



FAQs

Q1: What is difference between an air charter and an air ambulance?

Ans: An air charter is an aircraft that is rented or leased exclusively for travel from point A to B as per the charterer's schedule and is flown at his/her own convenience.

An air ambulance is an aircraft- a helicopter or fixed wing- designed to carry patient(s) along with a doctor, attendant(s) and medical equipment. Some aircraft are specially configured for air ambulance role and have mini-ICU to carry critical patients. Some aircraft are dual role configured and can be configured for air ambulance role when needed.

Q2: How big or small can a charter aircraft be?

Ans: An aircraft (small or big) is determined by its seating capacity, range, and size. Private jets can be classified into 6 categories- the smallest being the Very Light Jets (VLJ) that can seat 4 passengers and fly up to 1000-1200 miles and the biggest being the Executive Airliners which can seat up to 19-48 passengers and fly up to 11000 miles. However, one can also charter an airline aircraft which can seat up to 200-300 passengers.

Q3: Jet or Turboprop, which one is preferred? What type of aircraft are available?

Ans: A Jet or Turboprop aircraft both have their fair share of advantages and disadvantages. A Turboprop is cost-effective for shorter flights and can take-off and land on non-concrete runways, however, is slower, flies at lower altitudes, and is hence not preferred for long-haul flights. The most common Turboprop aircraft in India are - Pilatus PC12, B200, ATR-72.

A Jet, on the other hand, is less cost-effective for shorter flights, and is expensive to charter and maintain. However, it is faster, quieter and can fly longer distance. Jet aircraft available in India are - Cessna Citation CJ2, Cessna Citation XL, Hawker 850XP/900XP, Gulfstream 150, Falcon 2000, Global 6000.

Q4: When is a Turboprop better than using a Jet?

Ans: A Turboprop is more efficient and cost-effective in comparison to a Jet when the available runway length at the departure and/or destination airport is short, and/or the distance between the two places is not more than 500miles.

Q5: How many seats or people can fly in a business charter?

Ans: It depends on the itinerary, choice of aircraft and the range. Seating capacity can range from 4 – 16 passengers for business jets and up to 100-200 passengers on an airliner aircraft.

Q6: How much time is required to book a business aircraft? How soon can I reserve it?

Ans: Usually, it takes 48-72 hours. However, in some imperative cases, exceptions can be made, and an aircraft can be booked in under 12 hours, depending on the availability. A business jet is considered reserved or booked as soon as a charter company receives full payment.

Q7: Where can I fly in a private jet?

Ans: One can fly to any destination in the world as long as it has an airport.



Q8: Can I bring my pets on a private jet?

Ans: Yes, pets are generally allowed on board. Exceptions may apply if the aircraft needs an owner approval. However, there will be a cleaning fee charged over and above the charter flight charges.

Q9: What safety standards do your Private Jets, pilots and crew abide by?

Ans: All aircraft operators hold an Air Operators Certificate (AOC) from a country's Civil Aviation Authority (CAA) that certifies the aircraft as airworthy each year. The pilots and the cabin crew have to undergo stringent trainings and periodic checks for flying, safety and security of the passengers and the aircraft. The pilots and cabin crew hold valid licenses and meet the CAA regulations as well.

Q10: Is on-board catering included in the price?

Ans: Yes, it is included in the total charter price. AirLuxxis can customize the catering as per client's preferences.

Q11: Can you arrange ground transportation?

Ans: Yes, we can arrange ground transportation at destination, at an additional cost.

Q12: Can I get a tour of my aircraft before I book the flight?

Ans: We normally aim to share the actual cabin images of the aircraft the client chooses, thus before one's flight, one can see the cabin and interiors virtually.

Q13: Is the age of an aircraft a safety factor?

Ans: The aircraft's age is not a safety factor. Normally, aircraft fly until 25 years from manufacturing date. However, if the age of the aircraft is more than 15 years, it is recommended to verify its maintenance history by the charterer or the charter broker.

Q14: Are there aircraft that are wheelchair accessible?

Ans: The larger Jets are wheelchair accessible. However, in smaller Jets and Turboprops, the wheelchair can be taken till the ramp and thereafter our staff will assist the passengers to board the aircraft.

