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AIRCRAFT CHARTER CONSUMER GUIDE



Safety, security, convenience and productivity are key reasons why individuals and companies choose on-demand air transportation for personal and business travel. Air charter flights operate on the passenger's schedule, allowing considerable flexibility. With the ability to fly in and out of more than 5,000 public use airports in the United States – more than 10 times that of the airlines – air charter provides safe and convenient access to your destination.

Even with all the benefits air charter provides, it also is true that not all air charter operators can or will meet your specific wants and needs. You must become an educated air charter consumer. A general understanding of what questions to ask and what answers to expect will assist you in your effort to choose a charter operator that will provide the aircraft and service level you require and deserve.

This NBAA guide serves as a basic introduction to aircraft charter. It provides a high-level overview of the aircraft charter industry and the federal government's involvement in establishing regulations and overseeing charter operations. The guide also provides you with tools you may customize and use to pre-screen charter operators and charter brokers to obtain competitive quotes for charter flights.

Because each consumer has different needs and requirements, there is not necessarily only one correct answer to the pre-screen questions that NBAA recommends consumers ask charter operators or charter brokers. However, when screening multiple operators, you will be able to obtain an apples-to-apples comparison. Some answers will be straightforward and intuitive, others will require aviation knowledge and expertise. The introduction you receive via this guide will help in many areas, yet first-time charter customers might consider working closely with an aviation expert for aircraft charter needs. For example, if your company operates an aircraft for its business, we recommend you consult with the flight department manager or chief pilot, who can help you select a charter operator for your on-demand air transportation needs.

Nationwide, there are more than 2,000 air charter operators. These companies are required to hold an air carrier or commercial operating certificate and operations specification issued by the FAA

that contain company names, authorizations and limitations. The FAA licenses, together with economic authority issued by the U.S. Department of Transportation (DOT), allow charter operators to conduct on-demand operations under Part 135 of the Federal Aviation Regulations for most business aircraft. Each charter operator is assigned to an FAA Flight Standards Service Office (FSO) that oversees that operator, and each is assigned FAA operations, airworthiness and avionics inspectors to provide government oversight.

Some charter operators serve local markets, others operate internationally. Some operate smaller single-engine aircraft, others operate large turbojet aircraft that can be utilized as a “flying office.” Some operate at world-class levels, while others meet the bare minimum regulatory requirements. Knowing your own requirements and preferences (i.e., your mission) will help you find the right operator for you.

What Is the Mission?

In the realm of charter aircraft, one size does not fit all. More than 300 business aircraft makes and models have been certified by the FAA, many of which are available for charter flights. Knowing your mission will help ensure you arrange the right fit for your air travel needs. For example, you would not charter a business jet for a fishing trip in a location accessible only by seaplane, nor would you charter a single-engine seaplane to fly you from the U.S. to Asia.

Following are some key points you will need to consider before arranging a charter flight:

- What is the point of origin?
- What is the destination?
- Are there other locations, such as interim stops, planned during the trip?
- Are your dates/times for travel firm or do you require flexibility?
- How many passengers will be traveling?
- Do you need the aircraft to fly non-stop on all legs of the trip?
- Do you have aircraft cabin preferences or requirements? For example:
 - Baggage or cargo capacity
 - Lavatory
 - In-flight telephone/internet with consideration for worldwide coverage and bandwidth
 - Conference table for in-flight meetings
 - Sleeping capabilities
- Do you have any special needs or requirements? For example:
 - Preference for propeller or jet aircraft
 - Flight attendant to perform safety and service functions
 - Meal service
 - Accommodations for passengers with disabilities, allergies or other special needs



How Do I Find an Air Charter Operator?

Multiple outlets exist to help you find an air charter operator, including general resources, such as internet searches, and industry-specific resources, such as aviation magazines and NBAA's Products & Services Directory. These resources may help you find a charter operator located in your general geographic area with aircraft that will meet your mission requirements. However, they will not necessarily help you determine which charter operators train their crews to the highest standards, carry the appropriate level of insurance or ensure the best possible maintenance for their aircraft.

