



AIR CHARTER SERVICE

‘DELIVERING SERVICE BEYOND EXPECTATIONS’





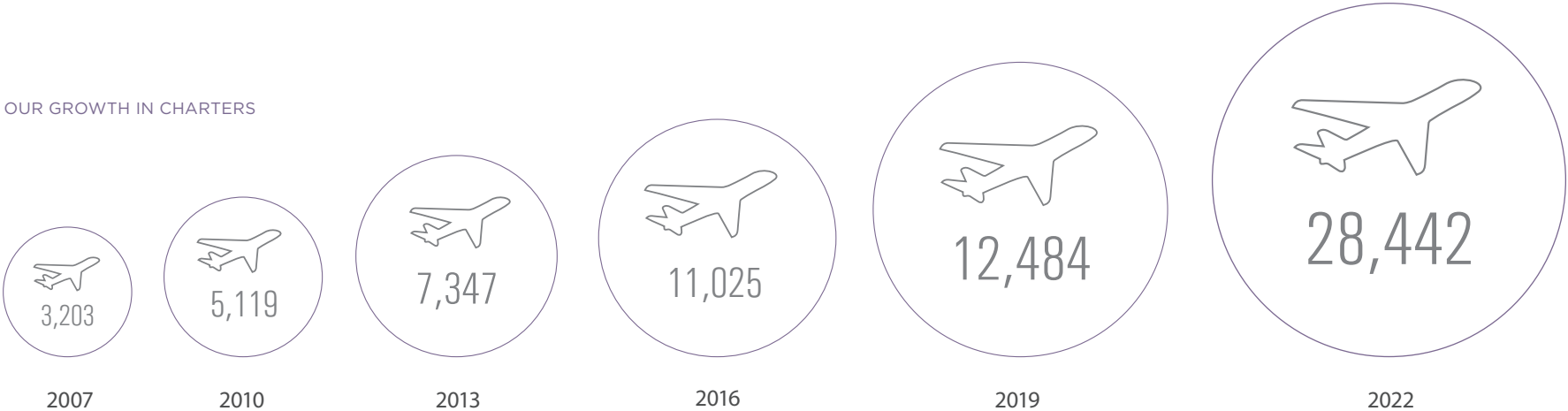
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LEADING THE WAY

GLOBAL PROCUREMENT • LOCAL KNOWLEDGE • UNPARALLELED SERVICE LEVELS

OUR GROWTH IN CHARTERS



Since our inception in 1990, Air Charter Service (ACS) has built an excellent reputation for providing group charter solutions, offering an impeccable local service on a global scale, 24 hours a day, seven days a week. Annually we arrange over 28,000 full charter contracts and as a result, have the buying power to source you options and prices which others simply cannot.



\$1.3bn annual revenue

6 continents with fully staffed offices

600+ aviation experts worldwide

40+ languages spoken

50,000 aircraft accessible worldwide

WHY CHARTER?

GETTING PEOPLE TO WHERE THEY NEED TO BE

A group charter is a simple and effective way of arranging travel for any number of passengers. From departure times to choice of aircraft, catering to inflight entertainment, departure locations and arrival destinations, the very nature of air chartering allows you to completely tailor every element to your requirements.

Many misconceive that a group charter is too expensive an option for them, but in reality the time saved and hassle avoided allows both travel planners and passengers to concentrate on more pressing matters.

CHARTERING AN AIRCRAFT OFFERS BENEFITS INCLUDING:

- Flexible solutions for complex schedules co-ordinated for large numbers of passengers
- Access to underserved locations, flying closer to your final destination
- Bespoke itineraries, planned around your timetables
- Customised menus, catering for your specific requirements
- Time savings, with fast-track transit through airport terminals
- Baggage flexibility, with no excess charges
- Options to customise or brand every aspect of the journey







WHY AIR CHARTER SERVICE?

YOUR TRAVEL PLANS MADE EASY

By chartering an aircraft with ACS, you gain peace of mind that your air travel plans are being handled by the world's foremost group charter professionals.

- Highly experienced, arranging in excess of 28,000 charter contracts per year
- Global network of offices spanning six continents
- Multilingual employees, with fluency in over 40 languages
- Personal account manager: a highly experienced commercial aviation expert, dedicated to you
- 24/7, 365 days a year, providing operational support and a rapid response
- Compliance and legal, ensuring that all aircraft are regulated by local or applicable aviation authorities
- A financially secure global company
- Competitive prices, with no hidden extras
- Access to over 50,000 aircraft worldwide
- Our flight services team, who are on hand to customise or brand every aspect of the journey

“The charter we arranged was done outside of the normal working day and with only a few hours' notice.

