



The Charterer's Guide



Optimum Charter Solutions...



Our aim at ACC Aviation is to make you immediately feel comfortable with all aspects of chartering aircraft, whether you regularly charter aircraft or if it is your first experience.

This Charterer's Guide will confirm the process of chartering an aircraft and how we will look after you throughout. Of course at all stages your dedicated Flight Manager will be available to answer any questions.

We look forward to working with you.

The ACC Charter Team

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Why Charter:

Chartering an aircraft provides the ultimate flexibility and personalisation in air travel planning for groups. It is a major contribution to the success of an event, by setting the scene and concluding the programme.

You are able to choose where you travel from, at a time convenient to your needs and the aircraft and inflight service can also be tailored to your preferences.

When transporting groups of people the organisation can be very difficult, finding the required number of seats on various different scheduled service airlines and then coordinating the logistics of many different arrival times. Having your own dedicated aircraft removes these logistical problems and leaves you free to concentrate on the reason for your trip.



With specific check-in desks, opportunity to review the catering and refreshments, personalised announcements and even to brand the aircraft interior and exterior, aircraft charter actually becomes integral to the success of your event.

Why use ACC to Arrange your Charter:

We provide our clients with a truly personal service, impartial advice, backed by extensive databases, constantly updated with current market intelligence that ensures no opportunity is missed in the ever changing and fast moving world of aviation.

The foundations of ACC have been built by working with airlines to solve their problems by leasing aircraft at short notice to cover aircraft shortages due to maintenance or technical failure. We are one of the leading companies in this area across the world and through this we have developed excellent relationships with the airlines and an in-depth knowledge of aircraft costs. This now helps us to get you the best aircraft at the most competitive price.





What Types of Aircraft are there:

We are able to charter all sizes of aircraft from small private aircraft to large commercial airliners. There are three main categories of aircraft and each can be broken down into several sub-categories:

Commercial Aircraft

These are the large aircraft with over 100 seats that that most people are familiar with operating holiday flights and scheduled services. These can be broken down into two distinct categories - Narrowbody and Widebody aircraft.



Narrowbody aircraft have seats arranged in 5 to 6 abreast with a single aisle and normally arranged in a single class.

Widebody aircraft are larger and usually configured with seating of 7 to 10 abreast and normally in multiple travel classes.

Regional Aircraft

These are smaller aircraft with between 19 and 100 seats and typically operate short commuter routes. These aircraft can again be broken into two categories:



Regional jet aircraft have the benefit of the speed, similar to commercial aircraft but with lower passenger loads making them suitable for shorter distances. Many also have the ability to take off and land at smaller local airports.

Regional turboprops have propeller engines and although they fly at slower speeds they have a lower operating cost which means they can be a competitive option for shorter trips.

Private Aircraft

These are small executive aircraft that offer the highest level of convenience and flexibility in air travel. These can be broken down into six categories.



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|---------------------------|---|
| Light Executive Jets - | Small VIP jet aircraft typically with between 4 - 8 seats |
| Midsized Executive Jets - | Medium range VIP jet aircraft with between 6 - 10 seats and standing height cabins. |
| Heavy Executive Jets - | Long range and very spacious VIP jet aircraft with between 10 - 50 seats. |
| Turboprops - | A cost effective charter solution, with two turboprop engines and pressurised cabins seating between 7 - 29 passengers. |
| Piston Aircraft - | For small groups travelling short distances these provide a very cost effective solution. They have between 5 and 10 seats with unpressurised cabins. |
| Helicopters - | Helicopters provide even more flexibility for short distance flights seating between 4 - 13 passengers. |

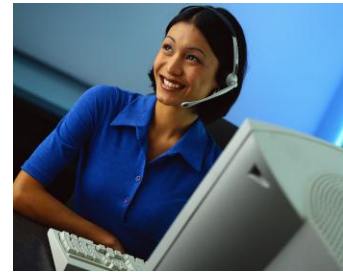


How to make an enquiry:

We always prefer to speak to you so that we can best understand the details of your enquiry, enabling us to provide you with the best solution. There are three ways you can make an enquiry:

Firstly we always welcome you to simply give us a call to discuss your requirement first hand with one of our team. +44 1737 232 230

Secondly through our website or by email you can request a call back from us by sending us your contact information and a brief description of your enquiry. www.FlyACC.com



Lastly you can complete our web enquiry form to send us the details of your enquiry and from this we can start to look at the best solution.


