



Student Handbook and Policy Manual

C. Morin Aviation (BC) Inc.
dba
Glacier Air

46001 Government Rd
Squamish Airport

PO Box 2014,
Squamish, BC
V8B 0B4

Telephone: (604) 898-9016

Email: Info@GlacierAir.com

CFI & Operations Manager:

Colette Morin

Phone: 604-839-3624

Colette@GlacierAir.com

Issued: 01 September 2021

NOTE: Policies may be revised and update at any time without prior notification. It is each student's responsibility to ensure they are aware of current policies in place.

Table of Contents

Company Overview.....2

Mission Statement.....2

Student Statement of Rights.....2

Company Flow Chart.....3

Admissions Policy.....4

Privacy Policy.....5

Dismissal Policy.....7

Dispute Resolution Policy.....10

Sexual Misconduct Policy.....12

Tuition Refund Policy.....18

Ground School Policy.....21

Aircraft Usage/Rental Policy.....23

Cannabis Policy.....26

Cash Acceptance Policy.....27

Rental Currency Policy.....27

Covid-19 Policy.....28

Company Overview

Glacier Air is a privately owned company, which operates from a main base facility at the Squamish Municipal Airport (CYSE). Glacier Air is authorized by Transport Canada, Air Operator Certificate No. 10110 and Flight Training Unit Operator Certificate No. 10109, to operate single engine aircraft.

Glacier Air has office and hangar space at the Squamish Municipal Airport, located at 46001 Government Road, Squamish, BC.

All company aircraft are utilized for flight training, rental, charters and sightseeing flights.

Mission Statement

Glacier Air provides quality personalized flight training for students pursuing their dreams in aviation whether that be as a private pilot, commercial pilot or professional flight instructor.

Student Statement of Rights

C. Morin Aviation BC Inc. dba Glacier Air is certified with the [Private Training Institutions Branch](#) (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enroll at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrolment contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided.
Note: Flight training does not include any work experience program.
- whether the program was approved by PTIB or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

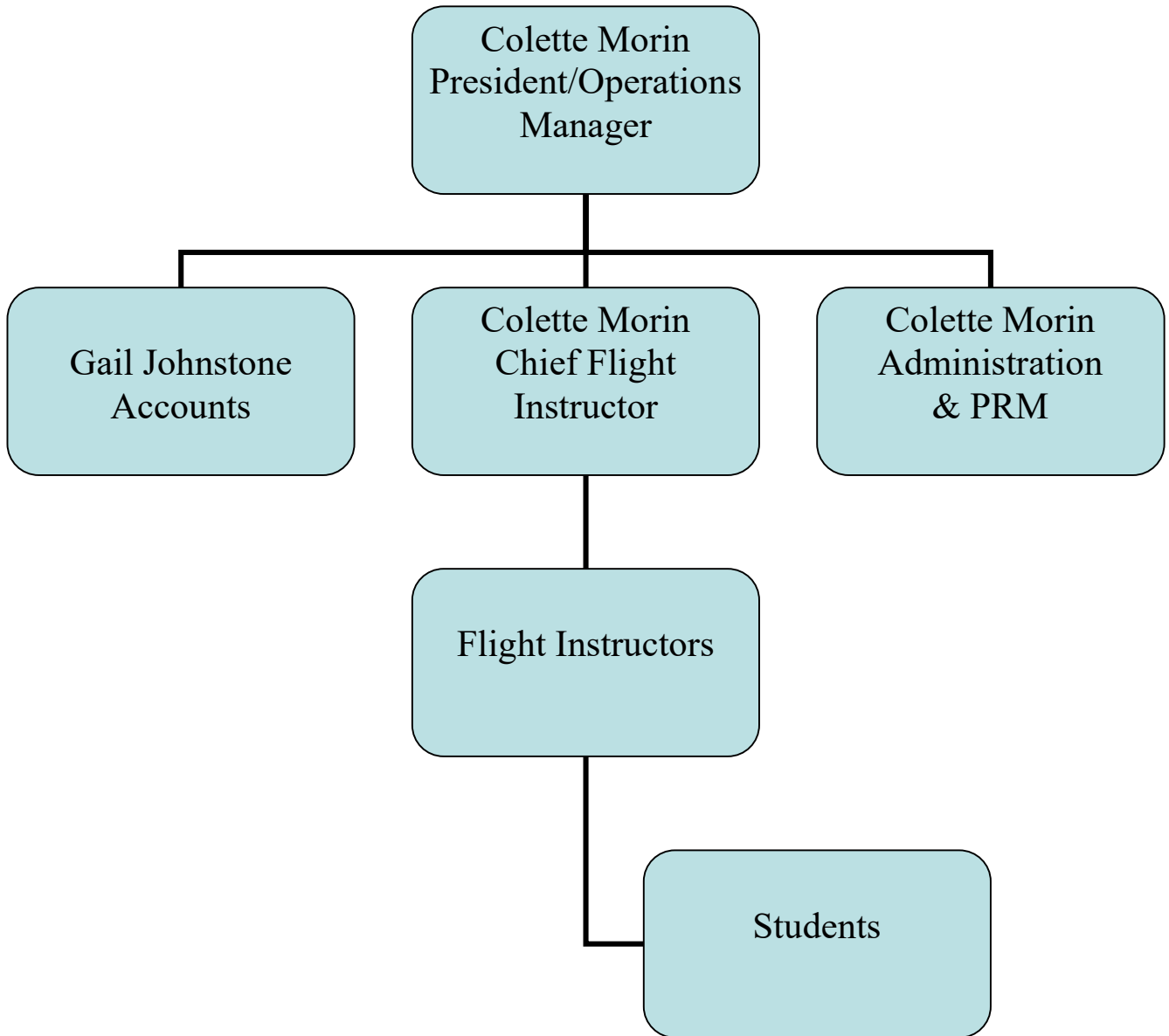
You have the right to make a **claim** to PTIB for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIB and how to be an informed student, go to: <http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>

