

CANCELLATION & WEATHER POLICY

Version 1.0 | September 2026

Sallisco Ltd trading as Airmetrix

Drone operations are dependent on suitable weather, airspace, site conditions and other operational factors. This policy explains what happens if an Airmetrix booking needs to be postponed, rescheduled or cancelled.

Weather & Operational Conditions

The safety and legality of every flight takes priority over completion of an assignment.

Airmetrix will assess weather and operating conditions before each assignment and will continue to monitor conditions on site. A flight may be delayed, modified or postponed where conditions are considered unsuitable for safe operation or for achieving an acceptable standard of work.

This may include high winds, rain, poor visibility, thunderstorms, extreme temperatures, unsuitable lighting, temporary airspace restrictions, unexpected site hazards or other circumstances outside Airmetrix's reasonable control.

The final decision on whether a drone flight can safely and legally proceed rests with the Airmetrix Remote Pilot.

Weather Postponements

If Airmetrix determines that an assignment cannot proceed because of unsuitable weather or other operational conditions outside the Client's control, there will be no rescheduling fee.

The booking will be moved to the next mutually suitable date.

Where possible, Airmetrix will provide advance notice of likely weather disruption. However, weather conditions can change quickly and a final decision may sometimes need to be made on the day or at the location.

If some of the agreed work can safely be completed, Airmetrix may discuss completing that portion and returning for the remaining work.

Client Cancellations

For confirmed bookings cancelled by the Client, the following cancellation charges may apply:

Notice given	Cancellation charge
More than 48 hours	No cancellation fee
24-48 hours	Up to 50% of the agreed fee
Less than 24 hours	Up to 100% of the agreed fee
Failure to attend / provide agreed site access	Up to 100% of the agreed fee

Any reasonable, non-refundable third-party costs already incurred specifically for the assignment may also remain payable.

Airmetrix may waive or reduce a cancellation charge where appropriate.

Client Rescheduling

We understand that plans change.

Where the Client requests to move an assignment more than 48 hours before the scheduled start, Airmetrix will normally transfer the booking to another mutually suitable date without a rescheduling charge.

Repeated rescheduling or changes made within 48 hours may be treated as a cancellation and the applicable cancellation charge may apply.

Airmetrix Cancellations

In the unlikely event that Airmetrix has to cancel for reasons within our control and cannot offer a suitable alternative date, any payment made for services that have not been provided will be refunded.

Airmetrix will not charge the Client a cancellation or rescheduling fee where Airmetrix itself determines that a flight cannot proceed safely or legally.

Airspace & Permissions

All drone operations remain subject to applicable airspace restrictions, permissions, authorisations and site requirements.

Where an unexpected restriction prevents the flight from proceeding, Airmetrix will normally seek to reschedule the assignment.

Where the Client was responsible for obtaining an agreed permission, providing site access or supplying information necessary for the operation and fails to do so, the booking may instead be treated as a Client cancellation.

Travel & Attendance

Where Airmetrix has already travelled to the site before an assignment is cancelled or becomes unable to proceed due to circumstances attributable to the Client, reasonable travel or attendance costs may remain payable.

No additional attendance charge will normally be made where Airmetrix attended the site but subsequently determined that weather conditions were unsuitable for safe flight.

Deposits

Where a deposit has been taken, it will normally be transferred to a rescheduled booking where the assignment is postponed because of weather or another operational reason outside the Client's control.

Where the Client cancels, any deposit may be applied against the applicable cancellation charge and costs already incurred.

Consumer Rights

Nothing in this policy limits or excludes any statutory rights available to consumers.

Where a consumer books services online, by telephone or otherwise at a distance, statutory cancellation rights may apply.

Where the Client expressly requests Airmetrix to begin providing services during an applicable cancellation period, the Client may be required to pay for services already supplied if they subsequently cancel.

Document Control

Document	Airmetrix Cancellation & Weather Policy
Version	1.0
Effective date	September 2026
Owner	Sallisco Ltd trading as Airmetrix
Next review	15/12/2026