AEROZEAL | CLIENT EDUCATION

# A better-informed journey

## Private jet charter briefings

### Complete collection | Briefings 01-24

Practical guidance to help you choose, book and travel with confidence.

01 Who Is Actually Operating Your Flight?

02 Understanding Your Charter Quote

03 Choosing the Right Jet for Your Journey

04 Aircraft Safety Ratings: What Do They Tell You?

05 Protecting Your Charter Payments

06 Jet Cards, Memberships or On-Demand Charter?

07 Empty Legs: Opportunity and Limitations

08 When Your Aircraft Becomes Unavailable

09 Cancellation and Itinerary Changes

10 Why a Private Jet May Need a Fuel Stop

11 Your Luggage and Your Aircraft

12 Choosing the Best Airport

13 Winter Flying and De-Icing

14 Flying Privately Across Borders

15 Travelling with Children

16 Travelling with Pets

17 Accessibility and Personal Assistance

18 Privacy, Confidentiality and Flight Tracking

19 Cabin Connectivity: What to Expect

20 Making a Multi-Stop Business Trip Work

21 Peak Dates and Major Events

22 Connecting Your Jet to Your Yacht

23 Your First Private Charter Flight

24 Responsible Private Aviation

Prepared 4 November 2026. Written for whole-aircraft charter clients, with U.S. regulatory examples. Confirm requirements for the actual operator, aircraft and itinerary. Contractual rights and destination rules vary.

CLIENT BRIEFING 01 / 24

# Who Is Actually Operating Your Flight?

Know the company behind the aircraft, as well as the company arranging your journey.

A charter booking can involve three different parties. The broker arranges the flight, the operator conducts it, and the owner owns the aircraft. One business may perform more than one role, but a familiar brand on your quotation does not necessarily identify the operator. The operating company and its crew make the operational decisions for your flight.

For a U.S. charter, ask for the operator's legal name and confirmation that the aircraft is authorised for the proposed commercial operation. A pilot's commercial licence alone does not establish that a company may sell charter flights. For international flying, the operator must also be suitable and authorised for the specific itinerary.

If the aircraft or operator changes, request updated details before accepting the replacement. Treat a request to sign unfamiliar aircraft leases or assume operational control as a reason to seek a clear explanation before proceeding.

**Before you book, ask**

- Who is the actual operator, and under what authority will this flight operate?
- What is the broker's role, and who is my contracting party?
- Will I be told about operator or aircraft changes before departure?

**A clear chain of responsibility is an essential part of an informed booking.**

Further reading / verification: FAA Safe Air Charter; DOT air charter broker guidance.

CLIENT BRIEFING 02 / 24

# Understanding Your Charter Quote

Compare the total journey cost and the conditions behind it.

A charter quotation reflects more than time spent onboard. The aircraft may need to position to collect you or return to its base after your trip. Airport handling, parking, crew expenses and other services can also affect the price. Two quotes for the same route may therefore describe materially different arrangements.

Ask whether the price is fixed for the agreed itinerary and which costs remain variable. De-icing, additional catering, international services, itinerary changes and waiting time deserve particular attention. Confirm taxes, payment currency and any card or foreign-exchange charges. A lower headline price can lose its advantage when exclusions are added.

Compare aircraft category, cabin layout, operator, timing, cancellation terms and replacement arrangements alongside price. Request a written total with known exclusions and estimates for foreseeable extras. Where an extra cannot be priced in advance, agree how you will be notified and how approval will be handled.

**Before you book, ask**

- What is included, excluded or subject to adjustment?
- What additional charges could arise on this particular itinerary?
- When does the quotation expire, and what secures the booking?

**The most useful quote makes the financial commitment understandable before you pay.**

Further reading / verification: DOT air charter broker guidance and 14 CFR Part 295.

CLIENT BRIEFING 03 / 24

# Choosing the Right Jet for Your Journey

Choose for the people, baggage and route you actually intend to fly.