Company Flow Chart – Flight Training



C. Morin Aviation (BC) Inc. – Admission Policy

Issue by Colette Morin – President

C. Morin Aviation BC Inc. dba Glacier Air

3314

Name of Institution

Institution Number

Admission Policy

01 October 2016

01 September 2021

Name of Policy

Effective Date

Revision Date

Glacier Air is committed to enrolling students who meet all of our program admission criteria and who are likely to succeed in meeting their flight training and career goals.

Procedure:

1. The institution's receptionist refers all inquiries to the Chief Flight Instructor.
2. The Chief Flight Instructor (CFI) meets with the prospective student to discuss the program of interest. If the student is undecided about a program of study, the CFI gives the prospective student information about the program so that the student can make an informed decision.
3. Once the student has decided on a program of study, the CFI reviews the admission criteria for the program with the student to ensure that they meet all of the criteria.
 - a. Applicants must be at least 18 years of age for the Commercial Pilots Licence and Flight Instructor Rating.
 - b. Applicant must provide proof of holding a Canadian Private Pilot Licence and Transport Canada Category 1 Medical which certifies the applicant to be in good health and fit to undertake training.
 - c. Applicant must provide the school with a copy of their birth certificate and proof of citizenship (valid passport) to be accepted into the course of study.
 - d. Applicant must be able to read, write and communicate in English.
 - e. Applicant must provide proof of vaccination against COVID-19.

The admission criteria can not be waived by either the school or the applicant.

4. After receiving evidence that the prospective student meets all of the admission criteria and this evidence is placed in the student file, a Student Enrolment Contract will be prepared and presented to the student, along with the school's policies that will affect the student during his/her completion of the program of study.
5. After the student reviews and understands their rights and responsibilities, the prospective student and the school representative may sign the contract. A copy of the signed contract, along with a copy of all student policies will be provided to the student.
6. The student must pay a \$_____ non-refundable enrolment and registration fee upon acceptance into the course of study (not applicable for RPP & PPL).
7. All training is conducted on a "Pay as you Go" basis and each flight lesson must be paid in full upon completion of that training session.

C. Morin Aviation (BC) Inc. - Privacy Policy

Issue by Colette Morin – President

C. Morin Aviation BC Inc. dba Glacier Air	3314	
Name of Institution	Institution Number	
Privacy Policy	01 October 2016	01 September 2021
Name of Policy	Effective Date	Revision Date

C. Morin Aviation (BC) Inc. dba Glacier Air collects students' personal information for the following reasons:

- To maintain student records as required by PTI.
- To keep students/graduates informed of activities of the school.
- To issue T11Bs in accordance with Canada Revenue Agency upon completion of PPL training and enrollment in a CPL program

Students' personal information is not used for any other purpose.

Glacier Air will forward the original Pilot Training Record to Transport Canada upon completion of the training program. All other student records are retained for a period of seven (7) years following the student's withdrawal, dismissal or graduation. After seven years, the full student record may be destroyed using a secure destruction method.

Procedure for maintaining student files:

1. Student personal information is collected throughout the student's attendance at the institution. All required information regarding the student is placed in the student file.
2. Student files containing personal information are safely stored in locking file cabinets and access to the student files is limited to the appropriate administrative staff, the Chief Flight Instructor, and the School Owner.
3. When a student leaves the school either by withdrawal or dismissal, the Pilot Training Record is returned to the student. If the student has completed all the course requirements, the Pilot Training Record is forwarded to Transport Canada for licencing purposes.
4. Within 30 days of the student leaving school and the student has not completed the training the Pilot Training Record may be forwarded via Canada Post to the last recorded mailing address of the student.
5. After Pilot Training Records are mailed to the student, the full student file is placed in "inactive" student storage for one year.
6. At the end of one year, the student file is placed in "closed" storage for a further six years.
7. At the end of the seven-year period, the full student file may be destroyed using a secure destruction method.

Procedure for student access to the information on file:

1. Students wishing to access the information in the student file must make the request in writing.
2. The Chief Flight Instructor will meet with the student to review the file and will provide copies of any document the student requests.
3. The student will pay \$0.25 per page for the documents copied for them.