NBAA's online Products & Services Directory lists both air charter operators and air charter brokers at www.nbaa.org/prodsvcs.

What Should I Know About Air Charter Brokers?

In addition to the 2,000 charter operators, there are individuals and companies, known as air charter brokers, that link charter customers with charter operators and often provide value-added services to assist the air charter consumer. Customers can ask brokers what type of value-added services they provide that may not be provided by aircraft operators. In addition to due diligence research on operators, aircraft, and crew qualifications, brokers also may make arrangements for ground transportation, special catering, on-board passenger amenities, hotels, executive security, destination security briefings and other services.

While charter operators are regulated primarily by the FAA, charter brokers are regulated primarily by the DOT. Part 295 of the DOT regulations sets certain requirements for air charter brokers, which may be summarized as follows:

1. Brokers may choose to act as principals or agents in arranging charter air transportation, but must make their role clear to their customers and must identify the charter operator that will operate each flight prior to the customer's committing for the flight.
2. Brokers must make additional disclosures upon the customer's request, for example the existence of a business relationship that would bear on the broker's impartiality in selecting a charter operator.
3. Brokers must provide an adequate opportunity for the customer to accept or reject the charter operator when its identity is disclosed.
4. If the customer is dissatisfied with the prospective charter operator or other information disclosed by the broker, the broker must allow the customer to cancel and receive a full refund of any monies paid for the charter flight and any related services.
5. If previously-disclosed information changes prior to a flight, the broker must provide updated information to the customer within a reasonable time, failing which the broker must provide the customer an opportunity to cancel the affected flight with a full refund.
6. Certain broker practices are prohibited as unfair or deceptive or as unfair methods of competition. Note that it is not unusual for a charter operator to act as a broker if it is unable to meet its customer's needs with its own aircraft; a charter operator acting as a broker is subject to the same requirements as above under Part 298 of the DOT regulations.

If you choose to work with an air charter broker, be certain that any broker you work with has air charter expertise, including detailed knowledge of the DOT and FAA regulations applicable to charter brokerage and aircraft operations. As well, ensure that the air charter broker provides you the information requested in this guide's appendices so that you will be fully familiar with

the charter operators that may conduct your flights. If the broker is unwilling or unable to provide the required information, you might consider working with another broker or directly with a charter operator who can provide complete information.

How Do I Select a Charter Operator or Broker?

NBAA highly recommends that charter customers pre-screen charter operators, so that when you need to arrange a charter flight, you will have a listing of qualified charter operators readily available for your particular need. Alternatively, your air charter broker can provide this pre-screening for you; upon your request, a reputable charter broker will provide you full answers to the pre-screening questions. Take the time and attention to select an air charter operator or broker like you would select any other professional such as a doctor, attorney, or accountant.

The FAA is aware that some noncommercial aircraft operators, known as Part 91 operators, attempt to evade the commercial air carrier regulatory oversight and elevated level of safety required of certificated Part 135 operators. These transgressing operators typically offer to dry-lease an aircraft to potential customers and may establish numerous dry lease agreements on just a single aircraft. In a dry-lease agreement, operational control of the aircraft, liability, and safety oversight fall squarely on the customer, unlike a Part 135 charter flight where the operator retains operational control, liability and safety responsibility at all times. Setting up a proper dry-lease takes considerable lead time and paperwork, so customers should take great care to exercise vigilance when an operator attempts to provide an aircraft using a dry-lease agreement in lieu of a charter flight, especially on short notice. While the FAA has a special emphasis investigation team dedicated to identifying and prosecuting these non-compliant operators, as well as an illegal charter hotline for reports of violations (1-888-759-3581), it is important to use caution and thoroughly vet any potential charter operator prior to considering a charter flight contract from that operator.

