

A WORLD OF  **AIR ELITE**

Vol. 1 | Q4 2016



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Alliance Aviation Services, Fort Worth, TX KAFW – A Founding Member of the Air Elite Network exemplifies the principles of Air Elite. Both the 2017 Schedulers & Dispatchers Conference February 7-10, 2017 and the NBAA Regional Forum March 23, 2017 will be held in Fort Worth, Texas.

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On the Cover:

Jackson Jet Center located in Boise, ID (KBOI) provides a full service facility with a contemporary interior design. The conference room's picture window provides a portal for the historic war aircraft on display for pilots and passengers. The 20+ foot bronze tree installed in the lobby was designed and commissioned by a local artist as a tribute to the beauty of the outdoors you'll enjoy when arriving in Idaho.

World of Air Elite Magazine is quarterly publication from Air Elite and World Fuel Services. Enquiries about the publication can be sent to info@airelitenetwork.com or 3000 Bayport Drive, Suite 470 Tampa, FL 33607.



**Jet Aviation - St. Louis
(KCPS)**



Welcome to A World of Air Elite



Welcome to the inaugural issue of A World of Air Elite.

This magazine was launched to share the latest information on Air Elite with you and your customers. It features relevant information to enlighten, inform, and engage discerning flight crews and passengers around the world.

As you know, our industry has evolved a lot in the last few years. More recently, it has become defined by massive FBO brand mergers and broad purchases by large chains.

One thing that hasn't changed? FBOs that provide superior safety and service always win. Air Elite FBOs have chosen to maintain independent operations and solidify customer relationships through the power of premier service

and facilities. As a result, the Air Elite Network continues to grow. We want to continue that momentum – now and into the future.

We commit to support you with the right solutions to provide you an unparalleled service experience. Through fuel supply, AVCARD retail charge cards, contract fuel, trip support, and FlyBuys™ Rewards, we offer a constellation of quality products and services, delivered with value and reliability you can trust.

I am excited about what's to come. Our goal is to maintain and strengthen our position in the business and general aviation space – right next to you.

JOHN RAU

EXECUTIVE VICE PRESIDENT,
AVIATION & MARINE
WORLD FUEL SERVICES



Harrods Aviation (EGSS)

A Bright Future Ahead



It is my pleasure to welcome you to the inaugural edition of our new magazine - A World of Air Elite. With the continued growth of the Air Elite Network of Diamond Service FBOs, we are excited to create this publication for all of you - our professional flight crews and aircraft owners! We are very grateful for your continued support.

Currently, I work as Sales and Marketing Director for Harrods Aviation in London (Luton and Stansted airports). Through my relationships and interactions with the network members, my passion for the Air Elite Network has been ignited. As a result, since 2014, I have had the privilege of serving as the Chairman of the Air Elite Board. During my time with Air Elite I have seen many firsts for our network the first South American, Mexican, African and Chinese FBOs to join the network, and the first loyalty program to promote and support our diamond service FBOs (Diamond Dividends). I have also seen the first service designation network to reach 60+ members with independent operators and the first customised concierge software designed specifically to support a network of service-oriented FBOs that place the importance of service above all else. Air Elite is the first network to elevate the loyalty rewards offered to pilots and flight operators for their fine judgment in choosing to visit FBOs within our network, in combination with their utilisation of World Fuel Services' AVCARD or World Fuel Services' Contract Fuel. What's most exciting is what we have yet to accomplish!

With the creation of this global network of uniquely exceptional FBOs back in 2011, President of one of the founding FBOs, Tim Ward of Alliance Aviation Services in Fort Worth, Texas (KAFW), stated 'We believe strongly that flight departments desire a combination of great service and superior facilities. This basic premise still drives the design and direction of the network today. The collaborative foundation of this network combines the expertise and resources of World Fuel Services with the collective commitment of the world's best FBO locations and operators.' From the network's leadership to each network FBOs'

personnel, from the top to bottom, this is our commitment. Our member-driven board continues to develop and implement innovative, service-based initiatives to drive the evolution of our service philosophy. It's the core of what we strive for in our network design and future goals. I assure you, there will be more firsts to come for Air Elite!

Beyond my leadership efforts with the board, the passion I have for Air Elite is evident in representing our 62 FBO locations, who work diligently to maintain our high quality of service and facility standards. Through annual network-supported FBO audits, continual education of industry trends, implementation of best practices and industry innovation of services, Air Elite is committed to remain at the diamond point of customer service. Members are encouraged to benchmark the network's fundamental service philosophies to develop and implement their own service delivery, training and safety standards. All locations strive to remain vigilant in all facets of service, with the ultimate goal of solidifying our network as a global standard in exceptional and consistent FBO service.

There is a bright future ahead for Air Elite. Our FBOs are increasingly passionate about delivering reliable diamond service within their unique regions. Air Elite continues to grow globally and strategically to ensure that diamond service FBOs are located in all areas of the globe to create better network connectivity and exceed the expectations of our valued business and general aviation clients.

Whilst the industry is constantly changing, we promise to continue to provide unwavering service for your aircraft, your flight crews and your passengers. We look forward to serving you and your team when you arrive on our ramps around the globe.

WILL HOLROYD
SALES & MARKETING DIRECTOR,
HARRODS AVIATION
CHAIRMAN, AIR ELITE NETWORK BOARD

DIAMOND SERVICE LOCATIONS

THE AIR ELITE FBOs

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DIAMOND SERVICE LOCATIONS



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- Located at the Shenzhen Bao'an International Airport in Shenzhen, China.
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 NANNING CHINA 530012

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 410007

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DIAMOND SERVICE LOCATIONS

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Ecuacentair (SEQM)

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- Ecuacentair's experienced, professional aviation services team has specialized knowledge to support our business aviation clients' needs, from planning arrival in Quito through to departure.
- Ecuacentair eases the arrival of your business jet or corporate aircraft at Mariscal Sucre International Airport (UIO, SEQM) with our reliable ramp support services, including ground handling, shuttle service, and jet refueling.



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Golden Isles Aviation (KSSI)



- Golden Isles Aviation (GIA) is based at McKinnon - St. Simons Island Airport in Georgia.
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Flying To Cuba Still Restricted, But Easier

by Kerry Lynch

Business aviation operators are finding travel to Cuba significantly smoother as restrictions have eased over the past year. But at the same time, industry executives caution that operators must still plan well ahead and follow the protocols closely.

