

What is Charter Flight Support (CFS)?

CFS is an **AOG recovery and support program** created by aviation veterans with over 20 years of broker and operator experience. We provide 24/7 global recovery assistance and a guaranteed charter rate when a charter goes AOG (mechanical) on Part 135 flights.

⚠ Important: CFS is not insurance.

Does CFS guarantee a replacement aircraft within a certain timeframe?

NO. CFS does not guarantee replacement within a specific timeframe. Per industry standard, we deploy all resources and best commercial efforts to secure replacement with minimal departure delay. The product provides financial protection but does not guarantee a recovery aircraft with a specific timestamp.

Does this product guarantee protection on all Maintenance Events?

CFS provides protection for unscheduled maintenance events that occur within 10 days prior to departure. You and CFS work with the Operator and Maintenance teams to provide technician logs as proof of the maintenance issue.

Examples of issues NOT protected by CFS:

- ▶ Unscheduled maintenance events 11+ days prior to departure
- ▶ Scheduled maintenance events
- ▶ Aircraft owner pulling the jet
- ▶ Pilot related delays or cancellations
- ▶ Weather related delays or cancellations
- ▶ Physical damage and/or vandalism

Will Terms and Conditions of the original Charter Operator remain the same?

NO. The recovery Operator may have different T&Cs compared to your original reservation. You will be provided with recovery option(s) and new terms with the ability to accept or decline.

Am I required to accept the recovery aircraft presented by CFS?

NO. If the recovery solution isn't timely enough, doesn't meet your standards, or your customer wishes to cancel entirely, you may be released from the agreement and the CFS fee is fully refundable. We will not provide financial support if you decline the option(s) we provide.

Are replacement aircraft and crew required to meet my safety standards?

YES. All replacement aircraft sourced by CFS meet our industry-leading safety standards. We're happy to follow your Do Not Use list. The Operator must be a member of our approved safety network and each pilot, aircraft, and itinerary will be verified prior to departure.

What if the trip is cancelled entirely prior to departure?

The CFS fee is fully refundable. The CFS product fee is separate from your contract with the Operator. You may be subject to other charter cancellation fees, but the CFS product is entirely refundable. Customer must notify CFS that a protected trip has cancelled prior to the scheduled departure time.