Aircraft category is a useful starting point, but the particular aircraft matters. Seats advertised as passenger capacity do not necessarily provide the comfort, workspace or sleeping arrangement your group expects. Cabin height, seat spacing, lavatory privacy, baggage access and the presence of a cabin attendant can change the experience considerably.

Give your adviser an accurate passenger count and a realistic baggage list. Golf bags, skis, large suitcases and pushchairs may create space problems even when overall weight is acceptable. Tell the team about mobility needs and any requirement for child restraints before aircraft are proposed.

Published range is a planning guide, not a promise for your flight. Winds, load, runway conditions and fuel reserves can affect whether a stop is needed. Ask the operator to assess the actual itinerary and explain any assumptions. Confirm whether cabin images and specifications describe your intended aircraft or simply an example of the type.

**Before you book, ask**

- Will this aircraft carry our full group and baggage comfortably?
- Is a fuel stop expected under the planned conditions?
- Are the cabin layout, lavatory, connectivity and attendant arrangements confirmed?

**The right aircraft delivers a practical journey as well as an attractive cabin.**

Further reading / verification: Aircraft-specific operator confirmation is required.

CLIENT BRIEFING 04 / 24

# Aircraft Safety Ratings: What Do They Tell You?

Use independent assessments as one part of your due diligence.

Independent safety programmes can provide useful information about an operator's systems and practices. ARGUS ratings and WYVERN Wingman certification are examples clients may encounter. Their programmes have different criteria and levels; a logo on a website is only a starting point for checking the actual status and scope.

An operator's rating is distinct from a broker's marketing claim or subscription to a data service. Ask which operating company holds the status, whether it remains current, and whether the assessment being discussed relates to the aircraft and crew proposed for your trip. Where available, request a current flight-specific assessment through your adviser.

Third-party assessments supplement regulatory oversight. They do not guarantee an accident-free flight, replace the operator's legal authorisation, or remove the need for sound decisions on the day. Equally, absence of a particular voluntary badge alone does not establish that an operator is unsafe. Look for clear answers supported by current information.

**Before you book, ask**

- Who holds the rating or certification, and is it current?
- What does that specific programme and level assess?
- Can the proposed operator, aircraft and crew be checked for this flight?

**Treat a rating as evidence to understand, rather than a guarantee to rely on.**

Further reading / verification: ARGUS operator registry; WYVERN Wingman programme.

CLIENT BRIEFING 05 / 24

# Protecting Your Charter Payments

Understand where your money goes and what happens if the flight is not delivered.

Before transferring funds, identify the legal entity receiving them and establish how payment relates to the operator's booking confirmation. Paying a broker does not, by itself, tell you when the operator receives its money or whether your funds are protected while held by an intermediary.

Ask whether funds are held separately, who controls the account and what the written arrangement actually provides. The word escrow should be supported by identifiable terms, an account structure and release conditions. Do not assume that segregation alone guarantees recovery if a business fails. Large unused prepaid balances also create continuing exposure to the provider holding them.

Confirm refund triggers, timing, deductions and whether a refund means cash or credit. Public charter arrangements and whole-aircraft private charters can have different protections; avoid assuming rules for one automatically apply to the other. Independently verify changed bank details using a trusted contact channel before paying, and retain your contract, invoice and payment evidence.

**Before you book, ask**

- Which entity receives the money, and when is the operator paid?
- Is there documented protection for funds held before departure?
- If the trip cannot proceed, who owes the refund, and on what terms?

**Payment protection depends on the arrangement you can verify in writing.**

Further reading / verification: DOT charter resources; booking-specific contract and payment terms.

CLIENT BRIEFING 06 / 24

# Jet Cards, Memberships or On-Demand Charter?

Match the commitment to your actual pattern of travel.

On-demand charter lets you consider individual trips as they arise. A jet card or membership may offer simpler booking, defined pricing or access benefits in exchange for a fee, deposit or prepaid commitment. The value depends on how the programme fits your routes, notice periods and travel dates.