"The Cuban government is addressing some of the business aviation issues; however, it is not accustomed to having general aviation and it is trying to streamline the process for itself and operators," said Kathy Self, director of compliance for Universal Weather and Aviation. "Planning ahead for this process is key."

"Cuba has come a long way over the last year in handling business aviation," agreed Suran Wijayawardana, COO of Alerion Aviation, which launched earlier this year from the merger of JFI Jets and ACP Jets.

Alerion's predecessor companies were among the first business aviation operators to fly to Cuba after the U.S. government issued exemptions easing initial licensing requirements, with their first flights beginning in late August last year. Within the first year, Alerion and its predecessor companies have flown approximately 70 operations into and out of the island nation.

"What we encountered during August and September last year was... a lot of misinterpretation as to what the [travel] exemptions allow us to do," Wijayawardana said. Confusion surrounded the permits required and how the handling would be accommodated, he added.

Once they received clarification, the process was pretty straightforward from the U.S. standpoint. "But the approval process and the permit process on the Cuban side in the first couple of months was hair-raising," he said. The company, working through established flight planners, would apply for a landing permit well over a week in advance. "We'd get landing rights maybe two hours before we were to take off from the mainland in the U.S. That was something that made us all nervous," Wijayawardana said.

One of the occasions involved a trip booked by a major news station around the time Pope Francis was set to visit Cuba. "We had the president of the news station on board, along with a highly recognizable reporter, and we finally got landing rights an hour-and-a-half before takeoff." The company wasn't willing to risk taking off without permits. "It took right up to the last minute."

Other hurdles the company faced included currency and handling. Cuba did not accept credit cards or U.S. currency. "The gates had just opened and they weren't equipped to do credit card processing. In the beginning, Cuba wasn't very forward in that light," he said. "We had to provide the flight crew with plenty of cash, which is not standard practice for us." Reserving hotels could be problematic since that process was not modernized, he said. "The confirmation part of it was a little unknown." On the ground, operators had to work with Cuban representatives. "These were newer companies, so there was a little bit of confusion," Wijayawardana said.

These issues have improved, he said, noting the permit process is a lot smoother now. "The process for handling our applications and paperwork has increased probably 200 percent to 300 percent in terms of efficiency." And now more representatives are basing in Cuba with more international ties. "You have worldwide handlers being stationed there that can process you now like you are flying to any destination," he said. "We don't have to have carry cash on the airplane anymore because they can do contract fueling there. That's a big help. The major thing that's changed is Cuba's ability to handle aircraft." John Reese, director of safety, security and standards for ExcelAire, also has noted improvements. ExcelAire has flown its first handful of trips to Cuba. "The real hurdles were with the planning phase, getting the approval and getting familiar with the [U.S.] Treasury Department's requirements," Reese said. "It was a lot to digest." He noted that up to that

point, "just getting overflight permits was problematic" even if the operator wasn't landing in Cuba. Planning ahead was crucial, especially for the permits. ExcelAire prepared by attending as many seminars as possible. Reese pointed to other significant changes, including the lengthening of time aircraft can park at airports in Cuba and permission for the crew to remain in the country.

Initially, he said, "We were able to bring a client in, but we had to move the crew and equipment out. We had to reposition only to certain gateway airports." With the changes, however, "we are able to leave equipment and crew while the client is there. That works out much better. We don't have to move the aircraft, which is quite costly."

Planning Ahead Still Required

One concern that remains is AOG. There have been questions about basic services there, such as the ability to bring in parts and access to licensed technicians who could work on an airplane. "There were a lot of discussions with maintenance folks about what we would do if something went wrong. Before going in we make a point from a maintenance perspective to do a rundown on an aircraft and make sure everything is where it needs to be," Reese said. While operators do this anyway, "We give that one extra check because you know if something were to go mechanically wrong in Havana it would be extremely problematic to get it fixed." The company initially would reposition out of Miami, making it a short hop to Cuba. Also for the first flight, it kept a standby aircraft in case something did go wrong and the company needed to pick up the client.

"The lack of AOG maintenance in Cuba was the biggest concern. Even if you had the parts, you didn't know whether there were licensed technicians available to install the parts. You had to make sure before departure that everything on the airplane was as optimal as it could be," agreed Wijayawardana. "Right now it is still our largest concern flying in and out of there."

However, like everything else, both Reese and Wijayawardana believe that too will get better with commercial service beginning from the U.S. to Cuba. That commercial service will improve access to other services such as maintenance availability, they both said. Also, a recent edict from the White House was anticipated to further increase maintenance availability.

While the logistics are improving, the limitations of the 12 reasons for travel to Cuba are still in place. Self said this has been one of Universal's largest concerns in providing planning services for operators.


"We want to support the trips; however, we have had to stop arrangements because the passengers were not authorized travelers under the regulations and there was not enough time to get a specific license for the passenger," she said. "We remind our customers that Cuba is still a sanctioned country and some activities, such as tourism, are prohibited."

Travelers also must understand that "if they fly into Cuba on a commercial flight and leave on a business aviation flight, this is not well regarded by the CAA of Cuba. If passengers go in on commercial, they need to leave on commercial and vice versa," Self added.

The process for crews to obtain visas has become "fairly easy," she said, but warned "there have been more demands for business visas in Cuba and this has presented a challenge for the passengers" and said this required planning. Also, as for landing permits, clients must use recognized business sponsors. "The Cuban CAA checks to ensure the business sponsor is legitimate," she said. The executives believe that commercial service will eventually lead to relaxation of the limitations on reasons for travel.

They also predict an uptick in travel to Cuba. "Given the length of time Americans weren't able to fly to Cuba and given the draw to the island and the culture, it's something that will be popular," Wijayawardana said. "It's a unique travel experience."

"We're pretty excited now that the commercial side has started operating there," Reese added. "We're seeing quotation activity picking up."

"In our opinion, it will increase the demand," Self agreed. "However, until the travel restrictions are eliminated, the commercial carriers will face the same scrutiny for ensuring that their customers are authorized travelers as we do." 

First published at AINonline.com on October 17, 2016. Reprinted with permission from AIN.

Total Aviation Software's Air Elite Concierge Module Gives Pilots Peace of Mind



Clay Lacy – Van Nuys (KVNY)

In a profession where you're judged how smoothly a flight goes, BGA pilots need every tool they can access to keep their passengers happy. It's not just flying the plane, but ordering services, making reservations, and meeting the expectations of passengers whose itineraries can change at a moment's notice.

