



Charter Services

Frequently Asked Questions

What advantages does chartering a private airplane have over traveling with the commercial airlines?

Chartering a private aircraft provides you with numerous advantages that commercial airlines cannot offer.

Differences include:

- Ability to reserve a private aircraft for the time that best fits your schedule
- Access to over 5,000 airports, whereas commercial airlines are limited to just over 500
- Passengers on private aircraft depart without waiting in security or baggage claim lines
- Aircraft charter provides the flexibility to immediately adjust to your schedule and itinerary changes.
- Aircraft charter offers passengers ultimate privacy during flight, enabling them to be as productive as they choose
- Customers are able to visit multiple cities within a day, which allows them to take full advantage of time and maximize efficiency

Why is aircraft charter a good travel solution?

Aircraft charter enables you to fly when you want and where you want. Charter saves you time, provides security and convenience, and enhances your lifestyle. Work onboard, conduct meetings privately or simply relax in comfort. Enjoy fine dining or on-board snacks. We customize each charter experience to meet your specific needs and desires.

Why select Fargo Jet Center as your aircraft charter service provider?

Fargo Jet Center has been in the aviation and charter business for more than a decade. We are an elite aircraft charter service provider with an excellent reputation for safety and customer service. Fargo Jet Center maintains a very high audited safety rating; ARG/US (Aviation Research Group/US, Inc.) "Gold Rating". We hire the most experienced pilots and we focus on providing consistent, exceptional customer-focused service in every aspect of our business. Fargo Jet Center has the most diverse fleet of aircraft to choose from to meet your specific travel needs. We invest over \$100,000 annually on pilot training, going over and above what is required by the Federal Aviation Administration.

When should I arrive for departure?

One of the primary benefits of charter is that you set the schedule. You set the departure time and arrive at your convenience. The aircraft will be normally ready for departure no later than 15 minutes before the scheduled departure time and will depart only when your group is ready to go.

What about security?

Charter air travel is the pinnacle of security since you are traveling with your colleagues. You know whom you are traveling with, which is a much more effective security plan than metal detectors, removing your shoes, throwing away your shampoo and toothpaste, and other airline security requirements. This is not to say, however, that security is not important in charter operations. The flight crew will ensure that all passengers are positively identified and reserves the right to search any and all baggage.

What items cannot be brought onboard a Fargo Jet Center aircraft?

No items that are considered to be Hazardous Material can be carried on our aircraft. If you have questions about a particular item, please ask when you schedule your trip for confirmation.

Is food served onboard the aircraft?

Fargo Jet Center aircraft have snacks, bottled water, and soft drinks onboard. Additional catering can be added on request.

Can I use my cell phone/laptop/PDA on board the aircraft?

You may use your laptop and PDA in flight, except during takeoff and landing. Federal Aviation Administration Regulations prohibit the use of cell phones during any of the flight.

What happens when I arrive at my destination?

After landing at your destination airport, the aircrew will taxi the aircraft to a business similar to the facility at Fargo Jet Center. In aviation vernacular, such businesses are known as Fixed Base Operations, or FBO's. The flight crew will escort you to the FBO lobby to continue your business trip. Fargo Jet Center personnel can help you with ground transportation arrangements such as rental cars or other options. The destination FBO will be arranged before your departure so you may notify your business associates of your destination.

How do I pay for my trip?

Payment arrangements can be made when you schedule your trip. Most trips will require a credit card number to reserve the aircraft.

Do your aircraft have toilets?

The Beech King Air, Piper Navajo and Citation Jet do have limited toilet facilities. The Piper Seneca does not. Your flight crew will brief you on the accommodations.

Can Fargo Jet Center fly in all types of weather?

While no aircraft can fly in all types of weather, Fargo Jet Center's aircraft have all-season capability, with the equipment to avoid summertime thunderstorms and deal with wintertime snow and ice. Even with this equipment, there are times when flights must be diverted or delayed for weather. Your flight crew will inform you of any delays and options for dealing with such delays. Safety is always our overriding concern. We know you wouldn't want it any other way.

How much does air charter cost?

Charter may be more cost efficient than you think. The cost to charter an aircraft varies based on the size of the aircraft, your destination and duration of stay. Fargo Jet Center will be happy to consult with you to determine the best solution for your travel requirements. We will provide

a quote for your travel, and will gladly arrange any additional travel services or requests that you may have. You can easily obtain a general quote using our Online Trip Quote.