Compare service areas, aircraft categories, peak-day conditions, minimum flight charges, positioning costs and cancellation rules. Guaranteed availability is meaningful only when you understand its conditions. Check what happens when the provider cannot supply the promised aircraft and whether an alternative can cost more.

Distinguish membership fees from refundable deposits and flight credits. Ask about expiry, price changes, withdrawal rights and treatment of unused balances. Calculate the likely total cost using your own recent journeys rather than a promotional hourly rate. A programme that suits frequent repeat routes may offer less value for irregular international travel.

**Before you book, ask**

- What would my last five trips have cost under this programme?
- What restrictions apply on my usual dates and routes?
- Can I recover unused funds, and what exposure remains if the provider fails?

**Convenience is valuable when the terms fit the journeys you actually make.**

Further reading / verification: Programme-specific contract, pricing schedule and fund arrangements.

CLIENT BRIEFING 07 / 24

# Empty Legs: Opportunity and Limitations

A discounted flight works best when you can adapt your plans.

An empty leg usually arises when an aircraft must reposition without its principal charter passengers. Selling that movement can create an attractive opportunity, but the route and timing are shaped by the underlying operation. It may offer far less flexibility than a conventional charter.

The original customer's schedule can change, potentially altering or removing the empty leg. Check when the flight is considered confirmed, what happens if it disappears and whether any replacement is included. A refund alone may not cover the cost of making alternative travel arrangements.

Compare the complete itinerary, including ground transfers and any mismatch between the offered airports and your destination. Confirm whether the advertised price is for the entire aircraft or an individual seat. If arrival is essential for a wedding, cruise departure or major meeting, consider whether the savings justify the uncertainty and cost of a backup.

**Before you book, ask**

- What happens if the underlying flight changes or cancels?
- Is replacement transport provided, or only a refund?
- What flexibility is available on departure time, airports and passenger numbers?

**An empty leg is most useful when your plans have room to change.**

Further reading / verification: Offer-specific confirmation and cancellation terms.

CLIENT BRIEFING 08 / 24

# When Your Aircraft Becomes Unavailable

Prepare for replacement decisions before a technical issue occurs.

A maintenance finding can remove an aircraft from service close to departure. Supporting that decision is part of safe travel. The next challenge is understanding what the booking provides: a replacement, assistance finding one, a refund, or another remedy under the agreement.

A replacement may have a different operator, cabin, seating layout, baggage capacity or range. An aircraft described as an upgrade may still miss a feature that matters to you, such as a suitable lavatory, Wi-Fi or access for a passenger with reduced mobility. Reconfirm the essentials for the actual aircraft offered.

Ask who pays any difference, whether your approval is required and what happens if you decline an unsuitable substitute. On busy dates, an equivalent aircraft may not be nearby. Allow your adviser to explain realistic options, including a delayed departure or alternative airport, while keeping the crew free to make safety decisions.

**Before you book, ask**

- What replacement obligation is included in my contract?
- Who approves a substitute and any additional cost?
- What refund or other remedy applies if no suitable aircraft is available?

**Good contingency planning defines the options before urgency limits your choices.**

Further reading / verification: Booking-specific substitution and disruption terms.

CLIENT BRIEFING 09 / 24

# Cancellation and Itinerary Changes

Understand when flexibility ends and financial commitments begin.

Charter cancellation terms can become more restrictive as departure approaches. Peak dates, special events and aircraft positioning may affect the amount at risk. A request to move your flight can also be treated as cancelling one arrangement and booking another.

Read the schedule of charges before paying. Clarify how notice must be given, which time zone governs deadlines and when notice is considered received. Ask whether charges differ for the outbound and return sectors and whether services already arranged remain payable.

