Waterloo Wellington Flying Club & staff. The insurance companies normally will create a one-page summary with our company named as an additional insured. No additional cost is incurred with most insurers.

Once training begins, you will be covered under our operational control system which provides you with flight following, safety and training authorizations towards ratings and licenses. **Each flight will need to start and complete at dispatch.** Upon arrival at dispatch, you will meet up with your assigned Instructor to begin the lesson. All training flights will require the instructor and student to initially brief on new exercises, objectives to be covered for the and conclude with a post flight de-brief on the results of the lesson. Completion of each flight will require you to return to WWFC to record the final times and settle up on any funds owing. Results will then be entered into the student's Pilot Training Record (PTR) which will be retained at our organization and completed by the training Instructor. PTR's will be given to students upon request.

NOTE: ALL TRAINING FLIGHTS (DUAL & SOLO) NEED TO BE AUTHORIZED BY A FLIGHT INSTRUCTOR FOR THE PURPOSE OF ENTERING THE DETAILS INTO A PILOT TRAINING RECORD. Any flights that are not entered into our daily flight records will not be recognized by Waterloo Wellington Flight Centre for training or certification.

Tuition Tax Credit Forms

In 2019 CRA changed the process for tuition tax credits. We will be issuing tax credits only once a year, on or before the last day of February. Tax credits are issued on a T2202 form and filled directly to the CRA, you can expect to receive your copy in person or by mail. ****Please note that your Social Insurance Number (SIN) is now required to be on these forms.****

To be eligible to receive a T2202 you must meet the following criteria:

- Over the age of 16 before the end of the year;
- Meet the requirements of a qualifying student (qualified student must be in a full-time accredited program, CC/UW/ATPL **OR** be a part time student with **no less than 12 hours** of instruction in each month);
AND
- Are in a qualifying educational program (qualifying educational program must be at least three consecutive weeks with a minimum of 10 hours per week) **OR** in a specified educational program (specified education program must be at least three consecutive weeks but **does not** need to meet the 10 hour per week commitment).

Tax credits will be issued for the minimum requirements for a licence or rating outlined in the Transport Canada minimums for private students. Any hours above the minimums cannot be included for tax purposes. Aircraft training in a private aircraft or paid by a third party will not be eligible for a tax credit.

Tax forms will be issued only for amounts over \$100. Please refer to the Canada Revenue Agency form at www.cra.gc.ca form T2202 or call 1-800-267-6999 for more information. **Please note: Only if the student is pursuing their pilot's licence for commercial purposes are they eligible to claim their Private Pilots Licence as tuition tax credit.**

Closed Circuit Cameras

WWFC is committed to balancing the safety and security benefits derived from the use of Closed Circuit Television (CCTV) with an individual's right to be free from invasion of privacy.

Personal information is collected for security purposes in and around facilities that are operated by WWFC to ensure the safety and security of clients and visitors. CCTV cameras are continuously recording but only periodically monitored by authorized personnel.

Access to CCTV equipment, images, and recordings shall be restricted to authorized personnel for purposes that are consistent with the purposes of collection and use only.

Post-event, WWFC may use CCTV recordings to assist with the investigation and resolution of the full spectrum of facility related incidents, claims and complaints and to assist with responding to requests from law enforcement agencies that are for evidentiary or investigative purposes.

Client Access Application

Office Use Only

Application Date: _____ **TBFO Account #:** _____
 Type of Membership: New Client Renewal Aircraft Owner Sustaining IFR Renewal (Sim)

Documentation Received (at least one)
 Passport Birth Certificate Driver's Licence Government Photo VISA

Accepted: Y N **WWFC Signature:** _____ **English Level:** Expert (Informal) Need Assessment (Formal)

Personal Information

Last Name _____ Middle Initial _____ First Name _____
 Permanent Address _____
 City _____ Province _____ Postal Code _____ Country _____
 Email Address _____ Date of Birth _____
 Home Number _____ Cell Number _____
 SIN _____ (This is only used for form T2202 Tuition tax credits. And will be kept confidential)
 Emergency Contact Name _____ Relationship to you _____
 Home Number _____ Cell Number _____

