



When Booking Charter with an Operator

- ✓ Confirm with the Operator that you are protecting the trip with **Charter Flight Support**.
- ✓ Confirm the aircraft is not currently AOG, and that if it does go AOG, they will notify you promptly.
- ✓ Confirm the Operator will provide a tech log or documented evidence detailing the date and issue causing AOG status.
- ✓ Use our **"Notice of CFS Protection"** resource when booking to assist in these requests.



When Booking Support with CFS

Contact: charter@charterflightsupport.com

- ✓ Purchasing CFS Support is recommended at confirmation with the operator. You may purchase support at any point prior to departure.
- ✓ For previously booked trips, CFS Support must be completed at least **10 hours** prior to scheduled departure. ASAP bookings made <10 hours prior can still purchase support as needed.
- ✓ If you/your client have specific requirements (aircraft age, operator, pet friendly, FBO, etc.), provide these at time of quoting as the support fee may reflect those requirements.
- ✓ For floating fleet operators, the trip will be supported once you receive the tail number with itinerary and provide this to CFS. We understand these tend to be inside **24 hours** of departure.
- ✓ For floating fleet disruptions returned before tail assignment, this scenario is not protected by CFS. However, if a tail is assigned before the mechanical issue is reported, the trip would be protected. Work with floating fleet operators to get assigned tail numbers as quickly as possible.



Required Actions When an MX AOG Occurs

- ✓ Notify CFS **immediately after the operator notifies you**. Email charter@charterflightsupport.com with the CFS trip number from your Support Agreement. Delays reduce recovery timeliness.
- ✓ For AOGs inside **10 hours** of departure, CFS requires at least **1 hour** to source aircraft, unless situations allow immediate solutions. We respond with due urgency.
- ✓ Confirm with the Operator regarding provision of tech log or evidence of mechanical AOG. CFS can help facilitate tech log provision from operators.
- ✓ **AOG reimbursements depend on tech log receipt date**. If the Support Agreement is signed after the tech log timestamp, the AOG will not be financially supported by CFS.