Procedure for authorizing release of information:

1. If a student wishes to authorize a third party to access information in their student file, they must do so in writing.
2. The school will not release information to any person other than people authorized by the student to access information unless required to do so by an authorized Transport Canada representative, legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation

C. Morin Aviation (BC) Inc. - Dismissal Policy

Issue by Colette Morin – President

C. Morin Aviation BC Inc. dba Glacier Air

3314

Name of Institution

Institution Number

Dismissal Policy

01 October 2016

01 September 2021

Name of Policy

Effective Date

Revision Date

Glacier Air expects students to meet and adhere to a code of conduct while completing a program of study. The list below outlines the code of conduct that all students are expected to follow. This list is not exhaustive and students should request clarification from the Chief Flight Instructor if they have any questions.

“Student” is defined as including prospective students as well as those currently registered or enrolled in any Glacier Air programs or activity.

The Code of Conduct Students are expected to follow include:

- Treat all students and staff with respect.
- Refrain from any disruptive or offensive classroom behavior.
- Refrain from cheating or plagiarism.
- Treat school property with respect.
- Refrain from bringing weapons of any kind (i.e., knives, guns) to school.
- Refrain from bringing any alcohol, cannabis or any prohibited mood-altering substances to the Institution.
- Refrain from making inappropriate remarks concerning another student or staff’s ethnicity, race, religion or sexual orientation.
- Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.
- Complying with the Canadian Aviation Regulations (CARs) and operating aircraft within limitations as set out in Pilot Operating Manuals, Glacier Air SOP’s and good airmanship at all times.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:

- Sexual assault.
- Physical assault or other violent acts committed on or off campus against any student, instructor or institution staff.
- Verbal abuse or threats.
- Vandalism of school property.
- Theft or non-accidental damage of institution’s property.
- Behavior displaying insubordination, refusal to cooperate with instructors and/or Transport Canada officials and/or schedules.
- The use of alcohol, cannabis and/or non-prescription drugs is prohibited while in attendance at the institution.

- Flagrant disrespect of the institutions rules of conduct and policies.
- Flagrant disrespect of the Canadian Aviation Regulations (CARs).

Students who do not meet the expected code of conduct will be subject to the procedures outlined below which may include immediate dismissal from the institution depending on the severity of the misconduct.

Concerns related to a student's conduct shall be referred to the Chief Flight Instructor to process in accordance with this Policy.

Procedure:

- 1) All concerns relating to student misconduct shall be directed to the Chief Flight Instructor. Concerns may be brought by staff, students or the public.
- 2) The Chief Flight Instructor will arrange to meet with the student to discuss the concern(s) within 3 days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the Chief Flight Instructor will meet with the student as soon as practicable.
- 3) Following the meeting with the student, the Chief Flight Instructor will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
- 4) Any necessary inquiries or investigations shall be completed within 5 days of the initial meeting with the student.
- 5) The Chief Flight Instructor will meet with the student and do one of the following:
 - (a) Determine that the concern(s) were not substantiated;
 - (b) Determine that the concern(s) were substantiated, in whole or in part, and either:
 - (i) Give the student a warning setting out the consequences of further misconduct;
 - (ii) Set a probationary period with appropriate conditions; or
 - (iii) Recommend that the student be dismissed from the Institution.
- 6) The Chief Flight Instructor will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file.
- 7) If the student is issued a warning or placed on probation, the Chief Flight Instructor and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed in the student's file.

- 8) If the recommendation is to dismiss the student, the Owner of the school will meet with the student to dismiss them from study at the school. The Owner of the school will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, depending on the status of the student's financial account with the school.
- 9) If a refund is due to the student, the head of school will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
- 10) If the student owes tuition or other fees to the school, the head of the school will undertake the collection of the amount owing.

C. Morin Aviation (BC) Inc. – Dispute Resolution Policy

Issue by Colette Morin – President

C. Morin Aviation BC Inc. dba Glacier Air

3314

Name of Institution

Institution Number

Dispute Resolution Policy

01 October 2016

01 September 2021

Name of Policy

Effective Date

Revision Date

Glacier Air provides an opportunity for students to resolve disputes of a serious nature in a fair and equitable manner. The policy applies to all Glacier Air students who are currently enrolled or were enrolled 30 days prior to the submitting their concern to the Chief Flight Instructor.

1. This policy governs complaints from students respecting **C. Morin Aviation BC Inc. dba Glacier Air** and any aspect of its operations.
2. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
3. Any issues regarding Transport Canada written examinations and/or flight test results will be resolved in accordance with the Canadian Aviation Regulations (CARs) policies and procedures.
4. The student must provide the written complaint to the **Chief Flight Instructor** who is responsible for making determinations in respect of complaints. If the **Chief Flight Instructor** is absent or is named in a complaint, the student must provide the complaint to the **Owner of the School, Colette Morin, Colette@GlacierAir.com**.
5. The process by which the student complaint will be handled is as follows:
 - a. When a concern arises, the student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome at this level, the student should put their concern in writing and deliver it to the Chief Flight Instructor.
 - b. The Chief Flight Instructor will arrange to meet with the student to discuss the concern and desired resolution within 5 days of receiving the student's written concern, or as soon as practicable.
 - c. Following the meeting with the student, the Chief Flight Instructor will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate Glacier Air personnel.
 - d. The necessary enquiries and / or investigations shall be completed no later than 10 days following the receipt of the student's written concerns. The Chief Flight Instructor will do one of the following within 10 days of receiving the student's written concerns:

- i. Determine that the student's concerns are not substantiated; or
- ii. Determine that the student's concerns are substantiated in whole or in part;
- iii. Determine that the student's concerns are frivolous and vexatious or not.