One tool several Air Elite locations are using to make the lives of pilots easier is Total Aviation Software's Concierge module.

The module features a bevy of features that help both the pilot and the FBO, including a tool called the Live Board, which shows, by tail number, all the services that have been ordered along with status updates, ensuring more accuracy and timeliness. This gives Customer Service and line staff visibility into all that's requested, staged or completed in preparation for the aircraft arrivals and departures. This provides the FBO a platform to double-check the list of services ordered by the operator. The software was designed to ensure all services for the pilot, aircraft and passengers can be professionally attended. Even better is that the FBO is

able to send email confirmations when the requests are received to allow an operator to focus on the aircraft and the passengers.

The Concierge module from Total Aviation Software is also integrated with Flight-Bridge, FlightAware and QuickHub, ensuring maximum efficiency in booking reservations, prioritizing ramp space, and accessing customer records with preferences and payment information. It's a game changer for any location that wants to move away from whiteboards and sticky notes.

If you haven't checked out Total Aviation Software and the Concierge module, give it a look by visiting www.totalaviationsoftware.com. Your pilots will thank you! 📱





Northeast Air

Northeast Air (NEA) is a company that few non-general aviation and non-business aviation Mainers are familiar with. But if you've ever arrived at the Portland International Jetport in a private or business aircraft, Northeast Air's employees were probably the people who welcomed you to Maine.

In 1969 Henry A. Laughlin, Jr.—fondly known as “Sandy” in the aviation industry—founded Northeast Air. Sandy had been a Major in the Army Air Corps and commanded a squadron of B-29 Bombers in the Pacific Theater during World War II. The discipline, integrity, and courage he displayed in the Army Air Corps served him well on his return to civilian life. Over the next 30 years, Sandy built a solid business that supported not only his family, but created a livelihood for many dedicated employees. His passion and true love of aviation helped sustain him until his retirement in 1985. Today, Sandy's son Henry has taken over the reigns, and in the last ten months has invested over \$3,000,000 to bring Northeast Air's facilities to the forefront of the aviation industry.

NEA President Henry Laughlin says the company has made this investment because first impressions of Maine matter. “The Portland Jetport is an important aviation gateway to Maine, not only for vacationers but also for major business leaders and investors who have companies here, or may be considering a location in the state of Maine,” he said. “We have to make the best first impression that we can. That's why we are making this investment and why the owners of private jets and aircraft enjoy coming to Northeast Air.”

On July 29, 2016, after more than a year of planning and six months of construction, Northeast Air celebrated the grand opening of their new general aviation terminal. More than 200 family, friends, customers, and vendors experienced the new general aviation terminal building, celebrating a new phase in Northeast Air's history.

The new Northeast Air general aviation terminal includes a modern, elegant 3,500 square foot semi-circular open space lobby with comfortable seating and stunning views of the nearly 1,000,000 square foot ramp. In addition to full concierge service for customers, pilots can enjoy a spacious lounge with snooze rooms, a flight planning station, and a fitness room with shower. NEA has also included a 12 seat conference room available by reservation. Outside, the company has added 35 new short term parking spaces in addition to free long-term parking for customers.

Staffed by a team of highly qualified aviation experts, NEA provides maintenance, fueling, and deicing services to the entire jetport. For private aviation customers, Northeast Air offers tie downs, 50,000 square feet of hangar space, full concierge service, and on-site car rental service. Northeast Air is also a certified Pilatus Service Center, specializing in the flagship PC-12 turboprop business aircraft.

From its humble beginnings in a Quonset hut next to the old airfield terminal, to its current incarnation in its modern facility, Northeast Air has always valued an exceptional customer experience by building trust and providing excellent value to its customers. ✈️



Pazos Kicks Off New FBO's Inaugural Calendar With A Sonic Boom!



PAZOS, the premier FBO services operator and retail fuel provider in Puerto Rico, kicked off an action-packed calendar of activities leading up to the grand inauguration of its new state-of-the-art facilities in November. Developed to the tune of more than six million dollars, the new PAZOS FBO will be one of the most technologically advanced operations of its kind in the Caribbean.

Strategically located at Luis Muñoz Marín International Airport in San Juan, PAZOS is putting the final details on its new world-class installation, which will include the island's first FBO with a full service U.S. Customs and Border Protection (CBP) terminal onsite, which will substantially expedite customs and immigration processing of international travelers upon arrival in San Juan.

"What began as an inspiring idea, today is a reality! This beautiful new FBO building is the culmination of the hard work and dedication of PAZOS' extended family of employees, the loyalty from many pilots whom we have served over the years and consider them to be more than clients, our friends; the patronage of our valued customers and the unwavering support of our partners," said Jose Maldonado, president of PAZOS FBO Services.

The new FBO will also offer pilots such convenient amenities as: luxury pilot lounge, EAPIS assistance, flight planning work stations, weather briefing, 24-hour fuel and ground handling operations, charter coordination and aircraft maintenance. Global travelers will enjoy visiting the new executive passenger lounge, gourmet deli and catering, and convenient corporate facilities with the latest telecommunications technology.


The building's cutting-edge architecture, designed by the award-winning AIR Architects firm, features a two-story canopy for convenient passenger drop off at the main

entrance, enhancing travelers' experience as they quickly continue on their way to life-changing destinations, "almost without touching the ramp," noted Maldonado, adding the new FBO features a substantial expansion of hangar and ramp space, the latter now up to 250,000 square feet.

Business travelers as well as corporate clients will find PAZOS, new FBO to be the "one stop" solution to doing business in Puerto Rico, with access to high-tech conference room areas with multi-media and video conference technology; customized meeting planning support on request, onsite gourmet catering and much more. In addition to its own concierge services, FBO clients will also enjoy AirElite "diamond level" membership benefits, including hundreds of dollars in savings at popular retail destinations.

The grand inauguration celebration began with a "sonic boom" in early October as PAZOS welcomed to its new FBO the exclusive visit of the No. 1 F-16 jet of the U.S. Air Force Thunderbirds lineup. As part of its inaugural activities, PAZOS was the leading sponsor and official fuel provider of the Puerto Rico International Air Show in San Juan, celebrated Oct. 8-9 in San Juan.

"It was an honor to welcome 'America's Ambassadors in Blue' to our new FBO building, and most importantly to be the official fuel provider to the magnificent USAF Thunderbirds during their visit to Puerto Rico. This event marked the beginning of a series of activities leading to the grand inauguration of our new FBO building," said Maldonado, noting that PAZOS, handling staff also provided customer service support for the Thunderbirds staff during their Puerto Rico visit.