The team at Air Charter Service responded with an exceptionally prompt and professional service – nothing was too much trouble and their care and attention to detail was second to none.

I would have no hesitation in recommending them to anybody considering chartering an aircraft and, indeed, would certainly use them again in the future.”

Chief executive – international hotel chain





RANGE OF AIRCRAFT

AN UNRIVALLED CHOICE OF SOLUTIONS



HELICOPTERS

The versatility of helicopters allows passengers to fulfil any short-haul journey effectively. Helicopters have a full integration of speed, performance and manoeuvrability, as well as spacious cabins which often contain club seating, with exceptional comfort and visibility.

Impeccably appointed, intelligently designed and highly adaptable to address a range of individual needs, their capabilities allow excellent connections into remote areas and city centres, with the ability to land at helipads, hotels and even private properties, where space allows. Helicopters also fit naturally into other market segments, including medical evacuations and aerial photography operations.



TURBOPROPS

Turboprop aircraft offer a more affordable solution for short-haul trips than private jets. Turboprops can take passengers further on less fuel, when compared with helicopters, while offering comfortable and spacious interiors.

Whether you are travelling to major airports, smaller provincial hubs or short and underdeveloped airstrips, the versatility of aircraft in this category shows why thousands of individuals, companies and governments often choose them as their preferred method of travel.



PRIVATE JETS

Private jets are a fast and luxurious way to reach your destination. From small four-seat jets for short journeys to large cabin jets with bedrooms, dining rooms and even conference facilities, there are aircraft suitable for any requirement.

ACS's private jet division specialises in providing private jet charter solutions for both business and leisure clients worldwide.



REGIONAL TURBOPROPS

Regional turboprops offer the most cost-efficient way to transport smaller groups on sectors of three hours or under. Although usually operating at lower speeds than their jet counterparts, the fuel efficiency of these aircraft makes them cheap to operate, while offering similar passenger capacities.

Modern turboprops are comfortable and often equipped with the latest noise and vibration suppression equipment, and some of the newest models have speeds comparable with those of regional jets.



REGIONAL JET AIRLINERS

This modern aircraft category is ideal for short-haul trips for smaller groups usually of under 100 people. With advances in aviation technology making aircraft more fuel-efficient, this category has become a popular target market for newer aircraft manufacturers, with Bombardier and Embraer being the two companies leading the way. These aircraft are often chartered for sports teams and incentive groups, flying sectors of typically less than two hours.



VIP AND EXECUTIVE AIRLINERS

For a step up in passenger comfort, executive airlines have customised interiors to maximise use of space. Ranging from all business-class configurations to 'flying palaces' with bedrooms, showers and boardroom tables, few corporate airliners are exactly the same. Although much more expensive per seat, they offer corporate clients a chance to utilise their time in the air for business and rest.

ACS has extensive experience in providing these specially configured aircraft for sports teams, VIPs and corporate shuttle use.



NARROW-BODY AIRLINERS

With passenger capacities ranging from 100 to 235, these airliners have a single aisle and are used primarily for short-to medium-haul operations. Narrow-bodied airliners are chartered for a wide variety of trips, including those for conferences, incentives, sporting events and personnel logistics to remote locations.

Some narrow-bodied aircraft are now able to carry out long-haul, transcontinental flights. Those aircraft manufactured by Boeing and Airbus dominate this sector.



WIDE-BODY AIRLINERS

Wide-bodied airliners are defined as having two passenger aisles and typically offer passenger capacities of 250 to 600 seats. Utilised primarily for long-haul operations of more than four hours, aircraft in this category are usually used for intercontinental routes, such as Europe to North America or China to Africa. Wide-bodied aircraft can perform non-stop sectors of up to 15 hours.

“The services of ACS were provided in a professional manner and within the predetermined time constraints. The representative from ACS provided an array of aircraft options and proposals to choose from, which made the resulting charter a great fit for our needs.”