Written reasons for the determination will be provided to the student within **30** days after the date on which the complaint was made. The student and the institution's personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file.

- e. If it has been determined that the student's concerns are substantiated in whole or in part the Chief Flight Instructor shall include a proposed resolution of the substantiated concern(s).
 - f. If the student is not satisfied with the determination of the Chief Flight Instructor, the student must advise the Chief Flight Instructor within 48 hours of being informed of the determination. The Chief Flight Instructor will immediately refer the matter to the Owner of the Institution. The Owner of the institution will review the matter and meet with the student within 5 days.
 - g. The Owner of the institution shall either confirm or vary the determination of the Chief Flight Instructor. At this point the School's Dispute Resolution Process will be considered exhausted.
 - h. If the issue is of a serious nature the Owner of the School may, in their sole discretion and cost, engage the services of a third-party mediator to assist in the resolution of the dispute.
6. The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.]
7. The student making the complaint may be represented by an agent or a lawyer.

C. Morin Aviation (BC) Inc. – Sexual Misconduct Policy

Issue by Colette Morin – President

C. Morin Aviation BC Inc. dba Glacier Air		3314
Name of Institution		Institution Number
Sexual Misconduct Policy	01 September 2021	01 September 2021
Name of Policy	Effective Date	Revision Date

All **C. Morin Aviation BC Inc. dba Glacier Air** students and staff have a right to an environment free of sexual misconduct, or harassment. This document sets out policy on sexual misconduct, and harassment, and defines the prohibited behaviors, and outlines our investigative processes.

Glacier Air is committed to providing students, and staff with an educational, and work environment free from sexual misconduct and treating those who report incidents of sexual misconduct with dignity and respect.

Glacier Air also acknowledges the fact that flight training is a unique environment that requires close contact with student and instructor in the aircraft and may require frequent hand touching and/or reaching across the cockpit to safely and correctly operate aircraft.

To that end Glacier Air will provide a copy of this policy to all Students, and Staff, and educate them together with management and employees about this policy and how to identify situations that involve, or could progress into sexual misconduct, harassment, against Students, or Staff and how to reduce it.

1. Glacier Air is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behavior including the following:
 - sexual assault;
 - sexual exploitation;
 - sexual harassment;
 - stalking;
 - indecent exposure;
 - voyeurism;
 - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of

the person in the photograph or video and with the intent to distress the person in the photograph or video;

- the attempt to commit an act of sexual misconduct; and
- the threat to commit an act of sexual misconduct.

3. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.

Filing and Responding to a Complaint

4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.
5. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
 - a. **Complaints** regarding sexual misconduct should be made to the Chief Flight Instructor, Colette Morin. Complaints can be made in person, in writing, or by phone 604-839-3624. In the absence of the CFI, or if the complaint involves the CFI, complaints can be made to any Flight Instructor.
6. Where a **complaint** has been received, the Chief Flight Instructor Air will take all reasonable steps to assist the complainant. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:
 - Remove the complainant from the situation in which they feel at risk and ensure their immediate safety.
 - Respond within 72 hours to any complaint and provide reasonable updates to the complainant and the respondents about the status of the investigation.
 - Discuss seeking medical treatment/assistance for injuries, preventative treatment for sexually transmitted diseases, and other health services to preserve evidence.
 - Identify and provide contact information for qualified off airport counsellors/victim services support providers who can offer an immediate confidential response.
 - Provide students, or staff who have experienced sexual misconduct with information reporting options.
 - Provide emergency numbers for law enforcement, medical assistance, mental health services, and other services as required/appropriate.

Filing and Responding to a Report

7. The process for making **Report** about sexual misconduct involving a student is as follows:
 - a. **Reports** of sexual misconduct and request for action may be filed by any student or staff, in writing to the Chief Flight Instructor, Colette Morin. Written statement and request for action can be delivered in person, by email to Colette@GlacierAir.com or sent via Canada Post marked as “confidential”. In the absence of the CFI, or if the complaint involves the CFI, complaints can be made to any Flight Instructor.

