EDAERO Cancellation & Refund Policy

Platform and Mission Policy

Version 2.0 | Effective Date: 1 October 2026

1. Purpose and Scope

This Cancellation & Refund Policy ("Policy") governs the financial consequences, under EDAERO's Platform rules, of cancelling, shortening, postponing or failing to perform a Confirmed Mission arranged through EDAERO. It applies between the Service Requester ("Operator") and the affected Service Provider ("Professional") and should be read with the EDAERO Terms & Conditions and the Mission Agreement.

2. EDAERO's Role

EDAERO operates a technology marketplace. EDAERO is not a party to the Mission Agreement, does not perform, assign or supervise the underlying aviation professional service, does not employ the Professional and does not exercise operational control over any aircraft or Mission.

EDAERO administers Platform calculations, payment flows and replacement assistance described in this Policy. EDAERO does not adjudicate medical fitness, FTL legality, aviation safety fault, professional negligence, insurance coverage, employment status, regulatory liability or operational-control responsibility between the Operator and Professional.

EDAERO does not guarantee Professional attendance, performance or replacement availability.

3. Definitions

Affected Professional Service Fee means the Professional Service Fee allocated to the specific Professional affected by the relevant event.

Daily Professional Service Fee means the Professional Service Fee attributable to one Mission Day.

Reporting Time means the Operator-defined time by which the Professional must report for the relevant Mission Day, as recorded in the Confirmed Mission.

ETD means the estimated or scheduled departure time recorded for the Mission. Reporting Time and ETD are separate concepts.

Reserved-Availability Compensation means cancellation or Mission Shortening compensation payable by the Operator under this Policy for reserved but unworked availability. It is not a penalty or fine.

Protected Event means the T-6h unreachable-Professional workflow described in Section 12.

4. Multi-Professional Missions

Every calculation under this Policy applies only to the Affected Professional Service Fee for the specific Professional involved. An event affecting one Professional does not automatically affect the fees of other Professionals on the same Mission.

5. Operator Cancellation Before the Mission Starts

Cancellation timing is measured against the official Reporting Time for the first affected Mission Day.

5.1 Twelve hours or more before Reporting Time

No Reserved-Availability Compensation is due. The Professional Service Fee attributable to unperformed services is released or refunded according to the applicable payment architecture.

5.2 Between six and twelve hours before Reporting Time

The Operator is responsible for paying the affected Professional **100% of the first Mission Day's Daily Professional Service Fee** as Reserved-Availability Compensation.

No cancellation compensation is payable for the Remaining Confirmed Mission Days.

5.3 Less than six hours before Reporting Time

The Operator is responsible for paying the affected Professional **100% of the first Mission Day's Daily Professional Service Fee** as Reserved-Availability Compensation.

No cancellation compensation is payable for the Remaining Confirmed Mission Days.

5.4 Cancellation after the Professional has reported

If the Operator cancels after the Professional has reported for the first Mission Day but before the Professional service for that day is completed, the Professional receives **100% of the first Mission Day's Daily Professional Service Fee**. If the Mission had already commenced and future Mission Days are later eliminated, Section 8 (Mission Shortening) applies to those subsequent days.

5.5 Payer

The Operator is the payer of Reserved-Availability Compensation. EDAERO may facilitate the payment through the Platform but does not fund the compensation from EDAERO's own money.

6. Professional Cancellation

If a Professional cancels before performing, the Operator receives a 100% refund of the Affected Professional Service Fee for the unperformed services, subject to the payment architecture and any amount already properly earned for services performed.

EDAERO may provide replacement assistance appropriate to urgency. Replacement is not guaranteed. Where the cancellation occurs within 24 hours of Reporting Time, EDAERO may provide priority or urgent replacement assistance without an additional replacement/platform fee for the same replacement event, subject to the Platform workflow.

The EDAERO Platform Fee remains non-refundable except where Section 12 expressly provides a trust/good-faith refund.

7. Fitness for Duty, Illness, Fatigue and Legal Inability

A Professional must promptly notify the Operator through the applicable EDAERO process if the Professional reasonably believes the Professional is medically unfit, fatigued, outside a legal duty/rest limitation, subject to a licensing or regulatory restriction, facing a legitimate safety concern or otherwise legally unable to perform.

A good-faith fitness-for-duty or legal/safety withdrawal is financially treated as a Professional cancellation for the unperformed Professional Service Fee unless another section of this Policy expressly applies, but it will not, solely because of that withdrawal, be treated as culpable Platform misconduct or negatively affect Reliability Standing.

