

# Private Jet Charter for Corporations Choosing a Provider

*by Executive Jet Management*

**W**hen corporations choose to fly their people privately, they require the utmost in safety, security, privacy, and operational excellence. And because choosing the right corporate jet provider can make or break a mission, it is important to know what to look for in an operator.

This guide for corporate travelers is designed to help you choose a charter provider that can deliver the level of service and safety your company should expect.

## Safety and Security

*What to look for:* A charter provider that has a strong, companywide commitment to safety and security and can back it up with fully developed, inspected, and approved programs, making sure every flight your company charters is managed under the highest standards.

Many charter providers claim to be the safest and most secure but do not have the programs or training in place to validate it. Look to work with a provider that has an active emergency response program which addresses all foreseeable emergencies related to air travel and plans out their solutions step-by-step. In the event of any emergency, small or large, you want to be with an operator who has planned for every contingency. The provider should also have fully developed quality and safety management systems to ensure there is full oversight of all daily operations.

Each and every member of the charter provider's organization should also undergo extensive training to ensure that any issue, no matter how small, is resolved quickly and efficiently. Training should cover a variety

of subjects from aircraft, client, and facility security to ensuring strict client confidentiality. They should also conduct random security tests and checks, as well as regularly scheduled security procedure audits, to ensure that all personnel are fully trained to follow established procedures.

All employees, contractors, and vendors who routinely access the provider's facilities and aircraft should be screened for safety including extensive background checks. All crewmembers should also pass a fingerprint Criminal History Records Check (CHRC) from the Transportation Security Administration (TSA).

## Pilot Experience

*What to look for:* A charter provider that hires and retains the most seasoned pilots, and invests in ongoing training that exceeds the Federal Aviation Administration's (FAA) requirements, guaranteeing that your employees are in the hands of the best in the industry.

Although aviation is a federally regulated industry, there is a broad range of pilot experience and training from one charter provider to the next. To legally fly commercial or charter aircraft, the FAA requires that a captain or first officer has a Commercial Pilot Certificate. This translates to only 250 total flight hours. Regarding recurrent training, a pilot only has to receive flight simulator training once a year.

The safest providers strive to exceed these FAA requirements, requiring a minimum of approximately 3,500 flight hours for captains and 2,500 for first officers in addition to mandatory recurrent flight simulator training twice a year. Look for a provider whose pilots are also required to hold a First Class Medical Certificate, which helps to ensure the safety of the passengers in case of an emergency.



## Aircraft Maintenance Standards

*What to look for:* A charter provider that not only has rigorous safety standards in place for their aircraft but strives to exceed FAA requirements with fully developed quality assurance systems and award winning maintenance technicians, ensuring that when your employees step aboard one of their jets it will be in top flying condition.



Aircraft safety standards vary greatly from provider to provider. Although industry aircraft standards are set by the FAA, such as mandatory routine aircraft maintenance, the best charter providers work hard to exceed these requirements.

Look for a provider whose aircraft undergo routine safety checks and maintenance inspections to ensure that they not only meet FAA regulatory requirements, but also meet the highest standards of safety and quality.

Your provider should also have their own fully-equipped, in-house maintenance facility as this enables them to perform routine maintenance on a regular basis. However, not all of these facilities are the same. One way to ensure that they are operating a top-notch facility is to look at their training including any third-party recognition they may have received. One well-respected standard is the FAA Diamond Award for Training. A good maintenance department will have received this award for multiple years running. This industry award recognizes advanced training for aircraft maintenance professionals throughout the airline industry and is only given to employers with 100% employee participation in an FAA-approved aviation maintenance training program. Their maintenance staff should also receive biannual training and ongoing education directly from manufacturers to ensure operational safety, teamwork, and efficiency within the workplace.

## Guaranteed Quotes

*What to look for:* A charter provider that delivers a “hard” quote, which includes all fees and possible surcharges and is guaranteed once you book your trip, giving you the ability to easily and accurately forecast your company’s travel expenses.

Not all charter providers can promise a guaranteed quote with no surprises on your final invoice. Many charter providers and brokers will add additional fees and/or surcharges to your final bill that were not factored into the initial quote, including anything from fuel to catering.

A good charter provider will discuss all of your charter options with you before giving you a detailed, guaranteed quote which reflects the best-sized, best-priced aircraft for your trip with no hidden fees or charges and no obligation to book the flight. If the actual flying time exceeds the quoted amount, you should not be responsible for the additional cost. The provider should absorb this cost as part of its guaranteed quote promise. With the standard on-demand charter option, payments should be able to be made in advance or invoiced after the trip.

## Flexibility and Tailored Solutions

*What to look for:* A charter provider that can accommodate any situation and offers several fully-customizable charter programs, allowing you to tailor your entire charter experience to fit your company’s exact needs.