Current Instructor _____ **or** **Need Instructor**

Residency

Canadian Citizen
OR Permanent Resident Work Visa Visitor Visa Student Visa (Attach copy of Visa)
 Please Specify Country of Citizenship: _____ VISA Expiry: _____

Accident and Violations (Please attach details if checked)

I have been involved in an aircraft accident CFI - Initials
 have been charged with a violation of the Canadian Aviation Regulations

Licence & Flight Time

Current Licence Held: _____ Licence Number: _____
 Total Flying Time: _____ Hrs Total Flying Time in the last 12months: _____ Hrs

Medical Certificate

Medical Held None Category 1 Category 2 Category 3 **Expiry Date of Medical** _____

Training Plan

Office Use Only

NON PCC

Private Pilots Licence
 Check Out/Renting
 Multi Engine Training
 IFR Training
 IFR Recurrency Training
 Aerobatic Maneuvers

PCC

Conestoga College
 University of Waterloo
 ATPL
 Commercial Pilots Licence
 Flight Instructor Rating
 Contract Signed (Office Use Only)

Office Use Only

Client Agreement

I hereby apply to be a client of the Waterloo-Wellington Flying Centre, (Waterloo-Wellington Flying Club), and enclose payment for my Annual Client Access fee.

I acknowledge that I have received and read a copy of the WWFC Client Access Agreement & WWFC Client Manual which sets out rules, regulations and operating procedures of WWFC. I also understand that such rules, regulations and operating procedures may be amended or otherwise changed from time to time by the WWFC management. Such changes will be posted at the WWFC or distributed electronically or communicated verbally.

I further acknowledge the WWFC's overall safety objective is the proactive management of identifiable hazards and their associated risks which may affect aviation safety, cause injury to people or cause damage to equipment or the environment and therefore the WWFC has instituted a Safety Management System (SMS) which requires all clients to fully disclose and report all accidents, safety hazards or concerns.

In consideration of being accepted as a client of WWFC, I hereby agree to abide by all the rules, regulations and operating procedures the WWFC now has in effect or which may be in affect at any time during my term as a client and I furthermore agree to abide by the WWFC's Safety Management System at all times.

Consent to Receive Electronic Communications

WWFC utilizes various platforms for communicating electronically with our clients – Wingman, Constant Contact, and Microsoft Outlook. As a client with WWFC, I agree to receive electronic communications from WWFC regarding flight scheduling (via Wingman), company communications in the form of customer information emails and communication from company staff and flight instructors, with the understanding that I can unsubscribe at any time.

Revocation of Client Status

I understand that my status as a client may be revoked at any time by WWFC for violations of the Canadian Aviation Regulations (CARS), unsafe operation of an aircraft, carelessness or gross negligence and/or without cause at the sole discretion of the board of directors. I also acknowledge that WWFC may hold me responsible for damage to WWFC property should it be caused by my negligence or willful acts.

Freedom of Information

I understand that WWFC has in place a policy under the Personal Information Protection and Electronic Documents legislation and will not, without my prior consent, use or disclose my Personal Information for any purpose except as herein provided or allowed under this act. I therefore grant my consent to WWFC to collect and use for its own purposes any information which can be regarded as personal information about me.

Liability Waiver

In consideration of being accepted as a client of WWFC, I do hereby, for myself, my heirs, and/or personal representatives, release and discharge WWFC, it's directors and employees and their respective heirs and personal representative from all and any and all claims which I may have against any of them by reason of any matter whatsoever, including, without limitations, the piloting of an aircraft or being a passenger in an aircraft. I understand that there are inherent risks associated with flying in an aircraft and take full responsibility for my actions and any personal injuries or damages which I may suffer in connection thereto.

Signed: _____ Date: _____

If the applicant/client is under the age of 18, this application must also be signed by a parent/legal guardian.

Signed: _____ Date: _____ Relation to applicant: _____

Email, Fax or Mail the application to the address below:

Waterloo Wellington Flight Centre
Unit 3-1448 Fountain St. N
Breslau, Ontario NOB 1M0

Email: info@wwfc.ca
Fax: 519-648-3102