



YOUR PREMIER TRIP SUPPORT SOLUTION

Wherever your journey takes you, Flight Pro International is the trusted partner you need to successfully accomplish your mission. No matter how challenging the location, or how critical and time sensitive the operation, our highly skilled and meticulous team of professionals are ready to help. *Let us do the heavy lifting!*

As a Flight **Pro** International partner, you receive unprecedented support and consultation from our Global Trip Support (GTS) team. This team works diligently to secure all the necessary authorizations and service arrangements for your journey. Whether in person, or behind the scenes, you have a dedicated team alongside you relentlessly pursuing solutions on your behalf, while collaboratively managing any challenge head on. Complete your every mission with confidence knowing Flight Pro International is always available to you.

We consider ourselves an extension of your flight department, continuously striving to take the worry out of your global trip planning. From your pre-trip planning to operational execution and post-trip wrap up, you can count on Flight **Pro's** Global Trip Support (GTS) team of seasoned consultants and industry experts to support your every move.

That's what partners are for!

FLIGHT PRO GLOBAL SERVICES & SOLUTIONS

PERMITS: OVERFLIGHT / LANDING

Flight Pro International's highly experienced Global Trip Support (GTS) team ensures that your clearances are received in a timely manner.

The permit solutions consist of a strong blend of global relationships with civil aviation authorities (CAA) and local experts.

FLIGHT PLANNING & METEOROLOGICAL SERVICES

Our responsive and knowledgeable team provides best-in-class, seamless computer flight plans and meteorological support during all phases of your mission. We analyze all elements of the route to ensure aircraft performance is maximized including winds aloft, routing schemes, airport suitability, and all CAA regulatory obligations are met.

Flight Pro International's degreed meteorologists, using the latest computer model data, continuously review your trip from the pre-planning stages to mission completion. Emphasis is placed on turbulence / thunderstorm avoidance, along with a vigorous examination of all types of storm systems that may affect your route.

GROUND SUPPORT SERVICES

Ground support services consist of marshalling, parking, handling, customs/immigration, ground transportation, fuel, catering, passenger escort, health, safety, and more. These services are arranged based on your preferences or you can rely on our long-standing, trusted relationships. In addition, your hotel accommodations are tailor-made and secured via our in-house certified travel agency.

SPECIAL SERVICES NETWORK (SSN)

One of Flight Pro International's key differentiators is the Special Services Network (SSN). These dedicated in-country experts provide a customized solution that assures you peace of mind.

REGULATORY SOLUTIONS

Our investigative regulatory support team, with assistance from our Special Services Network (SSN), stays abreast of government requirements around the world. Collaborating with our team of regulatory experts will keep you informed and better able to navigate the complexities of your dynamic operation.

Solutions include:

- USA TSA Waiver
- USA Visa Waiver Program
- USA Border Overflight Exemption (BOE)
- USA Part 375 Annual Authorization
- USA Customs Decal
- UK Air Passenger Duty (APD) Support
- Emissions Trading Systems (ETS) Support
- EU Economic Operator Registration & Information (EORI) Application
- Mexico SENEAM Air Navigation Support
- Central America COCESNA Air Navigation Support

CREDIT SERVICES

We have credit available globally, including fuel, through our vast network. All charges are validated and verified for accuracy prior to invoicing.

LET US EXCEED YOUR EXPECTATIONS!

Through the facilitation of information with our matrix of suppliers, the Flight Pro International team serves as an integral extension of your flight department.

We do it professionally every time.

YOUR PREMIER TRIP SUPPORT SOLUTION

FLIGHT PRO SPECIAL SERVICES NETWORK (SSN)

The **Flight Pro Special Services Network (SSN)** consists of the highest quality business aviation support teams in the industry, each dedicated to providing premier levels of service with solutions tailored for your specific needs.

Our partners are experts in their respective countries and regions, each with an impressive network of relationships and vast knowledge to support your logistical needs.

This premier service consists of professionals in over 80 countries around the world. This dedicated team coordinates your every operational requirement prior to arrival and is an extension of your crew while in-country. Our vast network of experts becomes your network when you partner with **Flight Pro International**.

Your PEACE OF MIND consists of:

Having a dedicated in-country Special Services Network (SSN) partner with you, supporting your every need. Consider them a vital extension of your flight department.

PRIOR TO THE FLIGHT

- Organize all ground support services (i.e. customs and immigration, ground handling, parking, slots, security, etc.)
- Permit assistance, standard or time sensitive

DURING THE FLIGHT

- Dedicated, Flight Supervisor present for your arrival and departure.
- Escort passengers and crew through entry/exit formalities.
- Ensure completion of all requested ground support services (i.e. catering, aircraft cleaning, lavatory, water, fuel, deicing, etc.)