Appendix A contains a list of suggested screening questions that to help you learn more about a given charter operator, whether directly or through a broker. You likely will have questions of your own to add to the list. The discussion below focuses on some of the operational issues that may assist you with your screening. While all charter operators are required to meet specific standards mandated by the FAA (e.g., regulations for aircraft main-tenance, aircrew training and aircraft operations), many operate at a level above and beyond the minimum. You should select a charter operator based on several criteria, which include the following.

SAFETY AND SECURITY

When selecting a charter operator, it is important to be aware of the audit history and ratings of the operator. Audit ratings may be found by contacting the charter operator or through third-party safety auditors, e.g., International Standard for Business Aircraft Operations (IS-BAO), Air Charter Safety Foundation (ACSF), Aviation Research Group U.S. (ARG/US), and Wyvern. Most brokers and operators will provide an ARG/US Trip CHEQ report or a Wyvern Pass report showing that the operator meets or exceeds industry standards. Request a copy of the operator's most recent independent on-site safety audit, it should be within the past 2 years. Links to these audit organizations may be found via www.nbaa.org/charter.

If no independent audit has been done on the operator, the charter customer can seek the assistance of these organizations, or other aviation professionals with audit experience, to have a third-party safety audit conducted. If the charter operator is in your geographic area, visit its facilities to see firsthand the condition of the aircraft and assess the level of customer service. Charter customers with in-house aviation expertise also may want to conduct their own safety audits of potential operators.

Security is a primary reason consumers turn to business aviation, including charter, for travel needs. The Transportation Security Administration (TSA) has established security plans and procedures for aircraft over 12,500 lbs maximum weight, which includes many charter aircraft. Charter operators and passengers are required to follow these regulations, and many charter operators have voluntarily implemented additional security measures. You will be required to provide passenger information to the charter operator prior to the flight and government-issued photo identification prior to boarding. Other security protocols may be in place, and these may vary depending on the airport and the charter operator.

OPERATIONAL CONSIDERATIONS

While the FAA mandates initial and recurrent training for charter pilots, there are some differences in how often the training is provided and where it is conducted. Generally, for jet aircraft, annual recurrent training is required and use of a full-motion flight simulator is preferred, enabling pilots to train on emergency procedures without taking undue risks. The experience level of the crew is also important. The highest FAA license a pilot can earn is an airline transport pilot (ATP) rating, which requires a minimum of 1,500 hours flight experience. You may want to know the total flight hours of the crew and, even more important, how many hours each crew member has in the make/model of aircraft to be used.

Ensure that newer, less experienced pilots are paired with pilots who have more experience in the aircraft (the industry refers to this as “crew pairing”). For example, you might not want to charter a turbojet aircraft that will be flown by a captain with fewer than 250 hours in the make/model and a first officer with little or no experience in that aircraft. Aviation industry vendors and auditors can recommend flight time and crew pairing minimums to help you determine appropriate levels.

For safety reasons, the FAA restricts flight and duty time of the crew and requires crew rest periods. Flight duty and rest regulations may impact your trip (e.g., you might not be able to leave for a meeting at 6 a.m. and return home the same day at 10 p.m. with the same crew). Become familiar with the operator’s policy and procedures on crew duty limits and how it will conduct your mission and maintain those policies.

Other safety considerations include whether the operator has had any accidents or incidents, and whether the operator or flight crew has had any FAA enforcement actions taken against them. Perhaps the most important consideration is whether the operator has taken remedial steps to increase safety if it has an accident or enforcement history, and if so what the steps were.

Another key consideration is maintenance and inspection of the aircraft. The FAA approves the maintenance and inspection programs applicable to all aircraft engaged in Part 135 charter operations. You will want to know who maintains the aircraft, i.e., is it maintained by a factory service center, by an in-house mechanic or by a local repair facility? If it is not maintained by a factory service center, how often are the maintenance technicians sent for training specific to that make/model aircraft?