How is charter pricing structured?

Fargo Jet Center's pricing is based on an hourly rate for each aircraft. This is the most common pricing structure among charter operators. Additional costs may include fuel surcharges, landing fees and crew expenses for overnight travel.

Can I keep the airplane overnight or for a week?

Yes. When you charter Fargo Jet Center's aircraft, you determine your travel schedule. The aircraft is yours to schedule in terms of flight travel distance and travel duration. Make multiple stops, stay away one night or several weeks. We know your schedule can change; you can be assured that Fargo Jet Center will accommodate last minute adjustments to your itinerary.

Can I change my schedule while I am on the trip?

Yes. Our Charter - Customer Service Representatives are available 24 hours a day, 7 days a week. We are in constant communication with your aircrew and will gladly assist you with schedule changes whenever required.

Is Fargo Jet Center a charter operator or charter broker?

We are a charter operator – Fargo Jet Center is an approved FAA domestic and international air carrier. We are authorized to operate the aircraft listed on our FAR Part 135 certificate. Fargo Jet Center's operations are routinely audited and inspected by the FAA and industry regulatory authorities. You may call the local FAA office to verify that Fargo Jet Center, Inc. is a certified operator; in fact we encourage you to do this. Their phone number is 701-277-1245.

Is chartering an aircraft similar to renting an aircraft?

Not really. In order to rent an aircraft, you must be a pilot. When you charter an aircraft from Fargo Jet Center, we provide the professional flight crew and we manage all the scheduling details for your trip.

What types of aircraft are in Fargo Jet Center's fleet?

Fargo Jet Center operates a diverse selection of business aircraft from top manufacturers including Cessna, Raytheon, and Piper. Aircraft models include Cessna's Citation, Beechcraft's King Air, and Piper's Navajo and Seneca models.

How do I arrange an aircraft charter trip?

It's easy. Simply call one of our Charter – Customer Service Representatives at 1.800.770.0538 and tell us where you want to go and when. We will suggest airports that are closest to your destination. We will arrange in-flight catering, ground transportation, hotels...whatever you need to make your trip relaxing, comfortable and productive. Your quote will include a detailed itinerary letting you know your departure time and your expected arrival time. Or you can visit Fargo Jet Center's Air Charter, Online Trip Quote to quickly receive a price quote from our Charter Department.

How do you confirm my flight?

We will send an email or fax confirmation document which provides your complete itinerary and includes details about the aircraft, the crew and contact numbers. It will provide instructions about where to check-in upon arrival at your departure airfield. Payment and cancellation details will also be included.

Can I charter a trip one-way?

Certainly. We are here to serve your travel needs and we will always provide you with the most cost effective, efficient travel solutions for your travel requirements. Charter pricing is typically based on round trip charges; however, we will gladly quote a one way trip and we may be able to find an empty leg for you.

What is an empty leg?

This is an industry term which describes a repositioning section of a flight. An 'empty leg' occurs when the aircraft leaves its home base and travels to pick up a passenger(s), or returns to its home base after dropping off a passenger(s). The flight segment or 'leg', when the aircraft flies empty (no passengers), is considered the 'empty leg'. Often, these segments are available at a reduced rate.

What happens when I arrive at my destination?

Fargo Jet Center's pilots will escort you and your baggage to the terminal building, where your ground transportation will be waiting. Fargo Jet Center will gladly arrange all your ground transportation and hotel reservations at the time you book your air charter travel.

What refreshments are served on board the plane?

Fargo Jet Center provides a selection of snacks and beverages aboard the aircraft. We will discuss your catering requests when we arrange your flight. We will coordinate gourmet catering for you and your guests, as well as arrange any special dietary or beverage requests.

Are pets allowed on an air charter flights?

Fargo Jet Center can usually accommodate passengers traveling with their pets. Dogs need to be well trained and cats are usually required to be in a pet carrier.

What are the requirements for your pilots?

Fargo Jet Center (FJC) exceeds Federal Aviation Administration (FAA) requirements for pilots. We adhere to the highest proficiency levels as required by ARG/US "Gold Rating" audits. FJC pilots participate in FAA required recurrency training and flight tests twice a year, medical exams, safety screenings and random drug testing. All pilots are FAA certified and licensed. FJC provides two pilots on every private jet flight or turbo-prop flight and typically, one pilot on all of FJC's other flights. Two pilots can be requested on any flight, just let us know in advance.