Distinguish cancellation by you from disruption caused by the operator, weather or airport restrictions. The applicable contract and law determine the outcome; there is no single universal private-charter refund rule. A credit is not equivalent to a cash refund, especially if it expires or is limited to certain aircraft. Travel insurance may help with some losses, but only where its actual cover applies.

**Before you book, ask**

- What would cancellation cost today, a week before, and on the day?
- How are time, airport or passenger changes priced?
- For each disruption scenario, is the remedy a refund, credit or replacement?

**Agree the consequences of a change while you still have time to compare terms.**

Further reading / verification: Booking contract and applicable charter consumer rules.

CLIENT BRIEFING 10 / 24

# Why a Private Jet May Need a Fuel Stop

Practical range depends on the conditions of your journey.

Published aircraft range is based on stated assumptions. Your flight may involve different passenger and baggage weights, stronger headwinds, a restricted runway or a need to carry fuel for an alternate destination. These factors influence the operator's flight plan.

A fuel stop may therefore be sensible even when a brochure suggests the destination is within range. The stop can add ground time, handling costs and a revised arrival estimate. On some routes, choosing a larger aircraft may reduce the likelihood of a stop, but the operator must still assess conditions.

Tell your adviser if nonstop travel is a priority. Request an assessment using your actual group and baggage, and ask what could change the plan. The final fuel decision remains operational. Avoid treating a pre-booking estimate as a reason to pressure the crew when the weather or load changes.

**Before you book, ask**

- Is the quote based on a nonstop flight or a planned stop?
- What assumptions have been made about passengers, luggage and winds?
- If a stop becomes necessary, how will timing and costs be handled?

**A well-planned fuel stop supports a dependable journey.**

Further reading / verification: Aircraft flight planning and operator assessment.

CLIENT BRIEFING 11 / 24

# Your Luggage and Your Aircraft

Baggage volume and shape matter as much as the number of bags.

A private aircraft's baggage compartment may have a small access opening or an irregular shape. Large rigid cases, golf bags and sports equipment can be difficult to load even when the total baggage weight appears acceptable. Some compartments are not accessible in flight.

Send a baggage list before booking, with dimensions for bulky items and photographs where helpful. Include pushchairs, mobility equipment and shopping expected on the return trip. Confirm what can be kept in the cabin and where it will be secured for takeoff and landing.

Advise the operator about batteries, power banks, aerosols and any unusual equipment. Acceptance and packing requirements depend on the item and operation; do not assume familiar airline habits cover every situation. If baggage is likely to exceed capacity, discuss another aircraft or a separate shipping arrangement early. Avoid arriving with unannounced extra bags and expecting the crew to make them fit.

**Before you book, ask**

- Will the proposed aircraft accept our exact baggage list?
- Which items can be accessed during the flight?
- What restrictions apply to batteries, equipment and cabin baggage?

**A short baggage check beforehand prevents an awkward decision at departure.**

Further reading / verification: Operator baggage and dangerous-goods requirements.

CLIENT BRIEFING 12 / 24

# Choosing the Best Airport

The nearest runway is not always the best arrival point.

Private aviation can offer convenient airport choices, but suitability depends on the aircraft and the trip. Runway performance, weather, operating hours, parking and border facilities can affect whether an airport works for the planned arrival and departure.

Compare the full door-to-door journey. A smaller airport closer to your destination may save driving time, yet provide less flexibility during poor weather or outside normal opening hours. A larger airport may involve longer taxiing or ground transfers but offer a more practical fallback.

Ask your adviser to coordinate the flight and ground transport together. Confirm the exact private terminal, rather than relying solely on the airport name. For international journeys, check that the proposed arrival point can process the flight and passengers at the intended time. Keep a realistic alternative airport in mind where access may be constrained.

**Before you book, ask**

- Why is this airport recommended for our aircraft and schedule?
- Are operating hours, parking and border arrangements confirmed?
- What is the alternative, and how would the ground transfer change?

**Choose the airport that makes the complete journey work.**

Further reading / verification: Airport, operator and border-authority confirmation.