If the aircraft is an older model, what is the condition of the aircraft’s appearance (paint and interior), and have the pilot’s instruments and navigation equipment (called avionics) been updated to current technologies such as Global Positioning System (GPS), Wide Area Augmentation System/Localizer Performance with Vertical Guidance (WAAS/LPV), Enhanced Vision System (EVS) or Enhanced Ground Proximity Warning System (EGPWS)? How does the operator handle unanticipated maintenance needs that, on a rare occasion, might arise during a trip you have booked? Does the operator have additional aircraft available in the event maintenance requires cancellation of a flight?

If you are planning an international flight, determine what experience the operator has flying to/from/within the countries you wish to visit. You will want to learn if the operator implements any specific safety and security measures when conducting operations in that region and whether the operator assists with immigration and customs logistics, such as visas and customs forms. Obtain information from the operator as to whether it uses a qualified ground handler or agent at the airports you will be visiting.

Similarly, the training and experience levels of flightcrew conducting specialized flight operations, such as flights into airports surrounded by mountainous terrain (including ski resort airports in the Rocky Mountain region), extended overwater operations (e.g., flights from the U.S. mainland to Hawaii), polar operations, or flights into airports with unique operating characteristics (e.g., steep approaches to landing) should be reviewed. How often does the charter operator conduct training for crew conducting these flights (annual recurrent training is recommended as a minimum), and how often does the crew conduct these specialized operations?

Many charter operators also train their pilots and flight attendants in emergency procedures, first aid and CPR for the rare instances when emergencies arise or passengers need medical attention during a flight. In addition, some aircraft operators carry a defibrillator on board or subscribe to an in-flight medical assistance program to provide additional assistance in the event it is needed. Consider checking with the operator to ensure one or more flight crew members will be trained in emergency procedures, first aid, and CPR.

A benefit of flying on a chartered aircraft is a superior customer service experience. When screening potential operators, determine how the charter operator ensures a consistently high level of customer service. Do the pilots, flight attendants and other employees receive customer service training – if so, what does the training entail and how is performance measured? Have service standards been established for the crew? What are they and how are they measured? How soon prior to the scheduled time of departure will the aircraft be at the airport? Generally, the aircraft and flightcrew should arrive at the airport 60 minutes prior to scheduled departure time and be ready to receive passengers 30 minutes prior to scheduled departure time.

How will the charter company accommodate you if there is a problem with the flight arrangements? To whom would you go to with a complaint – the flight crew or company headquarters? Will someone be available at any time – day or night – to assist you should you have a complaint or complication? One indication of a charter operator’s service levels will be the number of repeat customers it has.

Related to customer service is confidentiality. You might inquire with the charter operator how it ensures the confidentiality of your travel arrangements, if this is important to you or your business. Reviewing an operator or broker's social media presence may provide valuable insight as to how they respect confidentiality.

KNOW THE CHARTER OPERATOR

Is there an air charter broker involved in arranging the charter flight or are you dealing directly with the charter operator? An air charter broker is required to inform clients who is operating each flight, and upon request, should provide the qualifications of the charter operator. Ask to see the FAA-issued air carrier certificate of the charter operator that will conduct the flights. From that, you will see the FAA air carrier operating certificate name and number. Charter operators may use additional business names in addition to the company name listed on the operating certificate. The use of a DBA or “doing business as” name must be approved by the FAA and should be provided with the operator’s information.

Become familiar with the charter operator's history and experience. Was it recommended to you by someone knowledgeable of aviation? Knowledge of the operator's experience, safety record, FAA enforcement action history and scope of operations will assist you in choosing an operator well-suited for your needs.