8. Where a **Report** of alleged sexual misconduct involving a student or staff member has been received, the Chief Flight Instructor will review the report and initiate an investigation as soon as possible and no later than 48 hours. The process for responding to and investigating a **Report** of sexual misconduct is as follows:
 - Remove the persons involved from the situation in which they feel at risk and ensure their immediate safety.
 - determine whether the incident should be referred immediately to the police;
 - Provide persons involved a written timeframe for investigation and confirm next steps to be taken.
 - determine what interim measures, if any, need to be taken during the investigation;
 - meet with the complainant to determine the date and time of the incident, the persons involved, the names of any person who witnessed the incident and a complete description of what occurred;
 - interview the complainant, any person involved in the incident and any identified witnesses;
 - interview any other person who may have knowledge of incidents related to the complaint or any other similar incidents;
 - inform the respondent of the complaint, providing details of the allegations and giving the respondent an opportunity to respond to those allegations;
 - provide reasonable updates to the complainant and the respondents about the status of the investigation;
 - Determine what disciplinary action, if any, should be taken.

9. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.
10. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.
11. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:
 - If an individual is at imminent risk of severe or life-threatening self-harm.
 - If an individual is at imminent risk of harming another.
 - There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
 - Where reporting is required by law.
 - Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

Glacier Air recognizes the right of the complainant to determine how their complaint will be dealt with. However, in certain circumstances, the **Glacier Air may be required by law or internal policies to initiate an internal investigation and/or inform police without the complainant's consent**, if believed the safety of members on property or broader community are at risk.

Once Glacier Air has received a report of sexual misconduct, appropriate support and other resources will be offered to the person who has experienced sexual misconduct, as well as to any person or group against whom an allegation of sexual misconduct is made.

Chief Flight Instructor (CFI)

Colette Morin

604-839-3624

colette@glacierair.com

Disciplinary Measures

If it is determined by CFI that a student or staff has been involved in sexual misconduct, immediate disciplinary or corrective action will be taken up to and including termination of employment of instructors or staff or expulsion of a student.

In cases where criminal proceedings are initiated, the company will assist police agencies, lawyers, insurance companies, and courts to the fullest extent.

Where criminal and/or civil proceedings are commenced in respect of allegations of sexual misconduct appropriate authorities may conduct their own independent investigation and make its own determination in accordance with its own policies and procedures.

Confidentiality

Confidentiality is an important principal in creating an environment where those who have experienced sexual misconduct feel safe to disclose and seek support and accommodation. The privacy and confidentiality of all members involved in any complaint will be protected and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.
- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

Reprisal

It is a violation of this policy to retaliate or threaten to retaliate against a complainant who has brought forward a complaint of sexual misconduct, provided information related to a complaint, or otherwise been involved in the complaint/report investigation process.

Making False Statements

It is a violation of this policy for anyone to knowingly make a false complaint of sexual misconduct or to provide false information about a complaint. Individuals who violate this policy are subject to disciplinary and/or corrective action, up to and including termination of employment or expulsion of a student.

Due Process

Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.

Resources

Emergency Services:

911

VictimLinkBC:

1-800-563-0808

<https://www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/victimlinkbc>

Sea to Sky Community Services

Tanya Sinnes: tanya.sinnes@sscs.ca, 604 967 3994

Ending Violence Association of British Columbia

1404 – 510 West Hastings Street

Vancouver, BC V6B 1L8

Phone: 604-633-2506

24 Hour Crisis Line

1-877-890-5711

604-892-5711

Squamish Women’s Centre

#2-37749 Second Ave. PO Box 2052

Squamish, BC V8B 0B4

T: 604.892.5748

F: 604.892.5749

E: infosquamish@hswc.ca

Whistler Women’s Centre

1519 Spring Creek Drive

Whistler, BC V8E 0A2

T: 604.962.8711

F: 604.892.5749

E: infowhistler@hswc.ca

C. Morin Aviation (BC) Inc. – Tuition Refund Policy

Issue by Colette Morin – President

C. Morin Aviation BC Inc. dba Glacier Air	3314	
Name of Institution	Institution Number	
Tuition Refund Policy	01 October 2016	01 September 2021
Name of Policy	Effective Date	Revision Date

1. If **C. Morin Aviation BC Inc. dba Glacier Air** receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the **Commercial Pilot or Flight Instructor program** in which the student is enrolled if:
 - a. the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
 - b. the student, or the student’s parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student’s parent or legal guardian, signed the student enrolment contract and the contract start date; or
 - c. the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. **Glacier Air** will refund the tuition for the **Commercial Pilot or Flight Instructor program** and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, **Glacier Air** may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
4. Unless the **Commercial Pilot or Flight Instructor program** is provided solely through distance education, if **Glacier Air** receives a notice of withdrawal from a student:
 - a. more than seven days after the effective contract date and
 - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.

- ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
 - b. after the contract start date
 - i. and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- 5. Unless the **Commercial Pilot or Flight Instructor program** is provided solely through distance education, if **Glacier Air** provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
 - a. equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - b. after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- 6. If **Glacier Air** provides the **Commercial Pilot or Flight Instructor program** solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
 - a. the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
 - b. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- 7. **Glacier Air** will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
- 8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
 - a. of the date **Glacier Air** receives a student's notice of withdrawal,
 - b. of the date **Glacier Air** provides a notice of dismissal to the student,

- c. of the date that the registrar provides notice to **Glacier Air** that the institution is not complying with section 1(c) or 2 of this policy, or
 - d. after the first 30% of the hours of instruction if section 3 of this policy applies.
9. If an international student delivers a copy of a refusal of a study permit to **Glacier Air**, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
- a. the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit,
 - b. or the **Commercial Pilot or Flight Instructor program** is provided solely through distance education.