Following the Thunderbirds' presentation, PAZOS welcomed the 2016 Latin American Technical Aviation Services Conference in San Juan and a special presentation at this year's NBAA's Business Aviation Convention & Exhibition. 



DIAMOND SERVICE LOCATIONS

Grafair Jet Center (ESSB)



- Grafair Jet Center is the sole Swedish business aviation terminal (FBO), brimming with the skills and overall quality only years of experience can create.
- European Business Air News (EBAN) designated Grafair Jet Center the best FBO in Europe, Russia, the Middle East and Africa in 2014.
- Grafair Jet Center provides services at the highest international standard.

GRAFAIR JET CENTER / JOHAN EMMOTH / +46 8 98 26 00
WWW.GRAFAIR.SE/EN/SERVICES/GRAFAIR-JET-CENTER/
STOCKHOLM CITY AIRPORT 1, 168 67 BROMMA SWEDEN

Granite Air Center (KLEB)

- Easy access to Dartmouth College, Dartmouth Hitchcock Medical Center, & the upper Connecticut River valley. 10 minutes to Hanover, New Hampshire. 20 minutes to Woodstock, Vermont.
- Our services include a pilot's lounge, courtesy van, crew car, catering, lodging reservations and rental car and limousine services
- Tower controlled facility with ILS/DME approach, Type I & Type IV deicing, GPU, potable water, free Wi-Fi, heated hangar can accommodate aircraft as large as a G-IV.

GRANITE AIR CENTER / JASON ARCHMABEAULT & GREG SOHO / +1 603 298 6555 / WWW.GRANITEAIR.COM / 58 AIRPORT ROAD WEST LEBANON, NH 03784



Harrods Aviation, London Luton (EGGW)

- Harrods Aviation's passenger handling operation at Luton is located off the new major access roads into the airport, making it fully and easily accessible.
- Situated off the delta taxiway adjacent to our hangars with our own gate access airside, away from onlookers, your privacy is assured at our site.
- Dependent on the security restrictions of the departing flight, passenger set-down at the aircraft is possible without transiting our lounge facilities.

HARRODS AVIATION, LONDON LUTON / PAUL NORTON
+44 1582 589 317 / WWW.HARRODSAVIATION.COM / PRESIDENT WAY, LUTON AIRPORT LONDON, UK LU2 9NW



Harrods Aviation, London Stansted (EGSS)

- Harrods Aviation's full service FBO facility at London Stansted is situated on the north side of the airport in the easily accessible Business Centre, away from the bustle and congestion of the main terminal complex.
- Ample parking facilities are provided and passenger and crew drop off can easily be made right outside the building.
- Dependent on the security restrictions of the departing flight, passenger set-down at the aircraft is possible without transiting our facilities.

HARRODS AVIATION, LONDON STANSTED / WILL HOLROYD
/ +44 1279 665 300 / WWW.HARRODSAVIATION.COM FIRST
AVENUE, STANSTED AIRPORT LONDON, UK CM24 1QQ



Hill Aircraft & Leasing Corp. (KFTY)



- Located just 15 minutes away from downtown Atlanta, Hill Aircraft is focused on YOUR arrival!
- Our world class facilities offer our passengers and customers the most up-to-date amenities. Our employees are passionate about family, aviation, and community!
- Experience our "Sensational Southern Service"

HILL AIRCRAFT & LEASING CORP. / GUY HILL / +1 800 827 8305 / WWW.HILLAIRCRAFT.COM /
3948 AVIATION CIRCLE ATLANTA, GA 30336



Jackson Jet Center (KBOI)

- As the first Air Elite certified FBO in the Northwest, our executive terminal, hangar, and chartering services set the standard in world-class aviation and our commitment to customer service is unparalleled.
- A state-of-the-art facility that offers private charter air service throughout Idaho, Canada and the United States.
- From arrival to departure, you'll experience comfort, luxury, dedicated customer service, superior maintenance, and unrivaled amenities.

JACKSON JET CENTER / JEFF JACKSON & MARK ZACHER
/ +1.877.383.3300 / WWW.JACKSONJETCENTER.COM / 3815
RICKENBACKER STREET BOISE, ID 83705

DIAMOND SERVICE LOCATIONS

Jet Aviation - Boston (KBED)



- The facility is located about 20 miles northwest of Boston.
- The airport offers an efficient, time-saving alternative to Logan Airport for those flying in business and private aircraft.
- Twenty-four hours a day, seven days a week, Jet Aviation Bedford/Boston is available to serve the needs of passengers and crew. ISO 14001 and OHSAS 18001 certified facility.

JET AVIATION - BOSTON /
DANA FALES / +1 781 274
0030 / WWW.JETAVIATION.
COM/BEDFORD/FBO 380
HANSCOM DRIVE BEDFORD
MA 01730

Jet Aviation - Dallas (KDAL)



- Conveniently located just seven miles northwest of downtown Dallas.
- The facility offers domestic and international handling, complete line services, aircraft cleaning, and autospa,
- The passage through Jet Aviation's FBO in Dallas is easy and pleasant.

JET AVIATION - DALLAS / MIKE KELSO / +1 214 350 8523 /
WWW.JETAVIATION.COM/DALLAS / 7363 CEDAR SPRINGS
ROAD DALLAS, TX 75235

Jet Aviation - Dubai (OMDB)



- Jet Aviation Dubai opened its maintenance and FBO operation in 2005 and is located at Dubai International Airport.
- The company provides scheduled and unscheduled maintenance, FBO services, aircraft washing and hangar service.
- Jet Aviation's FBO in Dubai offers clients and crew members in-house immigration and customs clearance.

JET AVIATION - DUBAI /
PHILIPPE GERARD / +971 4
299 4464 / WWW.JETAVIA-
TION.COM/DUBAI/FBO
DUBAI INTERNATIONAL
AIRPORT, P.O. BOX 84933
DUBAI UNITED ARAB
EMIRATES 00971

Jet Aviation - Düsseldorf (EDDL)



- Jet Aviation Düsseldorf was established in 1975 as the company's first permanent foreign operation.
- The in-house immigration and customs services make your journey on and off the tarmac fast and easy and our staff can arrange transportation and hotel accommodations.
- From our accommodating staff, to our modern facility, you will find everything you need to make your journey pleasant and efficient.