CLIENT BRIEFING 13 / 24

# Winter Flying and De-Icing

Allow time and budget for weather-related preparation.

Winter conditions can affect aircraft preparation, runway availability and the pace of airport operations. Snow or ice on critical aircraft surfaces requires attention before departure. De-icing and related procedures are operational decisions, not optional cabin services.

Charges may depend on the treatment required and local arrangements. Hangar storage can sometimes help with preparation, but it does not guarantee that de-icing will be unnecessary. A change in weather or a departure delay may require the crew to reassess the aircraft and the plan.

When booking winter travel, ask how these costs are handled and when you will be updated. Build flexibility into ski trips, holiday departures and onward connections. A private terminal may make waiting more comfortable, but it cannot remove weather limits or airport disruption. Keep ground transfers adaptable if a different arrival airport becomes necessary.

**Before you book, ask**

- Are de-icing and hangar charges included or additional?
- How will material extra costs and delays be communicated?
- What alternatives are practical if our destination becomes unavailable?

**Winter flexibility is most valuable when it is planned before departure day.**

Further reading / verification: Operator winter procedures and airport conditions.

CLIENT BRIEFING 14 / 24

# Flying Privately Across Borders

Private travel still requires complete passenger and border preparation.

Passports, visas and other entry permissions remain essential when flying privately. Requirements depend on nationality, immigration status, route and the purpose of travel. A charter confirmation is not confirmation that every passenger may enter the destination.

Provide accurate passenger details securely and early. The operator handles relevant flight submissions, but passengers must supply correct information and carry the required documents. For U.S. travel under the Visa Waiver Program, confirm that the particular carrier arrangement supports that method of entry; ESTA approval alone does not resolve every private-flight scenario.

Customs arrangements also influence airports and timing. Declare relevant goods, currency and other controlled items as required. Last-minute passenger or route changes may require revised submissions and approvals. Ask the operator to reconfirm the arrangements rather than assuming a private aircraft can arrive at any airport at any time.

**Before you book, ask**

- Have entry requirements been checked for every passenger and transit point?
- Are customs arrangements and required flight submissions confirmed?
- What is the deadline for passenger changes and document details?

**Complete documentation is part of making private travel efficient.**

Further reading / verification: CBP General Aviation Processing Lifecycle; CBP ESTA guidance.

CLIENT BRIEFING 15 / 24

# Travelling with Children

Plan the aircraft around the youngest passengers as well as the adults.

A successful family flight starts with seating and restraint arrangements. Discuss each child's age, size and needs before booking. The FAA recommends appropriate approved child restraints; suitability also depends on the aircraft seats and installation arrangements. Check compatibility with the operator rather than assuming a familiar car seat will fit.

Ask about lavatory space, changing needs, cabin temperature, catering and access to essential supplies. An aircraft can have the right seat count while still being awkward for a family with small children. Confirm whether a cabin attendant will be onboard and what assistance is available.

Keep medication, spare clothing and comfort items accessible, subject to safe stowage. Allow extra ground time for fitting restraints and settling children without rushing the crew. International trips may require additional documents where children travel with one parent or another adult, depending on the countries involved.

**Before you book, ask**

- Are suitable seats and child restraints confirmed for this aircraft?
- What family facilities and onboard assistance are available?
- What documents are needed for the children's particular itinerary?

**A little preparation makes the cabin safer and the journey calmer.**

Further reading / verification: FAA Kids' Corner; itinerary-specific border requirements.

CLIENT BRIEFING 16 / 24

# Travelling with Pets

Confirm both the flight arrangements and the destination's entry rules.

Private charter can make travelling with animals more convenient, but acceptance is still subject to operator approval. Give the team the animal's species, breed, size, weight and any behavioural or assistance needs before aircraft are selected.

Discuss restraint or carrier arrangements, cabin movement, seating surfaces and cleaning charges. Ask how food, water and comfort breaks will be managed, especially on longer journeys. Medication or sedation decisions belong with your veterinarian and should account for the actual travel plan.

