

FlightLogger – Conditions of Use

By using the FlightLogger Service, the Customer agrees to the following conditions listed below: (please read carefully):

The term 'active student'

Each month the Customer is charged according to the amount of 'active students' they have had on their FlightLogger account between the first and the last day of the given month. The description below sums up the rules for 'active students' in FlightLogger.

- An 'active student' is a student that has been attached to an 'active program' in FlightLogger between the first and the last day of a given month.
- If a student is attached to multiple 'active programs' within a given month, FlightLogger will only charge the Customer for one 'active student'.
- Whether a student has been attached to an 'active program' for 1 day or 31 days in a given month does not make any difference and does not give rise to price reductions.
- The status of a program attached to a student can be changed from 'active' to 'standby' or 'completed' at any time by the Customer.
- If the status of all programs attached to a student is moved to 'standby' or 'completed' before the 1st of the following month and remains 'standby' or 'completed' throughout the month there will be no charge for the student in that month.
- A student attached to programs that are set to 'standby' or 'completed' will still have access to FlightLogger unless the student is 'blocked' by an administrator.
- Administrators will still have access to students attached to programs that are set to 'standby' or 'completed' however, these students cannot (among other things) be scheduled.
- It is the Customer's own responsibility to change the status of programs attached to students before the 1st of any given month to avoid the monthly charge for the student in the following month.
- FlightLogger does not provide any discount in case the Customer forgets to change the status of a program attached to a student.

The term 'operation'

Each month the Customer is charged according to the amount of 'operations' the Customer has had on the FlightLogger account between the first and the last day of the given month. The description below sums up the rules for 'operations' in FlightLogger.

- An 'operation' in FlightLogger is any registration registered as an operation in FlightLogger between the first and the last day of a given month.
- If a single 'operation' consists of multiple flights within the same 'operation', FlightLogger will only charge the Customer for one 'operation'.
- FlightLogger does not provide any discount in case the Customer unintentionally registers an 'operation' in FlightLogger.

FlightLogger payment and subscription

The monthly charge for the FlightLogger subscription runs automatically via the Customer's inserted credit card. The description below sums up the rules for payment and management of the FlightLogger subscription.

- It is the Customer's responsibility to keep a valid 'invoice email' and valid credit card details in FlightLogger at all times.
- By default, FlightLogger can only be charged via the credit card inserted in FlightLogger. Only in special circumstances, and only by appointment, the FlightLogger subscription can be paid via bank transfer. FlightLogger charges a 100 EUR handling fee per invoice for any payments done using any other payment method than automatic payment via the credit card inserted in the FlightLogger account.
- At the start of each month, the Customer receives an invoice to their inserted 'invoice email'.
- The Customer can edit their 'invoice email' at any time under the following: Administration->Account settings->Automatic payment.
- At the 10th of each month, the Customer's inserted credit card will be charged according to the received invoice.
- If the Customer finds an error in the invoice, this shall be reported to support@flightlogger.net no later than invoice due date (the 10th of the month).
- The Customer can edit their inserted credit card at any time under the following:
Administration->Account settings->Automatic payment.
- The Customer can find their invoice history at any time under the following:
Administration->Account settings->Automatic payment->Invoice history

- If for whatever reason the credit card can't be charged, a notification email will automatically be sent to the Customer's 'invoice email'.
- FlightLogger will try recharging the credit card each day and automatically send a notification email each day until the charge has gone through successfully.
- If payment hasn't been made on the 20th of the given month (after 10 notification emails), FlightLogger will automatically shut down the account and the Customer will no longer have access to their FlightLogger account.
- Once payment has gone through, the Customer will once again get access to their FlightLogger account.
- If payment hasn't been made on the last day of the given month, FlightLogger can no longer be held responsible for storing the Customer's FlightLogger account including any data on the account.
- It is at all times the Customer's own responsibility to ensure they can fulfil the regulatory requirement when it comes to keeping a record of historical training data.
- If the Customer chooses to cancel their FlightLogger subscription, their FlightLogger account and all related data will be deleted upon the Customer's chosen cancellation date.
- It is the Customer's own responsibility to export all data from their FlightLogger account before the chosen cancellation date.

If the Customer wants to start using FlightLogger again in the future, it will be on a new FlightLogger account (without any previous history). FlightLogger will help the Customer get safely started by implementing all training manuals, aircraft, instructors, students, etc. just like any other new customer gets started.

If the Customer wants to start using FlightLogger again, the Customer will be charged a start-up fee and two mandatory training days at the Customer's location.