Not all charter providers can offer individualized, tailored solutions for the companies they work with. Make sure that the charter provider you choose can fulfill all your company’s flying needs including arrival and departure cities, dates and times, number of passengers, luggage requirements, and preferred amenities including flight attendants, sleeping capabilities, and in-flight services such as Internet and phone access.

Many providers also only offer one standard charter option to suit all of their clients, such as “on-demand” or “pay-as-you-go,” which means less opportunity for receiving incentives or programs that meet your company’s needs. A good charter provider should have several charter programs to choose from and be able to clearly outline for you in detail, the actual time and money your company will save with each. These programs should include varying billing options as well as incentives.



## Flight Scheduling and Tracking

*What to look for:* A charter provider that has a fully equipped, 24/7/365 flight center with a knowledgeable flight scheduling, following, and coordinating staff, so you can change anything about your charter trip at any point.

Many charter providers do not have experienced, live staff available 24/7/365, with the ability to book travel, alter travel plans, and provide you with flight tracking updates at any time. Some of these providers actually outsource their flight scheduling and tracking, making booking travel with them much more complicated.

Look for a provider with around-the-clock staff who have the ability to easily book or change the details of your charter trip and provide you with constant updates and alerts throughout the entire trip, including take-off and landing notifications and in-flight status reports. This eliminates the hassle of scrambling to make potentially costly, last-minute travel arrangements or changes.

### **Travel Planning Services**

*What to look for:* A full-service charter provider that can assist you with travel-related services beyond flight scheduling, ensuring that your trip will be taken care of down to the smallest detail.



A full-service charter provider can offer you additional travel-related services from provisioning your aircraft and giving you weather updates to arranging for chauffeured ground transportation, onboard catering, and any other special requests

including cakes, flowers, and decorations. Put simply, the charter provider should be capable of serving as your personal private aviation assistant.

### **International Travel**

*What to look for:* A charter provider that has the ability, expertise, and experience to fly almost anywhere in the world so your employees will receive the same standards of privacy, flexibility, safety, security, and service they are accustomed to in the United States.

The best charter providers not only have a fleet of aircraft with the ability to travel internationally, but can also provide your company with international trip and flight planning services including overflight and landing permits, hotel accommodations and travel services, itinerary and route planning, computerized flight plans, weather briefings and change notices, onboard catering, chauffeured ground transportation, and airport recommendations.

Your provider should also monitor threat levels of all countries worldwide on a daily basis to ensure the highest levels of security for your employees who fly internationally. They should be able to advise you of any known security threats and coordinate any necessary security arrangements to maximize safety and comfort. The provider should also have international operations programs in place that provide convenience to their clients when traveling internationally such as Visa Waiver or Southern Border Overflight Exemption.

### **Aircraft Operator Versus Broker**

*What to look for:* A charter provider that is a legal, FAA-approved operator who is ultimately responsible for flying the airplane as well as any activities necessary to conduct the flight, giving you the ability to inquire about, and accurately assess, their safety and service standards and practices.

Many providers that offer charter services are brokers or middlemen between you and a charter operator and do not actually operate aircraft. The risk associated with using a broker and not a FAA-certified charter operator is that there are no guarantees as to what you will be receiving in regard to safety, security, and service. Brokers are solely responsible for booking the flight and do not have any direct control over the actual charter operator you will be flying with.

### **Experience and Stability**

*What to look for:* A charter provider that is established, preferably in business for many years (ideally decades), and has the resources to guarantee that they will not only be there for you and your company now but well into the future.

Experience levels can vary significantly from one charter provider to another. Experience is extremely important as some providers may have not previously flown flights similar to the one you may be currently booking. You do not want your trip to be their first time. Other factors to look for that can speak to overall experience are total number of countries and cities flown to, along with flight hours completed in the past year, and average tenure of the employees.



Stability should also factor into your decision process when choosing a charter provider. Your provider should have the resources available to hire talented and trained professionals, develop sophisticated technologies, and invest in award winning safety and security programs.

We hope that this guide to finding the best corporate charter provider was helpful. We welcome an opportunity to discuss your company's private flying needs with you further. For more information please contact one of our Charter Services Representatives at 877-356-5387.

### **About Executive Jet Management**

A leader in private aviation for more than 40 years, Executive Jet Management is globally recognized as the premier provider of aircraft management and private jet charter services. As a wholly-owned subsidiary of NetJets, a Berkshire Hathaway company, we leverage the support of the world's largest private aviation infrastructure to provide you with the best in safety, security, and service.

- Awarded "Best Charter Service" by *Professional Pilot* magazine
- Voted "Best of the Best" Charter Company by *Robb Report* magazine
- ACSF Certified, ARGUS Platinum Rated, IS-BAO Certified, and Wyvern Wingman Certified



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