When booking a charter flight, confirm whether approval of the flight by the aircraft owner is required, and if required, confirm when owner approval is expected. (It is not unusual for charter operators to manage aircraft on behalf of their owners and to charter out those aircraft subject to receipt of the owner's approval – although not all owners insist on this step.) Sometimes the charter operator is unable to conduct a flight that you might have scheduled. In most cases, the charter operator will find another aircraft or charter company to conduct the flight for you. Ask how the charter company handles situations such as this. What criteria does the operator use to select the substitute charter company? Consider whether the same criteria you insist on are used when choosing the substitute charter operator and if the substitute operator otherwise meets your standards. You should insist upon being advised of the name of any substitute charter operator proposed and of the right to cancel your arrangements with a full refund in the event the substitution is not satisfactory to you.

INSURANCE REQUIREMENTS AND RECOMMENDATIONS

Inquire about the charter operator's insurance coverage to ensure the limits are adequate. According to one expert, many prospective jet charter clients look for a minimum of \$50 million combined single limit for bodily injury to passengers and property damage liability. More or less coverage may be appropriate depending on your needs and the charter operator. If necessary, contact your insurance broker to discuss whether other means may exist to insure your use of chartered aircraft.

Insist that the charter operator list you (or your company and any other appropriate parties) as additional insureds on the operator's aviation insurance policy. As an additionally insured charter customer, the limit of liability will be shared with the charter operator and other parties on the charter operator's insurance policy, and a legal defense provided under the terms of the policy if needed. Request and obtain a waiver of subrogation and insist on receiving at least 10 days' advance notice of policy cancellation.

Prior to the flight, obtain a certificate of insurance confirming the coverage and specifically identifying the aircraft that will be used. All of the above is consistent with standard industry practice.

PRICE

Do not choose a charter operator based on price, and price alone. The safety and security of the passengers must be the primary consideration. If you receive multiple quotes from comparable charter operators, then price could be an important factor. If you have a need for charter on a regular basis, you may want to inquire with the operator or broker to see if they offer "block charter" price, whereby you purchase 25-, 50- or 100-hour time blocks at a discounted price, which you can use over a specified period of time.

Charter customers might also find "jet cards" to be a viable option. In recent years, a number of charter operators, and even charter brokers, have started selling jet cards, which are similar to block charter in that you purchase 25 to 50 hours in a specific category or type of aircraft that will be operated by one or more charter operators vetted by the card provider. If you choose a jet card option, be certain to know who the charter operator will be so that you can research that operator's reputation and safety record.

Technological developments, including the internet and mobile applications, have enhanced the

industry's ability to match passenger flight requests with available aircraft. Charter brokers, and in some cases charter operators, can now enable prospective passengers to "self-aggregate" with others who are willing to share available seats on a proposed flight. Flights booked through a mobile application without personal contact with an aircraft charter broker or operator may be of this crowdsourced variety, which could result in sharing costs with other passengers on a given flight. While the form of crowdsourcing can vary, if it is a possibility, a charter broker or operator should always ask before you contract for the flight if you are willing to share the aircraft with other passengers to reduce your cost. Nevertheless, if your total passenger count is fewer than the number of available seats and there has been no crowdsourcing, it is best to confirm the flight will not be shared directly with the charter broker and/or operator.

Charter customers should be aware, as well, that if the customer wishes to resell any of the seats it has chartered, it must comply with detailed consumer-protection regulations set by DOT. Under federal law, charter customers do not have legal authority to sell seats to members of the public unless they first comply with these DOT requirements, known as Part 380.

With any type of charter, it is important to know where your money is until the flight for which you paid has operated. Charter operators and brokers should inform their customers where their money will be held, and customers may wish to ensure that any payments made in advance of a charter trip are held in a separate account, such as an escrow or other recognized financially secure account, until earned.

Also, as a rule it is important to create an apples-to-apples comparison of charter quotes received. In addition to aircraft flight-time charges, there may be other costs associated with charter operations, including aircraft positioning or one-way fees (for non-round trip flights), fuel surcharges, wait-time charges, crew transportation and overnight charges, catering, ground transportation, overflight, landing and handling fees, agriculture, customs, immigration and security fees, and last but not least, federal excise taxes. Know what the entire cost of the flight will be before signing the charter contract. Finally, it is prudent to have a qualified attorney review your charter contract/agreement before signing it and scheduling the flight.