JET AVIATION - DÜSSELDORF / FRANK KUSSEROW / +49 211 454 970 / WWW.JETAVIATION.COM/DUSSELDORF
FLUGHAFEN DÜSSELDORF, FLUGHAFENSTRASSE 50 DÜSSELDORF, GERMANY 40474

Jet Aviation - Geneva (LSGG)



- Just three miles from Geneva downtown
- Offers maintenance, refurbishment, complete line service, as well exterior and interior cleaning of aircraft.
- As a full service maintenance facility we offer repair and avionics support to private and corporate operators as a manufacturer's authorized warranty service center.

JET AVIATION - GENEVA / JOÃO PEDRO PIRES MARTINS / +41 58 158 18 11 / WWW.JETAVIATION.COM/GENEVA/FBO / P.O. BOX 456 GENEVA-AIRPORT GENEVA SWITZERLAND CH 1215

Jet Aviation - Houston (KHOU)



- One of the largest and most modern operations at Houston Hobby Airport and only seven miles from downtown Houston.
- State-of-the-art facilities, high-end customer amenities, and service-oriented attitude.
- ISO 14001 and OHSAS 18001 certified facility.

JET AVIATION - HOUSTON / BRANDON DAVIS / +1 713 358 9100 / WWW.JETAVIATION.COM/HOUSTON / 8620 W MONROE HOUSTON, TX 77061

DIAMOND SERVICE LOCATIONS

Jet Aviation - Nassau (MYNN)



JET AVIATION - NASSAU / ALPHONSO BOWE & FRANZ BOWE / +1 242 377 3355 / WWW.JETAVIATION.COM/NASSAU / 1 CORAL HARBOUR ROAD NASSAU, THE BAHAMAS

- Voted best FBO in the Caribbean for three consecutive years by Pro Pilot magazine, our Nassau location is part of our global network of FBOs.
- From aircraft ground support to meeting the individual requirements of passengers and crew, we are at your service.
- It's all part of Jet Aviation's global network of FBOs, delivering exceptional personal service where you need us and when you need us."

Jet Aviation - Palm Beach (KPBI)

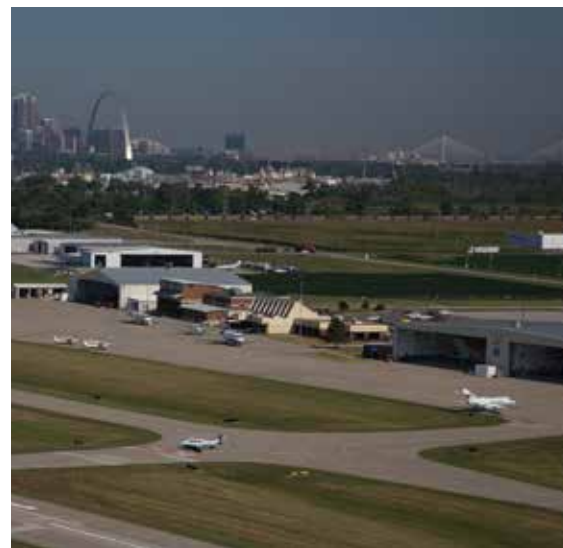
- Located just 3.5 miles west of Palm Beach.
- Domestic and international handling, complete line services, aircraft interior and exterior cleaning, refueling, and nightly hangarage
- ISO 14001 and OHSAS 18001 certified facility.



JET AVIATION - PALM BEACH / NUNO DASILVA / +1 561 233 7200 V/ WWW.JETAVIATION.COM/PALM-BEACH / 1515 PERIMETER ROAD WEST PALM BEACH, FL 33406

Jet Aviation - St. Louis (KCPS)

- Strategically located three miles away from downtown St. Louis.
- We provide a comprehensive array of premium ground and support services with maintenance and avionics support available onsite.
- NATA certified Safety First line technicians & ISO 14001 and OHSAS 18001 certified facility.



JET AVIATION - ST. LOUIS / MIKE MUELLER / +1 618 646 8000 / WWW.JETAVIATION.COM/STLOUIS/FBO 6400 CURTISS-STEINBERG DRIVE / CAHOKIA, IL 62206

Jet Aviation - Teterboro (KTEB)

- Jet Aviation Teterboro is only four miles from New York City.
- International and domestic handling, de-icing, U.S. customs available, DASSP approved and ISO 14001/OHSAS 18001 certified facility.
- Elegant customer lounges and a convenient crew lounge with terminals for flight and weather planning are at your disposal.



JET AVIATION - TETERBORO
/ ROBERT RODRIGUEZ /
+1 201 462 4425 / WWW.
JETAVIATION.COM/TETER-
BORO/FBO / 112 CHARLES
A. LINDBERGH DR. TETER-
BORO, NJ 07608

Jet Aviation - Zürich (LSZH)

- Our FBO makes moving through the airport not only fast, but also safe and easy.
- With in-house immigration facilities, valet parking and transportation assistance, Jet Aviation allows you to get from your aircraft to your destination as quickly as possible, with minimum hassle.
- Inside our facility, you will find an executive lounge, wireless Internet, and close to 700 newspapers that can be printed at your request. For the crew, there is a separate lounge, as well as weather and flight planning facilities.

JET AVIATION - ZURICH / MONICA BEUSCH / +41 58 158 8466
WWW.JETAVIATION.COM/ZURICH / P.O. BOX 205 ZURICH
AIRPORT ZURICH, SWITZERLAND, CH 8058



Jet Centre Curaçao (TNCC)

- Jet Centre Curaçao is located at the main airport terminal and is within 20 minutes from the historic downtown city centre called Punda and Otrobanda, listed on UNESCO World Heritage list.
- For over 32 years, Curaçao Air Terminal Services N.V. (CATS) has been providing high quality service in every aspect of general aviation.
- No request is too much to handle.

**JET CENTRE CURAÇAO / CLYRETTE BONIFACIO-MARTINEZ / +599 9 839 1520 / WWW.JET-
CENTRECURAÇAO.COM / PLAZA MARGARET ABRAHAM, HATO INTERNATIONAL AIRPORT
WILLEMSTAD / CURAÇAO**

DIAMOND SERVICE LOCATIONS

Jetscape Services (KFLI)



- We are a Full Service Boutique FBO offering our services at the customs ramp 24/7. We are the closest FBO to the marinas, port, beaches, restaurant and downtown Fort Lauderdale.
- We have the most competitive prices on the field and our friendly and warm staff will make you and your passengers feel welcome.
- Escape the ordinary - Jetscaping will make you happy!