Our Charter Quotation:

Once we have covered the market for the best available solutions for your request we will present the various options in our comprehensive offer summary.

We always give you a clearly presented quotation showing the details of each solution in a table format so that you can easily compare the options.

All our quotations include the services of a dedicated ACC Aviation Flight Manager and the support of our head office staff or well established associate partners overseas. All ACC Aviation Flight Managers are fully trained in check-in procedures and will assist and liaise with the ground agents and yourselves and will flight-watch all of the departures.

If requested an ACC Aviation Flight Manager can oversee the check-in at the airport and accompany your flight (this service may incur additional costs).



Aircraft Offer Summary - HAM-TLS-HAM (21 Sep 12)

Aircraft	Crewing	Available	Charter Price	Includes	Excludes*
Airbus A319	100 Economic Seats	To Operate: Fri 21 Sep 02 - HAM to TLS Depart HAM at 12:00 Local Sun 23 Sep 12 - TLS to HAM Depart TLS at 18:00 Local	€ 70,800.00 EUR	All aircraft operating costs, passenger taxes and in-flight service.	Fuel & currency variation
Airbus A319	144 Economic Seats	To Operate: Fri 21 Sep 02 - HAM to TLS Depart HAM at 12:00 Local Sun 23 Sep 12 - TLS to HAM Depart TLS at 18:00 Local	€ 75,400.00 EUR	All aircraft operating costs, passenger taxes and in-flight service.	Fuel & currency variation
Boeing 737-400	188 Economy seats	To Operate: Fri 21 Sep 02 - HAM to TLS Depart HAM at 12:00 Local Sun 23 Sep 12 - TLS to HAM Depart TLS at 18:00 Local	€ 82,300.00 EUR	All aircraft operating costs, Passenger taxes and in-flight service.	Fuel & currency variation

*All quotes exclude any airport extension fees for out-of-hours operating and any passenger transit taxes and any governmental or local taxation on air travel or passengers and security charges and that may be introduced/ revised or increased between contract date and actual flight dates or any additional fees due to operation outside official airport hours and aircraft de-icing.

All aircraft are offered subject to ongoing availability, suitable crewing and obtaining all necessary permissions, seats for the required routing and parking permits and all the above quoted charter prices are current quoted and therefore subject to alteration and maybe subject to a fuel surcharge.

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Booking an Aircraft:

Once you have reviewed the quotations and decided on the solution that best fits your needs either give us a call or reply to the offer email with your confirmation.

We will then follow a standard procedure to confirm the details and contract the flights as follows...

1. We will prepare a confirmation document with all of the specific details such as schedules and payment terms for you to sign. Once we receive this back from you we will confirm the flights with the operator.
2. We then prepare the charter contract with a copy of the operating airline's standard terms and conditions that you can review, sign and return to us.
3. At this stage the flight is booked, a deposit will be required and cancellation terms are applicable to protect all parties.
4. The balance of the total charter price including the passenger taxes will be payable as per the terms of the contract.



Preparing your Flight:

As soon as the contracting process is complete we will begin the process of operationally preparing your flight.

This process revolves around our Charter Flight Brief, a detailed document summarising all of the arrangements for the flight(s). This document has been developed over many years of arranging charter flights and not only acts as a check list to make sure no details are forgotten but also contains the answers to the questions that from our experience we know passengers and the travel organisers need to know.

We will confirm all of the details with the operator and check with the local handling agents to ensure all parties are aware of the flight and any special requirements or upgraded services are arranged. We also carry out pro-active flight watch 24 hours a day to ensure that the flights operate as scheduled and are available constantly should any questions arise, providing you one point of contact in all eventualities. If required, one of our experienced team can travel with your flight to manage all your needs in the air and on the ground.

Upgraded services can include exclusivity of check in, upgraded catering, level of on board entertainment, personalisation of the aircraft and arrival services.



Our Service:

We pride ourselves in the high quality service we provide to our charter customers. We provide accurate, well qualified and impartial advice from contracting and buying negotiations to coordinating every aspect of your flight and airport arrangements.

There will always be qualified personnel on hand at all times to support you every step of the way. Leaving you to concentrate on your priority of looking after the other arrangements for your trip.

Who have we Worked for:

We have many clients who repeatedly come to us to provide them with charter services including government ministers, sports teams, film companies and large incentive travel groups. These clients have always been reassured by our low profile and confidential service.



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