

# N O V A J E T

1. **What types of aircraft are available?** As highlighted in the **Fleet Options** section multiple types of aircraft are available for every size group and specific itinerary. Unless you have a specific aircraft in mind the NovaJet team will recommend a selection of aircraft based on your requirements.
2. **How Do I Inquire?** Only basic information is required when inquiring about a charter quote, the NovaJet team will require the following information to create a quote for your itinerary:
  - What are your planned travel dates?
  - Where you want to fly from and to?
  - How many passengers there will be?
  - Do you have an aircraft preference?
  - How much luggage are you planning to have?
  - Do you have special dietary requirements?
  - Do you have a budget in mind?
  - Are there any special considerations for your travel such as pets or children?
3. **The Charter Quote Proposal** – NovaJet will provide a detailed quote highlighting the cost associated with your proposed travel itinerary. NovaJet prides itself on all-encompassing quote with no hidden fees. The Charter Quote will include details on the aircraft recommended with a comprehensive description of the aircraft attributes including imagery to assist the client with the decision.
4. **Booking Procedure** – Once the client has had the opportunity to review all of their options and is prepared to make a decision, NovaJet staff will guide them through the booking procedure.
  - Client calls in and verbally confirms charter request
  - Nova Jet staff respond by submitting confirmation paperwork to client which needs to be signed and returned to NovaJet.
  - Once the signed paperwork is submitted to Nova Jet the aircraft is then considered booked.
  - Nova Jet staff will then discuss additional requirements for travel (Customs and Immigration to foreign country, accommodation, ground services etc)
5. **Departure Information** NovaJet staff will provide all travelers with detailed personal flight itineraries. Information pertinent to their travel will be detailed in an easy to use format that will include:
  - Point of embarkation (detailed map and location of the private VIP terminals will be provided).
  - Crew information (names and contact information).
  - Planned departure time and planned en-route time.
  - Special travel instruction and luggage restrictions.
  - Ground transportation and accommodation details.
  - NovaJet emergency contact information.