Office manager – financial services organisation

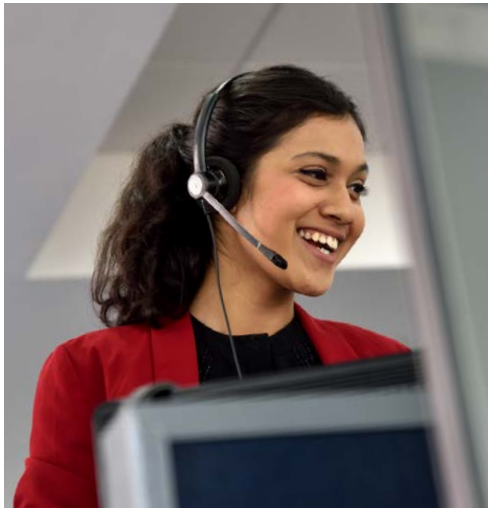
GLOBAL COVERAGE

CONNECTING PEOPLE ACROSS THE WORLD

With an ever-expanding global network of offices, ACS provides you with expert local knowledge on a truly global scale. Our account managers have an intricate understanding of their local market and languages; this ensures that the high standards our clientele have become accustomed to are met consistently around the globe.



PERSONAL ACCOUNT MANAGER
AVAILABLE 24/7



ACS has grown to become the leading name in aircraft-chartering, by providing clients with the exceptional personal service which they require and deserve.

Part of that service is the provision of a dedicated account manager, with 24/7 support, being the single point of contact of every charter. Each account manager is an expert in his or her particular field of aircraft-chartering and can draw on the support of colleagues around the world, for up-to-the-minute knowledge and local advice.



“They were always accessible and ready to help in any way they could. They handled all my calls and would relay any information I was seeking.”

University director – basketball operations

CHARTER CONCEPTS

ENHANCE YOUR BRAND EXPERIENCE

Our dedicated flight services team is on hand to bring your brand to life on the ground and in the air.

From boarding passes and check-in screens to headrest covers, gift bags and custom menus, we'll help you showcase your corporate identity, build brand awareness and create a truly unique experience.

Your personal account manager will guide you every step of the way, taking care of all the logistics from delivery through to security clearance.



“We contacted ACS as our client wanted to give its delegates a unique event experience. By adding corporate branding to headrest covers, drinks coasters, napkins and many other items, they were delighted with the visual impact and very impressed with the lengths to which our client went.”

Group travel section manager
– international corporate service provider

All branding services provided to the extent permissible by relevant local regulations.



CUSTOMISE ALMOST ANY ELEMENT OF THE JOURNEY, FOR INSTANCE:

- Boarding passes
- Ticket wallets
- Red carpets or floor mats
- Check-in screens
- Luggage accessories
- Roller banners
- Headrest covers
- Menu cards
- Napkins, coasters and drinks accessories
- Gift bags
- Signage
- Inflight entertainment
- Aircraft livery
- Sleep sets: eye mask, slippers, blanket and pillow

SPECIALIST SOLUTIONS

UNDERSTANDING YOUR REQUIREMENTS

We understand that each and every one of our clients has unique demands specific to their industry sector. At ACS, we know how to provide for these requests and have extensive experience in doing so. From conferences to crew rotations, sporting events to film productions, we'll ensure that your aircraft charters achieve what you need them to.





CONFERENCES AND EVENTS

The beginning and end of your event

PERSONNEL LOGISTICS

We keep people and businesses moving

EMERGENCY RESPONSE

Ensuring that help gets to those in need, fast

SPORTS

Taking you to the heart of the action

MUSIC AND FILM PRODUCTION

Keeping shows on the road

AIRLINE SUPPORT

Supporting your operations, 24/7

TRAVEL AND TOUR OPERATORS

A partner you can trust



CONFERENCES AND EVENTS

THE BEGINNING AND END OF YOUR EVENT



For event planners, we provide a comprehensive service to help you achieve your goals, pushing boundaries to create a charter which suits your schedule and requirements.

We give you the peace of mind that your travel plans are taken care of. With a full range of options available to enhance your guests' airport and inflight experience, we ensure that it's an event or incentive trip which everyone will remember – getting it right at the start.

“I wanted to write to thank you for all of your help with our charter flight to the product launch in Spain this week. Our media guests and senior management were all thoroughly impressed with the level of service which you arranged for us. I hope that we are able to work with you again in the near future. Thank you for helping our event run so smoothly.”