JETSCAPE SERVICES
 / TROY MENKEN /
 +1.954.359.9991 WWW.
 JETSCAPEFBO.COM / 240
 SW 34TH STREET FORT
 LAUDERDALE, FL 33315

KaiserAir, Inc. (KOAK)

- San Francisco Bay Area's Best Value, CAA Preferred FBO, DCA Gateway Location.
- FBO, Maintenance, Management, Charter, Airline, renowned Wheel and Brake Shop, providing Complete Aircraft Service Since 1946.
- Friendly, Caring, and Competent Staff - We Do What It Takes To Earn Your Business EVERY Day.

KAISERAIR, INC. / GREGG RORABAUGH / +1 510 553 8455 /
 WWW.KAISERAIR.COM/OAKLAND-OAK.HTML / 8735 EAR-
 HART ROAD OAKLAND, CA 94621



Lehigh Valley Aviation Services (KABE)



- Located near Allentown, Pennsylvania and serving a twelve county area with a population of 3.6 million people.
- Lehigh Valley International Airport is owned and operated by the Lehigh-Northampton Airport Authority.
- The Airport is easily accessible from communities in eastern Pennsylvania and northern New Jersey areas.

LEHIGH VALLEY AVIATION SERVICES / CONNIE PHILLIP / +1 800 796 0050 / FLYLVIA.COM
 600 HAYDEN CIRCLE ALLENTOWN, PA 18109

Magellan Aviation (KCRQ)



- Carlsbad is located in Northern San Diego and makes a great alternative to Orange County and San Diego Airports.
- The newest FBO at Carlsbad, CA (KCRQ), is providing fabulous service in our interim location while we build our new FBO facility.
- Conveniently located just minutes from the beach, golf resorts, and the community of Rancho Santa Fe.

MAGELLAN AVIATION / ROBERT LEVINE / +1 760 438 7603
WWW.MAGELLANAVIATION.AERO / 2006 PALOMAR AIRPORT ROAD, SUITE #102 CARLSBAD, CA 92011

Northeast Air, Inc. (KPWM)



- As Portland, Maine's finest FBO we have always offered competitive prices on fuel.
- As a full service FBO, we offer onsite rental cars, catering and hotel reservations.
- Let us handle all your fuel, ground handling, and passenger services.

NORTHEAST AIR, INC. / MARK GOODWIN +1 207 774 6318 /
WWW.NORTHEASTAIR.COM / 1011 WESTBROOK STREET
PORTLAND, ME 04102

Orion Jet Center (KOPF)



- Orion Jet Center is located at Miami's Opa-Locka Executive Airport, minutes from downtown, South Beach, Bal Harbour and Fort Lauderdale.
- Private VIP handling facility, 200,000 square feet of hangar space, accommodations for up to a Global Express sized aircraft.
- Pilot's lounge and quiet rooms, conference rooms, office suites, WSI weather and flight planning, Pilot's lounge, on-site US customs.

ORION JET CENTER JOSH BOILARD / +1 305 903 6747 / WWW.ORIONJETCENTER.COM
15000 NW 44TH AVENUE OPA-LOCKA, FL 33054

Pazos FBO Services (TJSJ)

- Headquartered in San Juan, Puerto Rico, PAZOS is the premier full service aviation Fixed Based Operator (FBO) at the Luis Muñoz Marín International Airport (LMM), Apron 5A.
- The leading retail fuel provider and refueling operation to high profile corporate jet operators, commercial aviation and charters.
- PAZOS services include flight permits, flight planning, governmental flight support services, ground support, handling, fueling, destination management and concierge services.



PAZOS FBO SERVICES / JOSE MALDONADO / +1 787 791 7005 / WWW.PAZOSFBOPR.COM / SECTOR CENTRAL
226 EAST RAMP, LUIS MUNOZ MARIN INTERNATIONAL AIRPORT CAROLINA, PUERTO RICO 00906

DIAMOND SERVICE LOCATIONS

Provo Air Center (MBPV)

- Boasting the world's first drive-thru Customs Hall.
- Our facility has both a children's lounge and a dog park, because everybody is a guest.
- The only FBO in the area with a hard stand for aircraft up to B777 category.

PROVO AIR CENTER /
DEBBY AHARON /
+1 649 946 4181 / WWW.
PROVOAIRCENTER.COM /
P.O.BOX 191. ONE INTER-
ISLAND DRIVE, PROVIDEN-
CIALES TURKS AND CAICOS
ISLANDS BWI



Q Aviation (EINN)



- Based in Shannon International airport Ireland which is the most westerly point in Europe when on route to the States.
- Our airside facilities offer crew shower facilities, rest rooms, passenger lounge and operations room.
- e-clearance and custom clearance outside of the Americas. In as little as 45 minutes, we can have

you refueled and cleared to continue your flight into the United States as a domestic flight.

VQ AVIATION / BRENDAN
MCQUAID / +353 0 61 712195
/ WWW.QAFBO.COM /
SHANNON INTERNATIONAL AIRPORT, CO CLARE /
SHANNON, IRELAND

Royal Jet (OMAA)

- Abu Dhabi is a strategic location, referred to as the crossroads of the world, and ideal for technical stopovers during flights between Europe, Asia and the Far East.
- The Royal Jet Terminal is favorably situated right next to the runway, which allows for swift taxiing time.
- Our FBO also benefits from its own security, customs and immigration department, meaning that discretion and security are always assured.

ROYAL JET / PRAJEET PAREPARAMBIL / +971 2 5051 565 / WWW.ROYALJETGROUP.COM/EN/ARTICLE/ON-THE-GROUND/FIXED-BASE-OPERATION-ABU-DHABI.HTML / P.O. BOX 60666
ABU DHABI, UNITED ARAB EMIRATES



Skylink Services (LCLK)



- The only FBO facility located at Larnaca International Airport in Cyprus.
- We are the preferred choice for most VIPs, celebrities and business persons travelling to or through Cyprus.
- This facility is the only one of its kind in Cyprus and is dedicated to providing a stress-free, enjoyable experience for passengers and crew, as well as consistently providing the aircraft handling services that clients have become accustomed to.