C. Morin Aviation (BC) Inc. – Ground School Policy

Issue by Colette Morin – President

1.1 Ground School Tuition:

- a) Refunds before the program of study begins:
 - i) If written notice of withdrawal is received by Glacier Air within 7 calendar days after tuition is paid (considered the contract), and before the commencement of the period of instruction, Glacier Air may retain 10% of the total tuition and fees due under the contract, and
 - ii) If written notice of withdrawal is received by Glacier Air, credit for introductory flight will be cancelled or the cost of introductory flight will be deducted from the tuition refund.
- b) Refunds after the program of study starts:
 - i) If written notice of withdrawal is received by Glacier Air or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, Glacier Air may retain 30% of the tuition and fees due under the contract and credit for introductory flight will be cancelled or the cost of the introductory flight will be deducted from the tuition refund.
 - ii) If written notice of withdrawal is received by Glacier Air, or a student is dismissed, after 10% and before 30% of the period of instruction has elapsed, Glacier Air may retain 50% of the tuition and fees due under the contract and credit for introductory flight will be cancelled or the cost of introductory flight will be deducted from the tuition refund.
 - iii) If a student withdraws or is dismissed after 30% of the period of instruction has elapsed, no refund will be issued.

1.2 Ground School Books & Supplies (Kit):

- a) Refunds before the ground school kit will only be issued:
 - i) If returned to Glacier Air within 7 calendar days after purchase of the kit, Glacier Air may retain 15% of the cost of the kit as a re-stocking fee, and
 - ii) Glacier Air is not obligated to provide any refund for any books and/or supplies which have been written in, noticeably used or damaged in any form.

1.3 Grounds for Dismissal:

- a) Glacier Air has the right to dismiss students under the following conditions:
 - i) Cheating or plagiarism
 - ii) Physical abuse of Glacier Air's property
 - iii) Theft or non-accidental damage to Glacier Air's property
 - iv) Behaviour displaying insubordination, disrespect, verbal or physical abuse, refusal to cooperate with other students, instructors and/or Transport Canada Officials and schedules

- v) The use of alcohol or non-prescription drugs or cannabis prohibited while in attendance at Glacier Air
- vi) Flagrant disrespect of Glacier Air's rules of conduct and policies
- vii) Flagrant disrespect of Canadian Aviation Regulations (CARS)
- viii) Flagrant disrespect to fellow students

1.4 Refund Payment:

- a) Refunds owing to students will be paid within thirty (30) calendar days of Glacier Air receiving written notification of withdrawal and all required supporting documentation, or within thirty (30) calendar days of an institution's written notice of dismissal.

C. Morin Aviation (BC) Inc. – Aircraft Usage/Rental Policy

Issue by Colette Morin – President

1.1 Bookings, Dispatch and Rentals:

- a) All pilots are subject to Glacier Air rental recency policies:
 - i. Pilots require a rental or currency check ride before renting any Glacier Air aircraft.
 - ii. All pilots must complete a rental check ride once every twelve (12) months, regardless of number of hours flown. Full load check is required prior to taking more than two passengers.
 - iii. Renters require a rental check ride if no hours on type have been flown in the previous three (3) months.
 - iv. Completion of a flight test in the same aircraft type meets the requirement of a check ride.
- b) **Aircraft and instructors are in high demand.** If you are unable to attend a booking, inform dispatch at least 24 hours in advance. Failure to do so may result in a cancellation fee of up to 1 hour rental cost which will be collected prior to any further rental. Multiple cancellations may result in loss of rental privileges.
- c) When making a booking, inform dispatch of the number of people and fuel requirements. Pilots are responsible for ensuring that weight and balance limitations will not be exceeded. Passengers are not permitted on training flights.
- d) Prior to any aircraft rental, a weight and balance form and passenger manifest with emergency contact information must be completed and left with dispatch.
- e) Student/Rentals bookings more than 2 hours may not be available. Any booking longer than 2 hours requires pre-approval from Chief Flight Instructor and/or Operations Manager.
- f) Student/Renter are responsible for any landing fees, ramp fees and parking fees while the aircraft is in their care and control.
- g) If a Student/Renter is required to purchase fuel at an airport other than Squamish base, you will be credited for the cost of fuel that is already included in the aircraft wet rate based on the current Squamish base rate or actual cost if less than base rate. Receipts are required to receive fuel credit.
- h) Aircraft rental rates are subject to change without notice.
- i) Landings at unpaved and private airstrips are prohibited unless prior authorization is given by the CFI.
- j) **Student/Renter is responsible for the full cost of any loss or damage to aircraft and/or equipment due to negligence, poor decision making, questionable or illegal activity, while in their care and control.**

1.2 Pilot Responsibilities:

- a) All rental and training flights must be recorded on the dispatch sheet. Both the instructor and student/renter must acknowledge the flight with a signature. When filling out the dispatch sheet AFTER the flight, be sure to differentiate

between flight time and air time. Flight time is recorded based on engine start and stop Hobbs time while Air time is based on wheels up to wheels down.

