



Your Guide

to Selecting a
Private Jet
Charter Service





Private air travel has become more attainable than ever due to the growing number of clients choosing to forgo the hassles of commercial airlines in favor of chartering a private jet.

But with hundreds of air charter brokers and operators from which to choose, finding a reputable provider can be challenging. That's why Stratos Jets created this guide – **to help you make an educated choice among private jet service providers.**

We compiled our team of industry experts and focused on the 10 most important elements of private air travel you should consider when selecting a private aircraft service provider for your business or family.



Know the differences between Charter Brokers and Aircraft Operators.

There are several different ways to charter private air service. The two most common are to contract directly with an air carrier or to book a charter flight through a broker.

While it is possible to contract directly through a certified air charter operator, your aircraft-selection options will be limited to only the aircraft available within the operator's own fleet, and reserving the specific aircraft that best suits your needs will likely be problematic.

Remember that most aircraft operators focus primarily on maintenance and daily operations, whereas charter brokers concentrate on customer service and client satisfaction. Charter brokers aren't in business to "rent planes," they're in business to ensure that you enjoy the highest quality flying experience.

A charter broker is also better able to reserve more economically efficient aircraft for you. By analyzing the locations of all aircraft available and identifying the best-positioned aircraft for your specific flight needs, a charter broker can secure the best rate for your private flight. This often allows charter brokers to provide one-way or point-to-point pricing, rather than the round trip pricing required by a direct-air carrier. This allows an air charter broker to eliminate costly overnight requirements, revenue minimums and scheduling constraints for trips that may require several days on the ground before returning home.



Insist on the highest standards of **Safety and Security.**

Choose a private charter service that applies the highest-level safety measures and securities and supports them with dependable, certified programs. Confirm that the provider you select has an established Emergency Response Program (ERP) that addresses all potential emergencies and lays out step-by-step solutions to handle any emergency related to air travel. Furthermore, the service should also have a Safety Management System (SMS) in place. An SMS Program oversees an air charter operator's day-to-day operations and helps to ensure the operator catches any potential problems before they arise. If you choose a broker service for your provider, it should have a fully developed air-carrier evaluation program that confirms the aircraft operator it selects for your flight has these systems in place.

There are several integral programs an air charter service should implement to ensure both maximum security and the use of the highest-quality operators and employees. First, your private air charter service should meet and exceed all requirements of the Transportation Security Administration (TSA) and the United States Department of Homeland Security (DHS). These agencies are in place to enhance flight safety by outlining and enforcing fundamental safety measures. Next, your chosen charter service should participate in the Aviation Safety Action Program (ASAP), in partnership with the FAA, to prevent setbacks by encouraging employees to report any safety incident or development of which they become aware. Also, your chosen private charter service's activities and associated employees should be qualified by the TSA-approved Twelve Five Standard Security Program (TFSSP).



It's imperative that each member of your chosen private air charter service receive comprehensive training to resolve, quickly and effectively, any issues that arise. Client confidentiality and security go hand in hand, and each employee should be well trained to adhere to established procedures. Conducting random security examinations and procedural security audits is also a critical component of air charter safety.

Charter a jet through a service that is prepared for both large and small emergencies. Choose an air charter service that has an active emergency-response program that addresses all calculable emergencies and establishes specific, detailed response procedures should a malfunction occur.

At Stratos Jets, our primary concern is the safety of our clients. That's why we implemented the first Air Carrier Due Diligence program in addition to the standard Wyvern, Argus or IS-BAO. These three standard policies scrutinize each aircraft's maintenance and crew certifications, as well as the operator's 135 certificate from the FAA (Federal Aviation Administration). But our in-house due-diligence program goes beyond the basic safety protocol to ensure you have the safest possible flight every time you board an aircraft we charter for you. We have developed a network of over 5,000 Stratos-approved aircraft, each of which meet the most rigorous safety standards to guarantee the most secure and comfortable private air charter flights.

Choose a charter service that goes beyond Aircraft Maintenance Standards.

The Federal Aviation Regulations Part 135 and Part 121 certifications were created to provide a standard by which aircraft safety, operation, maintenance, regulation and licensing are measured. While the FAA sets the industry standard for aircraft maintenance, the routine maintenance standards of an air carrier can vary greatly from carrier to carrier. This makes choosing an air charter service provider one of the most important decisions you can make. Stratos Jet Charters, Inc. established an air carrier due-diligence program, employing our own set of rigorous maintenance codes that exceed the FAA standards. We developed this program to ensure that all aircraft quoted through Stratos are the safest, most well-maintained aircraft operated by the most reputable air carriers in the world.





4

Remember that a good service will employ **Well-Seasoned, Experienced Pilots.**

Obviously, a well-trained, qualified pilot is critical to the safety of your private flight. The FAA requires the pilot in command of a charter aircraft to have a minimum of 250 hours of aeronautical experience and to hold at least a commercial pilot rating, but the charter service you hire should demand more than just these minimums. The Stratos Jets Air Carrier Due Diligence Program goes further by requiring the pilot in command to have a minimum of 3,000 flight hours and an ATP Rating (the highest FAA rating a pilot can achieve). We also require the pilot in command to have at least 250 flight hours in the specific type of aircraft being piloted and that he or she receive periodic recurrent training for that aircraft, as well. Our program further demands that all flights chartered by Stratos Jets have a first officer with a minimum of 1,500 flight hours. To put this requirement in perspective, logging 1,500 flight hours is the equivalent of piloting over 500 flights between Boston and South Florida. Requiring the pilots in command of our clients' trips to have at least six times the FAA's mandated experience guarantees that only the most experienced aviators will be piloting your flight.