SKYLINK SERVICES GEORGE MAVROS / +357 24 84 09 00 / WWW.SKYLINK.COM.CY / LARNACA INTERNATIONAL AIRPORT, P.O. BOX 43012 / LARNACA, CYPRUS 6650

Sky Services (LIML)

- Located at the Linate Airport which is the secondary international airport of Milan, the second-largest City of Italy.
- Our staff provides high quality, safe and secure handling services for any type of aircraft, thanks to specific, rigorous and individual training programs and to its top-notch ramp equipment specified for general aviation aircraft.
- Our highest priority is to guarantee safety and security for your aircraft. That's why all ramp operations – marshaling, wing walking, refueling – are supervised and executed by our thoroughly trained staff.

SKY SERVICES / CLEMENTE DE ROSA / +39 02 7020 8179 / WWW.SKYSERVICES.IT / AEROPORTO DI MILANO LINATE, VIALE DELL'AVIAZIONE, 65 MILAN, ITALY 20138



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- **Redeem for Top Rewards**
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DIAMOND SERVICE LOCATIONS

Sky Services (LIPZ)

- Located at the Venice Marco Polo Airport in Venice, Italy.
- Our staff offers a warm welcome to customers providing all types of services including a VIP lounge, Snooze room, Meeting room, VIP transportation, hotac, catering, etc.
- We have always considered comfort, safety and privacy as a "Must" that have to be offered and guaranteed to our customers.

SKY SERVICES / IMMA
LUCIGNANO / +39 041 8627
070 / WWW.SKYSERVICES.IT
/ AEROPORTO DI VENEZIA -
MARCO POLO VIA GALILEO
GALILEI, 30/1 VENICE, ITALY
30173



St. Thomas Jet Center (TIST)



- This is Paradise on Earth. With cerulean blue seas, comforting trade winds and natural abundance under the surface or on shore, St. Thomas and St. Thomas Jet Center are a haven for all.
- We provide the most professional service between yacht and jet.
- Quick turn-around service, rental cars, wireless internet and our comfortable lounge area is ready for you and your passengers.

ST. THOMAS JET CENTER / MICHAEL & SUSAN HANCOCK
/ +1 340 777 9177 / WWW.STTJETCENTER.COM / 8102 LIND-
BERG DRIVE / ST. THOMAS USVI 00802

Swift Aviation (KPHX)



- Closest FBO to downtown Phoenix with easy access to the Scottsdale area.
- Nationally recognized service agents with the ability to handle any sized aircraft.
- Arriving under the largest arrival / departure canopy in the Southwest, spanning 31,000 square feet.

SWIFT AVIATION / STEVE SILVESTRO / +1 602 273 3770 /
WWW.SWIFTAVIATION.COM / 2710 EAST OLD TOWER ROAD
PHOENIX, AZ 85034

Vee Neal Aviation, Inc. (KLBE)



- Located at the Arnold Palmer Regional Airport in Latrobe, Pennsylvania and has provided corporate aviation services to its clients for over four decades.
- The launch customer in the United States for the popular 19-seat British Aerospace Jetstream 31 turboprop, an aircraft that to this day has an integral role in the company's charter business.
- The first FAA Part 135 certified SAAB 340 operator in the nation.

VEE NEAL AVIATION, INC. / ALLAN MCKINNEY JR. / +1 724 539 4533 / WWW.VEENEAL.COM / 148 AVIATION LANE, SUITE 109 LATROBE PA 15650-9549

World-Way Aviation (SDCO)



- Conveniently located in Sorocaba Executive Airport (SDCO), our location makes World-Way Aviation the best gateway for business aviation operators seeking to avoid the restrictions and inflexibility of Sao Paulo's downtown airports.
- By anticipating our customers' needs and requests, we pledge to serve with excellence in any situation in order to enhance your travel experience.
- Built to be the largest FBO facility in Brazil, World-Way Aviation is ready to support the highest demands and expectations of the Brazilian private aviation soaring market.

WORLD-WAY AVIATION / THIAGO YOU / +53 11 3702 3203 / WWW.AWORLD-WAYAVIATION.COM AV. SANTOS DUMONT, 1275, SOROCABA AIRPORT SOROCABA, BRAZIL 18065-290



CONTRACT FUEL



- **Global Contract Fuel Program**
Offering customers easy access to competitive contract fuel pricing at over 3,000 locations
- **Tailored Credit Solutions**
Customized to meet unique financial needs
- **Accurate Price Quotes**
Competitive pricing available 24/7
- **Detailed Invoicing & Customizable Reports**
- **Vast Supply Network**
We partner directly with oil companies, FBOs and major suppliers
- **Simple Fuel Quoting & Setup**
Get real-time fuel pricing and arrange uplifts with FuelFinder. Web, mobile and iPad apps available.
- **Personalized Service with Local Expertise**
Experienced & professional sales executive located in your geographic region
- **Earn FlyBuys® Rewards**
2X points at Air Elite Diamond Service FBO locations
1 point per gallon at other locations

24/7 dispatch capabilities with immediate fuel release availability - simply call +1 305.428.8010
email fuel24@wfscorp.com,
or sign up for Fuel Finder on Web, Mobile, and iOS



AVIATION INSURANCE



We deliver first-rate, cost-effective business aviation insurance services with the personalized service you expect from World Fuel.

- **Expert Insurance Coverage**

Aircraft | Property | Liability | Commercial

- **Proactive Safety & Risk Consulting**

Operational | Financial | Strategic

- **Right Policy for Your Business**

Aircraft owners | FBOs | MROs | Aviation companies

Request a complimentary policy review today.
insurance@coltinternational.com
+1 800 626 0577

DIAMOND SERVICE LOCATIONS

YU Lounge - St. Kitts & Nevis (TKPK)



- The State of art facility is located adjacent to the existing main terminal building at the RLB International Airport.
- Our lounges are designed to deliver seamless, efficient and customer centered services to both commercial and private jet passengers.
- The YU Lounge concierges are the key to delivering you with that unique personalized experience.

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YU Lounge - Mauritius (FIMP)



- Adjacent to the SSR International Airport in Mauritius, our arrival and departure lounges offer the very best in unobtrusive services and comfort for discerning travellers on commercial airliners or private jets in search of exclusivity.
- The team brings to you a wealth of experience and knowledge; they are the cornerstones to YU Lounge's 5-star status.
- Our facility comprised of a fully equipped meeting room, dedicated secretarial services, complimentary WI-FI access, device charging facilities and gourmet catering services.

