



United Arab Emirates



GENERAL CIVIL AVIATION AUTHORITY

1. REFUND POLICY:

'The Authority policy is not to refund the payment for the services applied for by the applicant provided they are rejected by the Authority due to technical reasons covered under Article 2 and 3 below. Applicants shall be careful when applying for and selecting services as the Authority upon approval / receipt of payment allocates necessary resources and thus incur costs required in providing satisfactory services'.

2. The following general points will be administered in considering all refund applications:

2.1 The investigation of any refund claim from a customer must give due consideration of the GCAA time spent on the application. This is to ensure that the GCAA meets its main financial objective being that any costs incurred must be recovered from those who have caused the costs to be incurred. GCAA will be final authority on calculation of cost incurred by the GCAA and no representations in this regard shall be accepted.

2.2 Any refund request received relating to transactions being greater than ONE year old will not be considered, wherever applicable.

2.3 A minimum administration fee of AED100 to be deducted from each refund claim subject to specific exceptions concerning:

a) Where the applicant has paid in error or paid in excess of the correct fee;

2.4 In line with UAE money laundering legislation any charge paid to the GCAA will only be refunded by the GCAA, in full or in part, to the person on which the fee is under his / her name (either for individual or organization).

2.5 Where an applicant has paid in error and no associated GCAA costs have been incurred, then a full refund should be given.

2.5.1 Where an applicant has overpaid in respect of a set fee then the overpaid amount should be refunded in full.

2.5.2 Where an applicant has paid in advance for an activity e.g. exam fee, which has not been processed by the GCAA, through no fault of the applicant, then a full refund should be given.

This is not applicable for an AEP – Aircraft Entry Point Registration, once an authorization code has been issued, there will be no refund, whether the applicant has made an error or not.

2.6 In all cases, where the customer has outstanding debts the GCAA reserve the right to offset the refund against any outstanding debt due to the GCAA in relation to that customer.

2.7 Where the GCAA has arranged a site visit to take place to further an application and before that date the applicant requests the site visit to be cancelled, the applicant shall be charged for the full cost recovery of time and expenditure incurred to the date of cancellation. This would include labor costs incurred in setting up the visit plus full recovery of any other associated costs e.g. incurred non-refundable travel and related expenditure, refund admin fee. GCAA will be final authority on calculation of cost incurred by the GCAA and no representations in this regard shall be accepted.



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- Where full cancellation rather than postponement of the visit is concerned then the charge to be levied will be the *greater* of full cost recovery or the following minimum charges:
- Where a visit is cancelled by the GCAA then the customer will not be charged to rearrange an alternative visit date.

Where a visit is to involve GCAA staff in an aircraft flight, the decision to cancel that visit due to bad weather conditions / or any operational reasons will be taken by the GCAA and not the customer.

2.8 No cash refunds will be made. Refunds will be in the form of cheque payment, bank transfer, if the payment is made by credit card then refund will be made vide credit card or credit notes as an adjustment to invoice.

2.9 Where a contract exists between the GCAA and a third party then any specific refund considerations will be agreed within that contract. However, should no terms exist within the contract then the GCAA Refunds Policy will be applied.

3. Specific charge mechanisms shall adopt specific refund rules as follows:

3.1 No refund will normally be given where the GCAA has instigated the revocation of a license / certificate / approval / exemption.

3.2 Where the holder is the original applicant and the holder surrenders the license / certificate / approval / exemption to the GCAA, without the GCAA having previously proposed revocation action, and requests a refund, the amount of any refund will be 'NIL' except for the Air Operator Certificate which is a refundable deposit subject to adjustment against air worthiness fee.

3.3 Where an applicant wishes to renew a certificate / license / approval / permission / exemption before the expiry date, no refund would be granted for the unexpired portion of the original validity period. However, where legislative amendment causes valid certificates / licenses / approvals / permissions / exemptions to be amended, e.g. where GCAA recalls licenses to be re-issued in line with new amendments, then any amount paid in advance for the remaining validity period will be considered and only the balance amount will be charged for the extended period of license and shall be considered as renewal and not new issue.

3.4 Where an applicant has opted to pay for a fast track service that attracts an additional fee over the charge for the standard turnaround service, and the fast track turnaround time is not met by the GCAA, then the fast track service fee should be refunded in full.

However, if the turnaround time is not met due to exceptional additional activity requested for by the applicant, then the fast track service fee shall not be entitled for refund.

3.5 Where an applicant has opted to pay for a fast track service that attracts an additional fee over the charge for the standard turnaround service and the applicant then cancels the fast track request, the fast track portion of the fee shall not be refunded if the GCAA has already started processing the application.



4. Discretionary refunds

4.1 Where an issue arises that does not fall within the scope of the refunds policy or is deemed to require a separate approach, H.E. Director General has the discretion to issue any resulting refund as appropriate.

5. Effective Date

5.1 The Refund policy will be made effective 24th November 2011