Be advised that all commercial flights, including charters, within the United States are subject to a Federal Excise Tax (FET) of 7.5 percent of the amount paid for air transportation. Line items not related to the movement of the aircraft such as catering and ground transportation are typically excluded from FET. Generally, the company billing the customer is responsible for collecting and remitting FET. Consult the NBAA Federal Excise Tax Guide for more information on FET.

Appendix B provides a charter request for proposal (RFP) form to assist with your charter company selection and pricing for a particular trip. A PDF version of the form and additional charter consumer resources are accessible via the NBAA web site at www.nbaa.org/charter.

Appendix A: Aircraft Charter Pre-Screening Questions

Charter customers are best served when the screening of several charter operators or charter brokers is conducted in advance of a flight. Use the following questions as a basis to determine which operator or broker might be the best match for your needs.

Background and Experience

- Who is the FAA-certificated charter operator that will conduct our flights? What experience does the operator have? How long has the operator been in business: In aviation? As an air charter operator?
- What type of aircraft can the operator offer for charter? What year(s) were the aircraft manufactured? What, if any, major refurbishments (interior, flight equipment, paint, etc.) were completed on the aircraft, and when?
- How many aircraft and crew does the charter operator have? Has the FAA ever taken enforcement action against the operator or one of its flightcrew?
- What experience does the crew have? How many flight hours total time? How many hours in make/model of each aircraft?
- If special operations (e.g., mountain airports, extended over water) will be conducted, what experience (initial and recurrent) does the crew have with these operations?

Safety and Security

- What is the operator's safety record? Has the operator had any aircraft accidents or incidents? If so, what measures has the operator implemented to ensure increased safety?
- Has the charter operator or broker undergone an onsite safety audit by an independent third-party organization? What were the audit findings, and how does the charter operator compare to other charter companies?
- What security screening procedures are in place (e.g., to identify passengers)? (Note: Appropriately, charter operators will be hesitant to disclose their security procedures. Your questions should focus on what passengers need to do to comply with the operator's security program.)
- How often is training provided to the crew and what is covered in the training? (e.g., does the charter operator provide training above and beyond the minimum training requirements established by the FAA?)
- Where is training conducted? Is the initial and recurrent training provided in a simulator (preferably) or the aircraft?
- What is the charter operator's policy on crew flight time and duty limits? If a customer's trip unexpectedly goes beyond the crew flight/duty times, how would the charter operator complete the mission while maintaining its policies?
- Will there be a flight attendant on board? Is the flight attendant trained in emergency egress and other safety measures for the aircraft you are flying on?
- Is the aircraft equipped with a defibrillator and is the crew trained in its use? Does the charter operator subscribe to an in-flight medical assistance program in case of emergency?

Aircraft Maintenance

- Who maintains the aircraft? If it is not maintained by a factory service center, how often are maintenance technicians sent for training specific to that make/model aircraft?
- How does the operator handle unexpected maintenance situations that, on occasion, might arise during a trip you have booked?

International Operations

- If you are planning an international flight, what experience does the operator have flying to/from/within the countries you wish to visit?
- What specific or enhanced safety and security measures does the operator implement when conducting operations in that region?
- Will the charter operator or an authorized ground handler assist with immigration and customs logistics, such as visas and customs forms?

Customer Service

- Do the pilots, flight attendants and other employees receive customer service training? Are service standards in place; what are they and how are they measured?
- What is the customer satisfaction rating: low, average, good, excellent? What documentation does the operator have to support that?
- How soon prior to the scheduled flight will the aircraft and crew be at the airport, ready for departure?
- To whom should concerns/complaints regarding flight irregularities, safety, or customer service be directed? Is there someone available 24/7 in case you have any of these concerns?

