

# ESSENTIAL QUESTIONS

## Company Background

1. When was the company founded?
2. What is the company's client size? Fleet size?
3. Does the company own all of their aircraft or are they an air charter broker?
4. What is the average aircraft age?
5. How active is the company? Specifically, what is the average amount of flights per year for the company?

## Company Operations

1. How does the availability of the company's aircraft work? Are there additional costs for a substitute aircraft? If considering charter, does the company offer upgrades or refunds if the flight is cancel because the aircraft is no longer available?
2. Does the company have blackout or peak dates? If considering charter, are the aircraft available on those dates? Is there an additional cost to use the aircraft during those dates?
3. Does the company offer in-flight amenities?
4. Does the company operate internationally? If so, are there any restrictions?
5. How frequently does the company conduct maintenance on the aircraft? Is it in-house or outsourced?
  - a. If in-house, how qualified are the maintenance professionals?
  - b. Do they receive ongoing education?
6. Does the company have an experienced staff available 24/7/365 to manage travel plans? Do they offer dedicated account service personnel?
7. Does the company have the ability to schedule and track flights in-house?

8. How far in advance does the company require travel requests? Are there additional costs to request flights with less advanced notice?

## Safety

1. What are the company's quality and safety management systems to ensure there is full oversight of all daily operations?
2. Does the company conduct random safety and security audits?
3. Does the company's aircraft meet and ideally exceed FAA requirements?
4. What is the amount for passenger and third-party liability insurance?
5. What level of training do the pilots for the company receive and how frequently do they receive recurrent training?
6. What is their average experience level of the company's pilots?

## Pricing

1. What is the expiration date for the contracts and how frequently are the contracts renewed?
2. What are the company's cost factors and are there annual cost increases?
3. How does the company bill the hours (e.g. daily hourly minimums, ferrying fees, cancellation fees, late fees, one-way versus round trip, taxi time)?