International animal entry requirements can involve health documents, identification, vaccinations, permits or other conditions. The rules can also apply when returning home, and arranging them may take longer than arranging the aircraft. Verify the current requirements for every destination and return point with the relevant authorities and your veterinarian. Do not rely solely on the fact that the pet has flown before.

**Before you book, ask**

- Has the operator accepted our pet and its cabin arrangements?
- What veterinary documents and entry approvals are required?
- Are any cleaning charges, animal limits or restrictions applicable?

**Book the pet's requirements alongside the passengers' arrangements.**

Further reading / verification: DOT Flying with a Pet; destination animal-health authorities.

CLIENT BRIEFING 17 / 24

# Accessibility and Personal Assistance

Resolve boarding and cabin needs before selecting an aircraft.

Private aircraft vary considerably in access. Steps may be steep or narrow, doorways small and cabin aisles restrictive. A comfortable seat does not necessarily mean a passenger can reach it safely or use the lavatory during the flight.

Describe the assistance required in practical terms. Explain whether a passenger can manage steps, transfer from a wheelchair or stand briefly, and provide the dimensions and weight of mobility equipment. Confirm battery details for powered devices. Ask the operator and terminal to explain the actual boarding method and available equipment.

Agree who will provide physical assistance and whether a companion or specialist support is needed. Do not assume a cabin attendant can perform medical care or lifting. If oxygen or medical equipment is required, obtain acceptance before booking. Written confirmation of the aircraft, terminal facilities and handling plan helps avoid difficult surprises on the day.

**Before you book, ask**

- How will boarding, transfers and disembarkation be carried out?
- Can the aircraft accept our mobility or medical equipment?
- Is the lavatory usable for this passenger, and what assistance is available?

**Accessibility is a journey-specific arrangement that deserves early attention.**

Further reading / verification: Operator and terminal accessibility assessment; equipment approval.

# Privacy, Confidentiality and Flight Tracking

Set realistic expectations about discretion and information sharing.

Private aviation can offer a discreet environment, yet the journey still involves information being shared with operators, airports, handlers and border authorities. Passenger data needed to conduct the flight cannot simply be withheld in the name of privacy.

Ask how booking details, identity documents and itineraries are collected, stored and shared. Assistants and security teams should know the approved channel for sensitive information and who may authorise changes. For particularly sensitive travel, agree the contact list and ground-handling expectations beforehand.

Aircraft movements may be visible through public or commercial tracking services. Availability varies, and privacy measures do not create a universal guarantee that a flight cannot be inferred or observed. Social posts, photographs and geotags can also reveal a journey. Avoid promising complete anonymity to travelling colleagues or guests, and ask about any aircraft photography or publicity arrangements.

**Before you book, ask**

- Who needs our passenger data, and how should we provide it securely?
- What discretion can be arranged at the terminal and onboard?
- What are the practical limits of flight-tracking privacy?

**Clear information practices support discretion more effectively than vague promises.**

Further reading / verification: Operator privacy policy and flight-specific handling arrangements.

CLIENT BRIEFING 19 / 24

# Cabin Connectivity: What to Expect

Confirm the actual aircraft's capabilities before planning to work onboard.

Wi-Fi availability is specific to the aircraft and its installed service. Two aircraft of the same type may have very different equipment. A listing that says Wi-Fi does not tell you whether it supports video calls, streaming or several passengers working at once.

Ask about expected coverage along the route, any data limits and charges. Connectivity can vary with location, system performance and operating conditions. If a meeting is essential, plan a fallback rather than making your schedule depend entirely on an uninterrupted connection.

Check power sockets, charging connections and the workspace available at your seats. Confirm whether your company's security tools and VPN are likely to work with the service. Use appropriate security precautions when handling confidential material, and download important documents before departure. Reconfirm connectivity if the aircraft changes, even when the substitute is described as a higher category.