Aviation Insurance

- What company issues the aviation insurance policy? What are the charter operator's insurance coverage limits?
- Will the charter operator arrange for you to be named as an additional insured under its liability policy?
- Will the charter operator provide you with a waiver of subrogation and a certificate of insurance confirming the coverage and aircraft that will be used for the flight?

Problem Resolution

- How will the charter company accommodate you if there is a problem with flight arrangements (e.g., charter operator's aircraft is unavailable either prior to booking the trip or the aircraft becomes unavailable after the trip is booked)? Can the operator assign a comparable aircraft from its fleet to operate the trip? Will the operator find another charter operator to conduct the flight?
- If a problem is encountered and a substitute charter operator is to be used, who is that operator and what are the substitute operator's answers to these pre-screening questions?

Appendix B: Request for Proposals – Aircraft Charter

Use this form to obtain quotes for specific charter trips. Charter operator or broker should provide complete answers to Parts B and C on separate sheets. Return charter quotes to:

NAME _____

ADDRESS _____

CITY/STATE/ZIP _____

PHONE/E-MAIL _____

Part A: Information About Your Trip (for Charter Customer to Complete):

(List catering requirements, customer preferences and any other trip notes on a separate sheet, as needed.)

	Departure Date	Number of Passengers	Departure Time	Departure City	Arrival City	Desired Arrival Time
Leg 1						
Leg 2						
Leg 3						
Leg 4						
Leg 5						
Leg 6						

Part B: General Questions About the Aircraft Operator (for Charter Company or Broker to Complete):

1. What is the name that appears on the charter company’s FAA air carrier or commercial operator certificate?
2. What is the charter company’s air carrier or commercial operator certificate number?
3. Which FAA FSO and which principal operations inspector (POI) oversees your charter certificate?
4. What, if any, limitations has the FAA placed on the charter operator under its Part 135 operations specifications? (e.g., no international flights, no flights under instrument flight rules)
5. Which aircraft (make, model and, if available, tail number) will be used for the flight?
6. Who are the crew members who will be conducting the flight and what is their experience level? (e.g., total number of flight hours experience, number of hours in make/model aircraft, recent training provided)
7. Under what conditions would you substitute crew members and what are your policies with regard to using substitute crew?
8. If you substitute aircraft or crew members, when is the customer notified of the change and what information does it receive about the aircraft and/or the crew members’ experience and training?
9. If you are an air charter broker:
 - Are you receiving compensation from the charter operator to arrange this flight? (If so, please state separately on the invoice your commission.)
 - Are you acting as an agent of the customer? An agent of the air carrier? As an indirect air carrier?
 - Are you familiar with Part 295 of the DOT regulations (14 CFR Part 295) and do you comply with the regulations?

Part C: Aircraft Logistics and Pricing (for Charter Company or Broker to Complete):

(This information may be provided in the form of a charter quote attached to the Part B responses.)

1. Is the price provided a fixed or estimated cost? Is it inclusive of all fees and taxes. What additional costs will/might be charged? What are the costs?
 - Catering?
 - Crew charges?
 - Landing fees?
 - Overnight fees?
 - One-way or aircraft positioning surcharge?
 - Other?
2. Are discounts provided for block charter? What hour increments are required and what is the discount?
3. What is your cancellation policy? What, if any, fees are charged?
4. What are your refund terms if the trip is not conducted as agreed upon?
5. What is the total estimated price for the trip, inclusive of all taxes, fees and other charges the customer is required to pay?



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ABOUT NBAA

Founded in 1947 and based in Washington, DC, the National Business Aviation Association (NBAA) is the leading organization for companies that rely on general aviation aircraft to help make their businesses more efficient, productive and successful. Contact NBAA at 800-FYI-NBAA or info@nbaa.org. Not a member? Join today by visiting www.nbaa.org/join.