EDAERO does not independently determine medical fitness, FTL legality or regulatory eligibility. EDAERO will ordinarily request only the minimum information reasonably necessary to administer the Platform process and will not routinely require diagnosis, treatment history or unnecessary medical documents.

8. Mission Shortening After the Mission Has Started

Mission Shortening occurs when the Confirmed Mission Period ends earlier than confirmed after the Mission has begun and the Professional is released from future availability.

8.1 Shortening not attributable to the Professional

The Professional receives 100% of the Daily Professional Service Fee for each Mission Day actually performed, plus Reserved-Availability Compensation equal to **50% of the Daily Professional Service Fee for each Remaining Confirmed Mission Day eliminated**.

8.2 Shortening resulting from the Professional's inability or decision not to continue

The Professional is paid for Mission Days actually performed only. This Policy does not create Reserved-Availability Compensation for the eliminated remaining days. If the inability or decision is a good-faith fitness-for-duty, legal or safety-based event, Section 7 protects the Professional from an automatic adverse Reliability consequence.

9. Schedule Changes, Postponement and Standby

Before a Mission begins, a change to Reporting Time, ETD, routing or itinerary does not by itself create Reserved-Availability Compensation as long as the Mission continues and the Professional remains assigned.

During the Mission, if the Professional remains assigned and is required to remain available for a Confirmed Mission Day, the Professional is on **Standby** and the Operator is responsible for **100% of the applicable Daily Professional Service Fee for that day**, even if the aircraft does not fly.

If the Operator releases the Professional and eliminates future Confirmed Mission Days, Section 8 applies.

10. Force Majeure and Regulatory Restrictions

A Force Majeure Event is an extraordinary event beyond the reasonable control of the affected parties that prevents, prohibits or makes legally or operationally impossible the performance or

continuation of a Mission. Examples may include war, armed conflict, terrorism or a serious security event, government prohibition, airspace or airport closure, natural disaster, civil emergency or severe civil unrest.

Ordinary AOG, technical defects, maintenance events, client or owner itinerary changes and ordinary commercial cancellations are not automatically Force Majeure.

Where a qualifying Force Majeure Event prevents the Mission, no Reserved-Availability Compensation is due for the affected unperformed Mission Days. Fees for services actually performed remain payable. The EDAERO Platform Fee remains earned and non-refundable.

EDAERO does not determine which aviation authority or legal regime controls the underlying operation and does not replace or override the competent authority, Operator, certificate holder or PIC.

11. AOG, Technical Defects and Maintenance

Ordinary AOG, aircraft technical defects and maintenance events are treated according to what actually happens to the Professional's assignment:

- if the Professional remains assigned and available, Section 9 (Standby) applies;
- if the Mission has started and the Professional is released early, Section 8 (Mission Shortening) applies;
- if the Mission is cancelled before it begins, Section 5 (Operator Cancellation) applies.

These events are not automatically Force Majeure.

12. Unreachable Professional, T-6h and ETD-120

Reporting Time, T-6h and ETD-120 are separate concepts.

12.1 T-6h Protected Event

If, at six hours or less before Reporting Time, the Professional is unreachable and the Operator requests Emergency Replacement Assistance, EDAERO may activate priority complimentary replacement assistance. **T-6h is not an automatic refund trigger.**

Where technically and legally permitted, applicable Mission funds may remain in the payment flow while the situation is being resolved.

12.2 Original Professional reappears

If the original Professional becomes contactable, the Operator decides whether to continue with that Professional if no replacement has already been finally confirmed. EDAERO does not make that operational decision.

12.3 Operator proceeds with replacement

If the Operator selects and confirms an EDAERO-presented replacement for the same Protected Event, no second EDAERO Platform Fee is charged for that replacement. Where the payment architecture permits, funds associated with the original engagement may be applied toward the replacement rather than unnecessarily refunded and re-charged.

12.4 No resolution reached

If the original Professional remains unavailable, the Operator does not continue with that Professional, and no replacement engagement is ultimately used, EDAERO may finalize a **100% refund of the Affected Professional Service Fee and the associated EDAERO Platform Fee** as the trust/good-faith resolution for that Protected Event.

12.5 ETD-120 No-Show classification

If, at ETD minus 120 minutes, the Professional remains unreachable and the Operator has requested Emergency Replacement Assistance, the event may be formally classified for Platform Reliability purposes as an Emergency No-Show. ETD-120 does not by itself create an additional refund. It does not duplicate any refund, fee credit or replacement benefit already provided under the same Protected Event.

13. Platform Fee

The EDAERO Platform Fee is charged for EDAERO's own marketplace and technology services and is separate from the Professional Service Fee.