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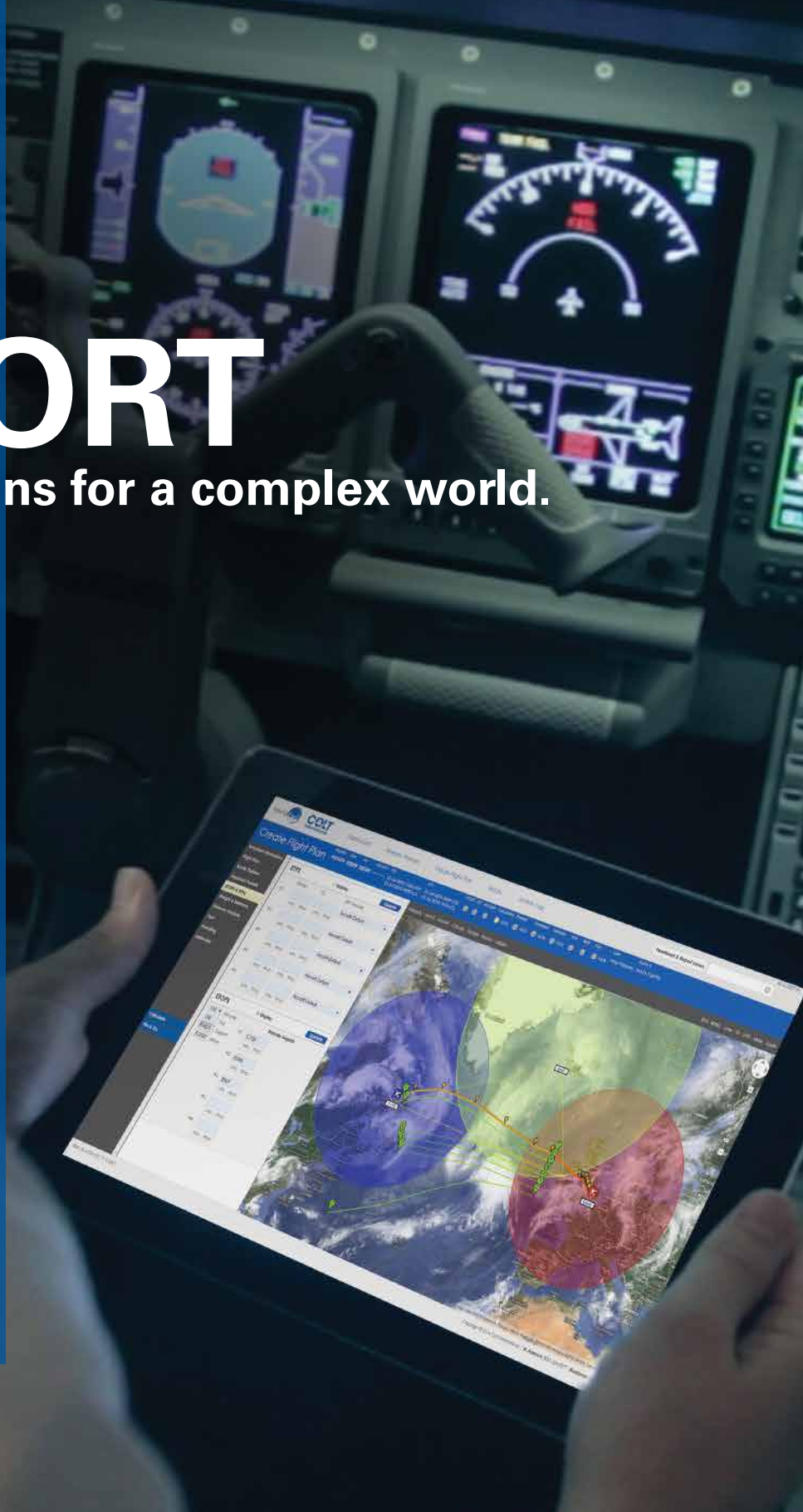
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AIR ELITE

Diamond Service FBOs

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VERSION: 08/2016, 62 MEMBERS

EDDK Business Aviation Centre - Cologne
EDDL Jet Aviation - Düsseldorf
EGGW Harrods Aviation, London Luton
EGSS Harrods Aviation, London Stansted
EINN O Aviation
ESSB Grafair Jet Center
FAOR Fireblade Aviation
FIMP YU Lounge - Mauritius
KABE Lehigh Valley Aviation Services
KAFW Alliance Aviation Services
KAPA Denver jetCenter
KBED Jet Aviation - Boston
KBFI Clay Lacy Aviation - Seattle
KBIS Bismarck Aero Center
KBOI Jackson Jet Center
KCPS Jet Aviation - St. Louis
KCRQ Magellan Aviation
KDAL Jet Aviation - Dallas
KFLL Jetscape Services
KFNL Fort Collins-Loveland jetCenter
KFTY Hill Aircraft & Leasing Corp.
KHOU Jet Aviation - Houston

KJQF Concord Regional Airport
KLBE Vee Neal Aviation
KLFB Granite Air Center
KLGB AirFlite
KOAK KaiserAir
KOPF Orion Jet Center
KPBI Jet Aviation - Palm Beach
KPHX Swift Aviation
KPWM Northeast Air
KSEE Circle Air Group
KSSI Golden Isles Aviation
KTEB Jet Aviation - Teterboro
KVNY Clay Lacy Aviation - Van Nuys
LFPB Dassault Falcon Service
LCLK Skylink Services
LIML Sky Services - Milan
LIPZ Sky Services - Venice
LSGG Jet Aviation - Geneva
LSZH Jet Aviation - Zurich
MBPV Provo Air Center
MMSL Cabo San Lucas Int'l Airport
MYNN Jet Aviation - Nassau

OMAA Royal Jet
OMDB Jet Aviation - Dubai
SCEL FBO Aerocardal Limitada
SDCO World-Way Aviation
SEOM Ecuacentair
SKBO Caribbean Support & Flight Serv.
TIST St. Thomas Jet Center
TJSJ Pazos FBO Services
TKPK YU Lounge - St. Kitts & Nevis
TNCC Jet Centre Curaçao
ZGHA Deer Jet Changsha FBO
ZGSZ Deer Jet Shenzhen FBO
ZJSY Deer Jet Sanya FBO
ZJHK Deer Jet Haikou FBO
ZGNN Deer Jet Guangxi FBO
ZLXY Deer Jet Xi'an FBO
ZSHC Deer Jet Hangzhou FBO
ZGKL Deer Jet Guilin Branch of Guangxi FBO

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