WHILE IN-COUNTRY

- Supporting all in-country services
- Transportation
- City tours
- Dinner reservations
- Special event arrangements
- Crew specific requests

A SEAMLESS ON-GROUND EXPERIENCE

FLIGHT PRO SPECIAL SERVICES NETWORK (SSN) AND BEYOND

Our global solution consists of the Flight Pro Special Services Network (SSN) and many other long-standing relationships.

Quality Assurance Program:

- **OPERATIONS:** Each organization, prior to being selected, is researched, interviewed, and analyzed for operational excellence, safety standards, and overall service capabilities.
- **COMPLIANCE:** Each organization is put through a rigorous vetting process before they can be utilized. This process investigates their background history to ensure that our stringent guidelines are met, safeguarding against any negligent practices.
- **FINANCE:** Customer invoicing will not occur until validation and verification of all charges is conducted.

Ongoing Quality Improvement:

- We strive to continually improve the services of Flight Pro International and those of our global partners by having a proactive customer feedback program. At any stage of your flight, your feedback is desired and welcomed. Our priority is total customer satisfaction.

FLIGHT PRO SERVICE LISTING

YOUR PREMIER FULL-SERVICE GLOBAL TRIP SUPPORT SOLUTION

PRE-TRIP PLANNING

- ✈️ **COUNTRY AND AIRPORT AUTHORIZATION**
 - Landing and overflight permits (private/charter)
 - Airport prior permission
 - Slot approvals

- ✈️ **GLOBAL WEATHER SERVICES**
 - Textual weather
 - Weather charts with routing overlay
 - Weather outlooks
 - NOTAMs

- ✈️ **FLIGHT PLANNING SERVICES**
 - Proactive and interactive routing analysis
 - Operational flight plan with prefile
 - Preliminary flight plan (non-operational)
 - Datalink: uplinking flight plans and cockpit communications
 - ATC filing

- ✈️ **GROUND HANDLING ARRANGEMENTS**
 - Marshalling and Parking
 - Aircraft handling
 - Customs and immigration
 - Security
 - Ground transportation
 - Fuel
 - Ground equipment (GPU, APU, lavatory, water, deicing, etc.)
 - Catering
 - Crew ID badge

- ✈️ **HOTEL ARRANGEMENT FOR CREW / PASSENGERS**
 - In-house Certified Travel Agency (CTA)
 - Free quotes
 - No revision fees
 - One fee per group (crew or passengers)
 - No limit on the number of rooms per group
 - Access to travel industry rates

- ✈️ **ENTRY / EXIT SERVICES**
 - APIS Submission
 - Customs and immigration notification
 - General Declaration form (GENDEC)
 - Remote Clearance Form (RCF)
 - General health forms

- ✈️ **NO COMMUNICATION FEES**

IN-FLIGHT

- ✈️ **FLIGHT TRACKING: CONTINUOUS MONITORING OF YOUR FLIGHT PROGRESS**
 - Weather
 - NOTAMs
 - ATC flow control

- ✈️ **WEATHER UPDATES EN ROUTE AND ON GROUND**

- ✈️ **USA DOMESTIC FLIGHT SUPPORT**

ON-GROUND

- ✈️ **SPECIAL SERVICES NETWORK (SSN)**
 - Peace of mind throughout your operation
 - Customized solutions for your specific needs
 - Dedicated in-country supervision or coordination
 - Permit assistance

- ✈️ **FUEL SERVICES**
 - Coordination with supplier and into-plane agent

POST-TRIP

- ✈️ **PROACTIVE CUSTOMER FEEDBACK**

- ✈️ **SUPPORT FOR INVOICING QUESTIONS**

- ✈️ **LIAISE WITH LOCAL AUTHORITIES ON A POST FLIGHT SITUATION**
(ATC report issue, noise violation, etc.)

- ✈️ **ASSIST CREW / PASSENGERS IF THEY REMAIN IN-COUNTRY AFTER AIRCRAFT DEPARTS**

- ✈️ **SIMPLIFIED BILLING PROCESS**
 - Credit services
 - Validation and verification of all third-party fees
 - Invoicing per aircraft, per trip

SERVICE AVAILABILITY

- ✈️ **GLOBAL TRIP SUPPORT (GTS) AND SPECIAL SERVICES NETWORK (SSN) AVAILABLE 24/7**



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