



AIR PARTNER

A WHEELS UP COMPANY



WELCOME TO

Air Partner

Dear World Travel Inc,

We're thrilled to have you join our private aviation family! We want to make sure that you're completely comfortable with all the ways we'll be serving you. Our private flights are tailored to your schedule, preferences, and requirements, ensuring that you receive the best possible experience.



Your dedicated team.

Your Account Manager

Leona Lane, Director of Sales

Leona is your point person for trip planning. She is involved with all communication and assists in ensuring all details around your trips are carefully considered and addressed. She will oversee all logistics on your account.

Direct/Mobile: + 1 646 957 2151
Email: Leona.Lane@airpartner.com

Your AP Representative

Jeanne Muzio, Head of US PJ Sales

Jeanne oversees all private jet sales. With years of aviation experience, Jeanne assists Leona by providing guidance, expertise, and years of aviation knowledge.

Direct/Mobile: + 1 978 988 2011
Email Jeanne.Muzio@airpartner.com



Booking a flight.

1. Simply call or email your Account Manager with your trip details. We'll need the following information:
 - a. Date of travel
 - b. Destination
 - c. Length of trip
 - d. Number of passengers/pets
 - e. Baggage requirements
 - f. Any aircraft preferences
2. Your Account Manager presents you with a formal Quote that will include options with detailed information including aircraft type, cancelation terms, pricing and other pertinent information along with our recommendations.
3. Confirm your choice.
4. Your Account Manager will request additional information if we do not already have those details in your file, such as passenger weight(s), additional passenger names as they appear on ID, baggage details, catering preferences, ground transport needs, dates of birth for all passengers and others.
5. A preliminary itinerary is sent for review.
6. Approximately 24 hours ahead of your departure time, our Trip Support Team forwards your updated itinerary to include weather forecast, and additional information.



Airports.

Which airports can I use?

When flying private, you can access general aviation and regional airports, along with major airports. You'll be able to book flights where commercial flights cannot. This means you can even fly more directly, from and to the nearest airports. Your Account Manager can recommend the best FBOs based on your route and arrange private terminals. If you have preferred airports, let your Account Manager know.

What is the security procedure like when flying private?

While security may differ by location, you won't need to worry about endless queues and chaotic airport crowds. Staff at each FBO will assist you with the typically quick process. When traveling internationally, you'll find that customs and immigration processes are swift and secure.

Luggage.

How much baggage can I bring on a private jet?

Baggage restrictions may apply to private flights as luggage capacity can vary depending on size and type, of jet. Soft-sided luggage is always recommended. Please let us know if you are carrying skis, snowboards or have special cargo needs.

The baggage allowance on private jets varies depending on the jet size. Light jets usually allow for one or two suitcases and a couple of smaller personal items per passenger, with some even accommodating sports equipment. Larger aircraft have more spacious baggage holds, accessible during flight. Always check with us for specific baggage capacity as per your selected aircraft.



Embarking on your flight.

What time should I arrive at the FBO for departure?

You do not need to arrive hours before their flights. We recommend that you arrive at least 30 minutes before your flight is scheduled to take off, rather than arriving right at your departure time (or after).

Can I drive up to the aircraft in my vehicle?

When flying private, you can avoid the hassle of driving around congested airport parking garages to find a parking spot. The staff at the FBO can drive you directly to your jet. Or, if you prefer and when accessible, you can have your car brought to you to drive up to the aircraft for boarding.

Do I need to show my ID at the FBO?

During the process of arranging your privately chartered flight, you'll need to provide a valid driver's license (or passport if you are flying to an international destination). Your Account Manager will advise you if obtaining a visa is required. Your Account Manager will create a passenger manifest to document passengers on the flight. Passengers can be added or removed from the manifest until your flight's departure, as long as proper identification is presented.

Upon your arrival at the FBO, staff will check your credentials. Of course, forgetting your ID will delay your trip, so be sure to bring it.