Once a Mission is Confirmed and the applicable marketplace service has been provided, the EDAERO Platform Fee is earned and non-refundable even if the Mission is later affected by Operator cancellation, Professional cancellation, schedule change, Mission Shortening, AOG, technical or maintenance event or Force Majeure.

The sole standard exception under this Policy is the trust/good-faith refund finalized under Section 12.4 for an unresolved Protected Event.

14. Travel, Repositioning, Accommodation, Visas and Related Expenses

This Section is fundamental to the EDAERO policy.

Travel, positioning/repositioning, return transportation, air tickets, accommodation and mission-related visa costs are arranged or paid directly by the Operator and are not included in the Professional Service Fee or in any calculation of cancellation compensation under this Policy.

These costs are separate from Reserved-Availability Compensation and are governed by the Mission Agreement. Where non-refundable travel or accommodation arrangements have already been made, responsibility for those direct costs remains governed by the Mission Agreement and applicable law. EDAERO is not a travel provider and does not fund or guarantee those arrangements.

15. Fixed-Fee Missions

Where a Professional Service Fee is stated as a fixed multi-day amount rather than a daily rate, the Mission record should identify an equivalent Daily Professional Service Fee before Confirmation for the limited purpose of calculations under this Policy. The method may not be changed retroactively after the relevant cancellation or shortening event.

16. Reliability and Human Review

EDAERO may maintain Reliability Standing based on defined Platform events. A good-faith fitness-for-duty, fatigue, legal-inability or legitimate safety event is protected as described in Section 7.

Reported events that EDAERO did not independently observe are treated as Reported Events. Before a disputed Reported Event is used for a material adverse consequence, the affected User will ordinarily have an opportunity to respond and request human review, subject to urgent fraud, sanctions, security or legal exceptions.

EDAERO's review is limited to Platform records, Platform status and application of this Policy. It does not determine medical fitness, aviation fault, insurance liability, employment status, professional negligence or operational-control responsibility.

17. Refund Processing and Chargebacks

Refund and payout timing depends on the applicable payment provider, banking network, KYC, sanctions, chargeback and regulatory requirements. EDAERO will initiate or facilitate a refund once the Platform rules require it, but cannot guarantee the time taken by banks or payment providers to complete settlement.

A failed payment means the required funding condition was not completed and a Mission requiring that funding does not become Confirmed.

18. No Duplicate Recovery

No User may receive duplicate refund, credit, compensation or replacement benefit for the same amount and the same underlying Platform event.

19. Governing Law and Amendments

This Policy is governed by the choice-of-law and dispute-resolution provisions of the EDAERO Terms & Conditions, subject to non-waivable mandatory law.

EDAERO may update this Policy. Material changes will be notified in advance where reasonably practicable and will not ordinarily apply retroactively to Missions already Confirmed before the change.

Cancellation Matrix

Scenario	Professional receives	Operator receives / Platform treatment
Operator cancels >=12h before Reporting Time	0 cancellation compensation	Unperformed Professional Service Fee released/refunded as applicable; Platform Fee non-refundable
Operator cancels 6-12h before Reporting Time	**100% of Day 1 Daily Professional Service Fee only**	Remaining unperformed Professional Service Fee released/refunded; Platform Fee non-refundable
Operator cancels <6h before Reporting Time	**100% of Day 1 Daily Professional Service Fee only**	Remaining unperformed Professional Service Fee released/refunded;

		Platform Fee non-refundable
Operator cancels after Professional has reported	**100% of Day 1 Daily Professional Service Fee**	Future days governed by Mission Shortening if applicable
Professional cancels before performance	Amounts already earned only; no fee for unperformed service	100% refund of unperformed Affected Professional Service Fee; replacement assistance as applicable
Mission Shortening not attributable to Professional	100% worked days + 50% of each eliminated remaining confirmed day	Platform Fee non-refundable
Mission Shortening resulting from Professional inability/decision	100% worked days only	Replacement assistance as applicable
Standby	100% Daily Professional Service Fee for each assigned/available day	Platform Fee non-refundable
AOG / technical / maintenance	Depends on Standby, Shortening or Cancellation outcome	Platform Fee non-refundable
Force Majeure	Worked days only; 0 Reserved-Availability Compensation on unperformed days	Platform Fee non-refundable
T-6h unreachable + replacement requested	No automatic refund at T-6h	Replacement-first workflow
Same Protected Event: no resolution	No additional Professional payment	100% Affected Professional Service Fee + Platform Fee refund as trust/good-faith resolution
ETD-120 while unresolved	Reliability classification only	No duplicate refund

Travel, repositioning, accommodation and mission-related visa costs are arranged or paid directly by the Operator and are excluded from all cancellation-compensation calculations.