- b) The student/renter is responsible for accurately completing the aircraft journey log after each flight prior to aircraft being dispatched to the next user.
- c) Student long solo cross country flights will be as per Glacier Air's Transport Canada approved routing.
- d) Circuit training will normally be conducted at the Squamish Airport between 8:00 am and 8:00 pm. Upper air training will be conducted in an approved practice area authorized by a flight instructor.
- e) All pilots are responsible for following appropriate noise abatement and proper controlled or uncontrolled airport procedures as published in the CFS, AIM or other applicable publication.
- f) All pilots are responsible for ensuring that there is sufficient fuel for the planned flight plus foreseeable delays and at least ONE HOUR of reserve.
- g) For cross country flights, all pilots must familiarize themselves with all pertinent information about the route including; weather, required charts, aerodrome/airport data, fuel availability, etc. Pilots must ensure there will be adequate daylight for the planned trip. Departure for solo cross country flights will not be permitted if the ETA is less than 2 hours before sunset.
- h) Report all defects immediately upon discovery to an instructor, CFI or Glacier Air dispatch. Under no circumstances is a student or renter to attempt to rectify the situation on their own. Glacier Air staff will take the required action to rectify or defer the defect as required.
- i) In the event of an actual precautionary or forced landing, Glacier Air must be contacted immediately. The pilot shall not attempt a take-off again without authorization. Pilots are to notify Glacier Air as soon as safe via telephone. ELT activation and SPOT tracker 911 to be used in the event of an actual emergency.
- j) All pilots are to use good airmanship, situational awareness, judgement and adhere to the Canadian Aviation Regulations at all times.

1.3 Airmanship:

- a) When using the radio and changing frequencies, monitor the new frequency for a few seconds before transmitting. This will ensure you are not interrupting other transmissions in progress.
- b) Conduct a radio check with Glacier Air base prior to taxiing.
- c) Confirm SPOT tracker is properly activated with Glacier Air base prior to departure.
- d) Use low throttle settings, proper control inputs and minimal braking when taxiing. Taxi at low speeds; avoid taxiing over gravel, water and sand. If taxiing over soft surfaces such as grass, hold the control column in the full aft position to reduce pressure on the nose wheel and maintain maximum propeller clearance.

- e) Ensure there are no aircraft on approach for landing before entering the runway. Always maintain a good scan and listening watch on the local frequency.
- f) Do not ask for takeoff clearance at a controlled airport if there is an aircraft on final.
- g) Pilots are advised to broadcast their intentions on 122.8 MHz when manoeuvring in the Squamish Valley practice area and 123.2 MHz when in the Howe Sound area south of Woodfiber or Britannia.
- h) When practicing manoeuvres, do not descend below 1000' AGL above any buildings or 500' AGL elsewhere when practicing forced or precautionary landings, unless at an aerodrome.
- i) Be aware of your position in the circuit and/or in relation to somewhere clearly indicated on the charts. Keep other circuit traffic in sight, maintain spacing and do not follow too closely. Maintain a lookout for NORDO aircraft and helicopters at all times.
- j) After landing, turn off transponder and landing light as soon as practical.
- k) Open flight plan prior to take off and close flight plan immediately upon landing.
- l) Always secure aircraft whenever it is left unattended with control lock in, flaps up and doors closed.

Following these rules will help provide a safe and stress-free flight for everyone!

C. Morin Aviation (BC) Inc. – Cannabis Policy

Issue by Colette Morin – President

The use, possession, manufacture, offering for sale, sale, or distribution of Cannabis ***is prohibited while On Duty***, including breaks. If an employee is charged with a Cannabis-related offence or is subject to an administrative suspension in relation to consumption of Cannabis while driving or operating a Company vehicle, the employee must immediately inform his or her supervisor or manager of this fact.

The use of Cannabis, while off duty, in circumstances such that the employee's work performance may be adversely affected, **is prohibited**.

For positions noted below, the use of Cannabis while off duty is prohibited at all times. For all employees, the use of Cannabis while off duty, in circumstances such that the employee's work performance may be adversely affected, is prohibited. For purposes of this Policy, adverse effects include any carry-over or hangover effects of Cannabis which may affect work performance.

An employee may not consume Cannabis while in a Company-designated uniform, including periods when the employee is off duty.

SAFETY-CRITICAL POSITIONS

- Pilots, including Student Pilots
- Maintenance Personnel
- Ramp Attendants
- Flight Dispatcher / Flight Follower
- Managers and Supervisors whose responsibilities include overseeing the functions listed above. Determination is based upon whether the manager or supervisor performs some or all of the duties of a position listed above.

NOTE: The use of Cannabis within 12 months MAY affect the validity of your Aviation Medical.

Safety is EVERYONE's responsibility.

If you suspect someone has violated this policy, please report to Company Operations Manager immediately.

C. Morin Aviation (BC) Inc. – Cash Acceptance Policy

Issue by Colette Morin – President

Be advised that **C. Morin Aviation BC Inc. dba Glacier Air** will not accept CASH payments or account deposits for aircraft rental and/or flight training in excess of \$1,000.00 Canadian.