Q15: Do I have to stop for customs/immigration when I fly on a private jet?

Ans: Yes, these are standard protocols followed at each International airport, worldwide. However, in some countries, immigration can be done onboard the aircraft itself at an additional charge.

Q16: What are the benefits of using a private jet charter broker?

Ans: Brokers have access to global fleet and multiple aircraft. They provide a cost-optimized solution for each itinerary. A good charter broker such as AirLuxxis also does due diligence on aircraft operators before offering an aircraft to clients.

Q17: Can I book a private jet for an entire month or longer?

Ans: Yes, an aircraft can be booked for one month, 6 months or for longer periods. These are normally ACMI deals that include cost for aircraft, crew, maintenance and insurance. All one needs to pay is the flying charges and ground handling charges.

Q18: What is a carbon-neutral flight?

Ans: A carbon-neutral flight is one in which an equivalent amount of carbon footprint generated during the flight is offset by contributing towards the environment by investing in renewable energy projects. We have partnered with Carbonfund.org to offset the carbon footprint generated during air travel.



Q19: When is it necessary to hire an air ambulance?

Ans: When a patient has a medical condition wherein, he/she is required to be transferred to another city for medical treatment in the shortest possible time, an air ambulance is the best option. An air ambulance has a doctor, medical attendant(s) and a mini-ICU kit on board.

Q20: Can I book only one or two seats on a charter flight?

Ans: No, a charter flight cannot be booked on per seat basis. The whole aircraft has to be booked.

Q21: What are empty legs?

Ans. The flight back to home base without any passengers on board is offered as an empty leg to a new client who wants to travel on that sector. Empty legs are heavily discounted flights in comparison to a normal charter flight.

Q22: How long does a fuel stop for a take?

Ans: Subject to the aircraft, it could take from 30 – 45 mins of ground time to fuel an aircraft.

Q23: Can I have a flexible departure time for my private flight?

Ans: Yes, one can have a flexible departure time for a private flight and the charterer is required to be at the airport 20 mins before the departure.

Q24: Are there any blackout dates for flying privately?

Ans: There are no blackout dates for flying privately in India. However, blackout dates may apply in some countries in the West.

Q25: How do you organize a private jet for an organ transplant?

Ans: Organs can be flown with or without passengers on board from one city to another. The organs duly packed in specialized containers (at times climate controlled) can be sent by the client or the hospital to the airport and can be air transported using a private jet.

Q26: Are private jets meant only for super-rich?

Ans: Private jets are for anyone who can afford and has a need to travel in privacy and style. Private jets start from as low as INR 1,70,000 per hour.

Q27: How do you ensure my privacy?

Ans: The client's itinerary and documents are shared with only those who need to know and require them for processing the flight. We do not disclose or share any client information, documents, or date with any third party without the consent of the client.

Q28: How do I pay for my charter flight?

Ans: The payments can be made via a bank transfer. We also accept payment via credit cards in case the flight is booked 7 days in advance of intended date of travel.

Q29: What documentation do I need for my charter flight?

Ans: The documentations are similar to the ones required for travelling on a commercial flight such as passport and visa for International Travel and a Government issued ID proof for domestic travel.

Q30: Can I smoke in my private flight?

Ans: Some aircraft operators allow smoking on flights. However, there is an additional charge for cleaning the aircraft post the flight.



Q31: Do we have Wi-Fi and Inflight Entertainment on a private jet?

Ans: In India, Wi-Fi facilities are not approved by DGCA on private flights. But in the West, Wi-Fi might either be provided for free or be available at an extra cost. Each aircraft has an Inflight Entertainment System.

Q32: What terminal and gates are used at the airports?

Ans: Some airports have exclusive terminals or General Aviation Lounges at the airports. Cities that have only one airport usually arrange VVIP movements for charter flights through exclusive gates.

Q33: How much does it cost to charter a private jet?

Ans: The cost depends on several factors like airport fees, aircraft availability and the sectors. A Turboprop is cheaper than a Jet aircraft and can cost the charterer anywhere between INR 95,000 and 1.25 lacs per hour. However, a Jet charter price per hour starts from 1.75 lacs onwards.