Realize that an air charter service is only as good as its **Air Charter Coordinators.**

Selecting an air charter service with well-informed and helpful jet charter agents will ensure your flight is planned correctly, efficiently and to your exact specifications. Our knowledgeable air charter coordinators are available 24/7 and are eager to be your educational resource for the planning, booking and safety assurances of your private charter flight.

Our experienced team of jet charter consultants will assist you in market research to ensure you receive the best possible rates on the safest most well-maintained aircraft for your private charter flight. In addition to initial scheduling and arrangements, our air charter agents are able to alter last-minute flight details quickly and smoothly while keeping you up to date on your flight status throughout your trip. We want to ensure the best possible charter flight experience, with each detail of your travels carried out to your specifications.





6

Make sure your air charter service provides excellent **Trip-Planning Services.**

Choose an air charter service that handles the safety and comfort arrangements for you with minimal effort, time and costs on your part.

Stratos Jets developed its business model to meet the broad travel demands of the busiest business executives – those with the most stringent, most detailed scheduling needs. As part of our mission to provide our clients with best-in-class service, we designed and developed a proprietary, real-time trip management system that can handle any logistical challenge. Our flight-planning department coordinates every aspect of your private flight, including full-service catering, chauffeured ground transportation upon arrival and much more. We're organized to perform each and every aspect of flight preparation efficiently to the last detail, so your travel experience is comfortable and hassle-free. We truly believe that no other jet charter service can track, monitor and fulfill your travel needs better than we can.

Understand the special demands of **International Travel.**

Due to regulatory restrictions, Direct Air Carriers or Aircraft Operators often are limited in their ability to provide service to specific areas of operation. For example, a super-mid and heavy-jet operator based in California may be eligible for operations within the US, Canada and Mexico, but restricted from operating in Europe. However, reputable air charter services are not restricted because they have a fundamental working knowledge of the rules and regulations governing international operations throughout the world. This ensures that the same level of safety and security you expect when flying domestically applies internationally, as well.

To guarantee the safety of internationally bound clients, make sure the charter service you select carefully monitors international regulations, security risks and threats on a daily basis. Stratos Jet Charters has extensive experience with aircraft operators strategically based throughout the world. We can provide the peace of mind that comes with knowing you'll be enjoying the highest levels of comfort and flexibility during your travel.

Stratos Jets has compiled an extensive database of the most well-maintained international aircraft, both private and commercial, allowing us to be the only air charter service provider you will ever need. Our international flight planning services include: arranging catering services and in-flight amenities, booking hotel accommodations and ground transportation and providing itinerary and route monitoring. In many cases, we are also able to secure overflight permits for your home-bound flights to the US, allowing you to clear customs at your intended destination instead of at the border. Just like our domestic air charter service, our international air charter service provides detailed flight itineraries and weather updates, as well as communication updates about flight developments.





8

Be sure to look for Flexibility and Individually Tailored Solutions.

One of the great advantages of chartering a private jet is the ability to set your own schedule and to choose your fellow passengers, but most fractional and jet card programs lock their customers into a specific type or category of aircraft. They can't accommodate your passenger selection with a larger or smaller aircraft without levying exorbitant fees. These inflexible programs also struggle to provide same-day aircraft availability to accommodate your schedule.

Selecting the aircraft that best meets your needs, bypassing the standard security checks that often slow down commercial flights and offering flexible take-off dates, times and locations according to your schedule are all integral standards of our on-demand air charter service at Stratos Jets. With as little as four hours notice, our agents will provide you with the most-suitable aircraft for the specific needs of your flight. Because we can select from a wide range of aircraft type, we can meet the needs of any number of passengers or any amount of luggage on a flight-by-flight basis. We can also provide in-flight catering, entertainment, wifi capabilities and a broad selection of other amenities upon request.

Pay close attention to Billing and Flight Quotes.

When they arrange a flight, many charter services attempt to laden clients with hidden fees, obligatory bookings or additional charges. Be sure your charter provider issues you a guaranteed, all-in- one quote, so you won't be billed after the flight with flight-related charges that exceed the quoted total. At Stratos, our clients are not responsible for additional costs associated with operator delays.

As mentioned in Section Five of this guide, our team of air charter consultants will work hard to find you the best value for your private charter flight by analyzing the positioning of aircraft that best meet your specific flight needs. Stratos Jets also offers discounted one-way jet charter flights that are created when an aircraft needs to relocate from its current airport to the departure point of its next flight.



Judge a charter service by its Experience and Stability.



Working with an established, reputable air charter service ensures the safety of your passengers and makes certain that your trip will be planned by an industry professional, eliminating concerns like miscommunication or other scheduling blunders. The most reputable air charter service providers are recognized by third-party organizations such as the Air Charter Association of North America (ACANA), an invitation-only organization that focuses on best practices. ACANA members will provide transparency of financial health through organizations like Dunn and Bradstreet, and they'll be actively monitored by customer-review services such as the Better Business Bureau.

Other key factors you should consider when searching for a competent charter provider include the total number of flight hours the service arranges annually, the number of countries and cities to which the provider's flights have been chartered and the specific experience of the charter agent with whom you're working. The amount of flight hours arranged by a service

corresponds to both the size of the company's client base and the amount of successful trips the company has provided. A company's range indicates its worldwide access to airports and aircraft operators. The experience level of the charter agents and their lengths of term will indicate the air charter service's longevity in the field, information that typically reflects the company's knowledge and flight-coordinating abilities.

We hope the information in this guide is helpful to you. We truly believe that Stratos Jets is the most complete and well-equipped air charter service provider available. We welcome the opportunity to discuss your needs, and we're eager to demonstrate the highest level of service achievable.

Please contact us at 888.478.7286 or by emailing us at charter@stratosjets.com.