C. Morin Aviation (BC) Inc. – Rental Currency Policy

Issue by Colette Morin – President

Insurance require that no student or renter shall act as PIC of any Glacier Air aircraft unless they have been approved by a flight instructor.

Rental pilots must hold a valid and current licence, medical and have had no accidents in the past three (3) years, is current or checked out on the aircraft within the previous sixty (60) days and does not use the aircraft for any commercial purposes. If you have not flown in the past 60 days, you will be required to complete a rental check ride with an instructor prior to any solo flight or flights with passengers.

As Pilot-in-Command, when you rent an aircraft, you accept full responsibility for the safety of your passengers and the care and custody of aircraft at all times. You are responsible for ensuring the aircraft is fit for the intended flight, operating within the aircraft limitations and CAR's, including the review and recording of any defects found prior to and during your flight. If you are aware of any defect not recorded, you must report them to the CFI, Operations Manager and/or Person Responsible for Maintenance immediately for review and rectification or deferral prior to your flight otherwise you accept full responsibility if any damage to the aircraft should occur resulting from such defects during your flight.

As a renter, if any damage should occur to an aircraft while in your care and custody, you will be responsible for the **full cost to repair the aircraft** and/or any associated insurance costs. If an insurance claim is made, the renter will be responsibility for full payment of any applicable insurance deductibles.

Flight cancellations require a minimum 24-hour notice. Cancelling of flight with less than 24 hours notice, unless weather related, may result in a cancellation fee of up to 1 hour rental cost being applied to your account. All cancellation fees must be paid in full prior to further aircraft rental. Repetitive cancellations without proper notice will revoke flying/rental privileges with Glacier Air.

C. Morin Aviation (BC) Inc. – COVID-19 Policy

Issue by Colette Morin – President

COVID-19 Screening Questionnaire and Protocol

Prior to entry into any Glacier Air facilities, including aircraft, all persons are required to comply with Glacier Air health check and other screening procedures to help prevent the spread of COVID-19 and ensure all clients and staff remain safe.

Each person must verify whether they exhibit any of the following symptoms:

- Fever
- A cough
- Breathing difficulties

Each person must answer the following Health Check questions:

- Have you received COVID-19 vaccination approved by Health Canada?
- Have you been refused entry anywhere within the past 14 days due to medical reasons related to COVID-19?
- Are you a subject of any provincial or local public health order for Self-Isolation?
- Have you travelled internationally within the last 14 days or have family or roommates who have travelled in this time frame?
- Have you been in close contact with anyone who has been diagnosed with COVID-19 or displays any symptoms of COVID-19?

Persons are prohibited from entering any Glacier Air facility if:

- a) the person's answers to the health check questions indicate that they exhibit:
A fever and a cough, or
A fever and breathing difficulties
- b) the Screener observes, during the health check, that the passenger is exhibiting:
A fever and a cough, or
A fever and breathing difficulties
- c) The person's answers to any of the additional questions asked of them is in the affirmative; or
- d) The person is a competent adult and refuses to answer any of the questions asked of them or comply with COVID-19 mask wearing policies.

All persons entering Glacier Air facility must:

Answer ALL Health Check questions honestly, including disclosing their current vaccination status.

Sign In and Sign Out.

Wash hands or use hand sanitizer IMMEDIATELY upon entry facility.

Wear mask when required by Public Health Order or by Glacier Air staff.

Refrain from using any Glacier Air dishes or other such supplies.

Minimize touching items and surface that cannot be easily wiped clean.

Refrain from “hanging out” inside Glacier Air facilities when not participating in any training activities.

Dispose of used paper towels, gloves, etc. in trash dispensers provided.

Supply their own:

Charts, Books & Writing supplies (Pen, Pencil, Notepads, etc.)

Water bottles and/or Beverage holders

Mask, glasses, gloves or other PPE (Masks must be worn in accordance with Public Health Orders and Transport Canada Interm Orders)

Headset or personal mic cover (headsets and mic covers may be purchased here).

All Glacier Air staff and clients should protect themselves by maintaining social distancing of 2M or more whenever possible, wash hands frequently and wear PPE when in close contact with others.

All staff and students are encouraged to maintain a Personal Contact Log until the threat of transmission of COVID-19 has been significantly reduced and the PHO has lifted all public health restrictions.

Only student fully vaccinated with a Health Canada or WHO approved vaccination against COVID-19 will be permitted to train with Glacier Air. If a student is not able to be vaccinated, they must provide the CFI with proof of medical conditions from a physician preventing them from having the vaccination. Unvaccinated student will be required to wear a mask at all times while in Glacier Air facilities, including aircraft.

Notify Colette Morin, 604-839-3624 IMMEDIATELY if you encounter anyone who has contracted or suspects they have contracted COVID-19 or you have contracted or suspect you have contracted COVID-19 yourself.

If you suspect you have been in contact with COVID-19, please self-isolate and contact your nearest public health professional immediately for testing and further instructions.