**Before you book, ask**

- Is Wi-Fi confirmed on this specific aircraft?
- What tasks can it realistically support, and are charges capped?
- If the aircraft changes, will connectivity requirements be preserved?

**Treat onboard internet as a capability to verify for your trip.**

Further reading / verification: Aircraft-specific connectivity specification and service terms.

CLIENT BRIEFING 20 / 24

# Making a Multi-Stop Business Trip Work

Build a realistic itinerary around meetings, airports and crew planning.

Several meetings in different cities can make charter particularly useful. The plan still needs enough time for ground transfers, passenger boarding and the operator's flight preparations. A meeting that overruns can affect later sectors and the crew's available operating time.

Share the full day's objectives early, including which appointments are fixed and where flexibility exists. Ask your adviser to test the schedule door to door and identify the tightest connection. Confirm whether the aircraft waits, repositions or performs other work between your flights.

Late changes can affect airport access, crew arrangements, parking and cost. Agree how revised instructions will be authorised and communicated. If the day runs long, options may include a different departure time, replacement crew or an overnight stay, subject to availability and operational approval. Build contingency into the plan rather than expecting the crew to extend indefinitely.

**Before you book, ask**

- Is the schedule achievable with realistic transfers and meeting overruns?
- Will the aircraft remain available between our sectors?
- What is the contingency if the final meeting finishes late?

**A productive itinerary includes enough margin to remain workable.**

Further reading / verification: Operator itinerary, crew and aircraft planning.

CLIENT BRIEFING 21 / 24

# Peak Dates and Major Events

Book the airport plan as carefully as the aircraft.

Major sporting events, holidays and prominent shows can create demand for aircraft, parking, handling and ground transport at the same time. An aircraft being available does not automatically mean the preferred airport can accommodate the exact arrival or departure.

Ask what has been confirmed and what remains subject to allocation or approval. Some arrangements may depend on slots, prior permission or event-specific procedures. Check the implications of arriving earlier, departing later or using a nearby airport.

Commercial terms can also be less flexible on high-demand dates. Review deposits, cancellation charges and substitution arrangements before committing. Book ground transfers and accommodation alongside the flight where practical. Give guests a clear arrival deadline and agree how late passenger changes will be managed. If your itinerary depends on an event ending at an uncertain time, discuss a realistic departure window rather than a precise optimistic minute.

**Before you book, ask**

- Are airport access, parking and handling confirmed for our timings?
- Which arrangements remain provisional?
- What is our alternative if the preferred airport or departure time is unavailable?

**Early coordination protects the usefulness of the aircraft you reserve.**

Further reading / verification: Current airport event notices and operator confirmation.

CLIENT BRIEFING 22 / 24

# Connecting Your Jet to Your Yacht

Coordinate the complete arrival, including luggage and a fallback plan.

A smooth jet-to-yacht transfer depends on more than the flight's arrival time. Airport formalities, road transfers, tender access and the yacht's position all influence when guests actually step onboard. International arrivals may introduce additional processing time.

Connect the aviation adviser, yacht team and transfer provider early, with the client's approval. Share realistic timing, passenger numbers and baggage requirements. If a helicopter transfer is proposed, assess its payload and baggage capacity separately; luggage that fits the jet may not fit the helicopter.

Confirm whether the yacht will be alongside or at anchor and whether a tender transfer is suitable for every guest. Weather can affect aviation and marine transfers independently. Agree where passengers will wait and how they will reach the yacht if the preferred connection is unavailable. On the return journey, allow margin for the yacht to reposition, guests to disembark and border formalities to be completed.

**Before you book, ask**

- Who coordinates the flight, ground or helicopter transfer and yacht arrival?
- Can every transfer carry the passengers and their luggage?
- What happens if the yacht's location or weather changes?

**The best connection is planned from the aircraft door to the yacht's deck.**

Further reading / verification: Flight, transfer and yacht-team confirmation.