All passengers, including children, must provide identification. If you are traveling with a baby, you will need to provide a birth certificate.



On board.

Food & drink choices

We strive to make your in-flight experience as comfortable and personal as possible and that includes the food you enjoy on board. You can choose from our carefully curated menus or we can deliver personalized dining to suit your preferences.

Some aircraft have microwaves or convection ovens on board, while others do not. Your Account Manager will provide an overview of all amenities onboard prior to booking.

Regardless of what you'd like on the flight, we're happy to oblige you. The cost for any catering is a direct pass-through to you, except for JetCard Members.

Lavatories

Depending on the configuration of your private jet, you may have a semi-enclosed or fully enclosed lavatory. Even though light jets are used for short routes, most offer fully enclosed lavatories. Medium and Super-sized private jets have fully equipped lavatories. Some aircraft also have a 'belted lavatory', allowing them to carry another passenger.



Logistics.

How are airport transfers set up? If you are arriving to/departing from a commercial carrier in a hub location, your Account Manager can arrange airport transfers to transport you to/from the private jet terminal.

Do you organize car rentals and ground transportation?

Your Air Partner Account Manager will arrange transportation as needed from a chauffeured car to rental vehicles, ensuring a seamless experience. We can work with your preferred rental agency so that your rental is waiting for your arrival.

We'll ensure you know when and where you will be picked up and dropped off. If the airport provides ramp access, we will arrange for your car to be available planeside through the FBO/private terminal.

Air Partner also provides elite benefits through the Hertz Gold Rewards® program. Access to the President Circle club with the most elite benefits, is as easy as providing us with your Hertz number for access and upgrades.

Flying with liquids

The size limits for liquids do not apply, so you can bring full-sized bottles of your cosmetics and shampoo, as well as sealed or unsealed bottles of alcohol or any other drinks you'd like.



When will I get the tail number and final itinerary?

Once your trip is confirmed, you'll receive a preliminary Flight Brief that will include all the details of your flight for your review. You'll receive a final Flight Brief the day prior to your departure that will include your tail number and crew information.

What is Trip Support and what will they be doing for me?

Trip support provides full-service trip management and quality control in the final stages before your flight. Three days before your departure, our Trip Support Team monitors, forecasts weather, arranges ancillary services and notifies you of all flight movements throughout the trip. Trip Support contacts you the day prior to flight with an overview of your itinerary, updating tail number, crew information, weather, catering, ground services, and any other pertinent information.

On the day of your journey, Trip Support team sends you live trip status notifications to include when the aircraft and services are in position, your flight departure, estimated time of arrival, and arrival at your final destination.



Jet etiquette.

Can I chat with the pilots while onboard?

While we encourage a friendly atmosphere onboard your flight, safety is always a priority. The crew will provide a flight briefing prior to take off and can be available during the flight on an 'as needed' basis.

Tipping: Is it appropriate for me to tip the crew?

No guidelines exist for tipping pilots and crew. Some companies have policies against accepting gratuities. If your pilot and crew exceed your expectations, you may instead let them know how much you appreciate what they did for you instead of a cash tip. If you want to extend a gratuity, \$50 up to \$300 per flight is appropriate.

Traveling with pets

Pets are welcome aboard your flights and may remain in the cabin with you. Please make sure your pet is up-to-date on required vaccinations and documentation which will be required and communicated during the booking phase.

For international flights, please ensure you have the appropriate documentation and meet the requirements of the arrival country. This can include getting a separate visa for your pet. We can offer guidance on any aspect of traveling with pets.

Provide your Account Manager with your pet's information, such as breed, size, weight, and chip number and we'll keep their information on file for easier booking. If you are traveling with multiple pets, let us know.

Thank you for
trusting Air Partner
with your flights.

NO MATTER WHERE YOU'RE GOING, IT
MATTERS HOW YOU GET THERE.



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