CLIENT BRIEFING 23 / 24

# Your First Private Charter Flight

Know where to go, what to bring and what happens next.

Your flight may depart from a private terminal or handling facility, often called an FBO, rather than the main passenger terminal. Obtain the exact address, local contact and requested arrival time. Follow the operator's instructions; international journeys and special arrangements may require extra time.

Bring the required identification and travel documents, and make sure passenger names match the booking details. Tell the team about any baggage, pet or passenger changes before arriving. Ground staff will usually coordinate boarding with the crew once the aircraft and passengers are ready.

Expect a safety briefing and follow instructions about restraints, baggage, devices and movement in the cabin. Ask the crew if you are unsure how a door, seat or cabin feature works. Service arrangements vary by aircraft, so confirm catering and the presence of a cabin attendant beforehand. Keep your day-of-travel contact accessible if timing or airport arrangements change.

**Before you book, ask**

- What is the exact terminal address and requested arrival time?
- Who is our contact on the day?
- Are documents, passenger details, baggage and catering confirmed?

**A few clear instructions make a first charter feel straightforward.**

Further reading / verification: Operator passenger instructions and FAA Safe Air Charter.

CLIENT BRIEFING 24 / 24

# Responsible Private Aviation

Ask for specific evidence behind environmental claims.

Environmental choices begin with the journey itself: aircraft suitability, passenger numbers, routing and whether several meetings can be combined into one trip. Ask your adviser to explain the operational trade-offs rather than assuming aircraft size alone determines the best option.

Sustainable aviation fuel, commonly called SAF, may be offered through physical supply or a certificate-based arrangement. These are different mechanisms. Ask what is being purchased, how it is recorded and what methodology supports the claimed benefit. Availability and pricing vary, so confirm arrangements for the actual booking.

Carbon credits are another separate product. They do not remove emissions from the flight itself, and their quality depends on the underlying project and verification. Avoid treating a broad carbon-neutral label as a complete explanation. Request clear reporting that identifies the flight emissions estimate, assumptions and any fuel or credit purchases without double counting the same benefit.

**Before you book, ask**

- How were this journey's emissions estimated?
- Is the SAF offer physical fuel or a documented accounting arrangement?
- What evidence supports any reduction or compensation claim?

**Specific, documented choices make environmental claims easier to assess.**

Further reading / verification: Provider fuel, emissions and credit documentation; no quantified reduction assumed.

# Sources and practical verification

## Regulatory and programme references

The links below support the regulatory, safety-programme and border examples in this collection. Practical booking guidance also requires confirmation from the operator and the written agreement. These briefings do not promise particular aircraft features, financial protections or service outcomes.

FAA: Safe Air Charter
https://www.faa.gov/charter

FAA: Thinking of Chartering an Aircraft?
https://www.faa.gov/about/initiatives/safecharteroperations/thinking-chartering-aircraft

DOT: Role of Air Charter Brokers
https://www.transportation.gov/airconsumer/role-air-charters-brokers-arranging-air-transportation

DOT: Charter rules and resources
https://www.transportation.gov/airconsumer/charters

ARGUS: Operator registry
https://www.argus.aero/operatorregistry

WYVERN: Wingman certification
https://www.wyvernltd.com/wingman-and-certifications/

CBP: General Aviation Processing Lifecycle
https://www.cbp.gov/sites/default/files/2025-02/25_0206_cbp-ga-lifecycle-fact-sheet.pdf

CBP: ESTA guidance
https://www.help.cbp.gov/s/article/Article-1437?language=en_US

FAA: Kids' Corner
https://www.faa.gov/travelers/kids-corner

DOT: Flying with a Pet
https://www.transportation.gov/airconsumer/flying_with_pet

Before travel, reconfirm changing entry requirements, airport restrictions, animal-health rules and provider terms. Voluntary ratings are distinct from regulatory authority; neither a rating nor this collection guarantees a flight outcome.