Press officer – international car manufacturer

PERSONNEL LOGISTICS

KEEPING PEOPLE AND BUSINESSES MOVING

ACS has extensive experience in moving key workers all over the world, enabling a wide range of companies to expand and develop, often into difficult-to-reach locations. Travelling into such regions can be complicated and require meticulous planning. ACS ensures that passengers arrive safely and as quickly as possible.





INDUSTRIES INCLUDE:

- Oil and gas
- Construction and engineering
- Mining
- Sports
- Governments and military
- Entertainment
- Pharmaceuticals
- Financial services
- Fashion
- MICE
- NGOs

EMERGENCY RESPONSE

ENSURING THAT HELP GETS TO THOSE IN NEED, FAST

ACS is the preferred partner of governments and NGOs the world over, to procure rapid and secure air transport in the event of disaster. Our ability to organise emergency-response aircraft is renowned globally for its effectiveness and success.

EMERGENCY-RESPONSE PLANNING

Along with emergency responses, our tailored evacuation plans provide our clients with proactive and prioritised emergency solutions, even in the most demanding situations. Each bespoke plan is designed to cover a wider range of scenarios and allows quick and effective responses which, in turn, minimise risks to personnel and disruption to business.

PASSENGER EVACUATION

Relied on by governments, multinational companies and relief organisations worldwide, ACS procures rapid and secure passenger charters, to remove foreign nationals, staff and government officials from hostile or disaster situations.

CARGO RELIEF CHARTERS

ACS has a long and proud history of providing humanitarian relief charters. Our sustained knowledge and experience have led to our appointment as the official air charter broker for several governments and highly recognised charities, across the globe.

SEARCH AND RESCUE TEAMS

ACS has vast experience in ensuring that search and rescue teams and their equipment are deployed as close to affected areas as quickly as possible.



“Your understanding and appreciation of the process and reception on arrival in Burkina Faso were essential to the efficient operational provision during this very sombre occasion.”

Base support manager – crisis management and contingency-planning consultancy



SPORTS

TAKING YOU TO THE HEART OF THE ACTION

Clients can have complete confidence in ACS, whose account managers have procured charters for an impressive array of athletes, teams, supporters' clubs, VIP guests and corporate sponsors.

MAJOR SPORTING COMPETITIONS

- FIFA World Cup
- NFL
- Olympics
- English Premier League
- NBA
- Europa League
- Golf PGA Tour
- UEFA Champions League
- Formula 1
- Rugby World Cup
- WWE
- La Liga
- Heineken Cup
- Tennis ATP Tour
- Cricket World Cup
- Ligue 1
- Eurobasket
- Test Cricket
- March Madness
- MLB





TEAMS AND ATHLETES

- Nutritionally balanced menus
- Fast-track transit through airport terminals
- Schedules built around rest breaks
- Access airports closest to hotels and tournaments
- Privacy and security
- Reduced time in transit



SUPPORTERS AND FANS

- ATOL-protected solutions
- Flight representation at boarding, in flight and departure
- Competitive prices
- Access to numerous aircraft flying simultaneously
- Flight support team, directing baggage, flight attendants, check-in and slots



EXECUTIVES AND SPONSORS

- Corporate sponsor branding opportunities
- VIP private travel and helicopter transfers
- Gourmet food and fine wine
- Aircraft configured for onboard meetings and entertainment

MUSIC AND FILM PRODUCTION

KEEPING SHOWS ON THE ROAD

Working with a variety of artists' management and film companies across the world, we ensure that artists, actors and crew all arrive relaxed and refreshed, before live performances, promotional events or shooting on location. We are experts in supplying a full range of charter solutions, from last-minute aircraft for one-off concerts to more complex world tour charter schedules and even procuring aircraft for filming.



“It is critical to the success of our tours that we can not only trust our logistics providers to provide what we ask for, but to react to changes at a moment's notice. This is why I would choose no other charter supplier than ACS.”

Tour manager – international artist



TRAVEL AGENCIES AND TOUR OPERATORS

A PARTNERSHIP YOU CAN TRUST

We procure small and large aircraft programs for travel agencies and tour operators worldwide, from ad-hoc events to peak season charters.

TOUR OPERATORS

ACS account managers are experts in assisting tour operators in procuring aircraft for their inclusive tour flying requirements. With the ability to deliver, on demand, individual charter schedules and dedicated aircraft for entire seasons, we enable businesses to accommodate extra capacity, no matter how high the demand.

TRAVEL AGENTS AND TRAVEL MANAGEMENT COMPANIES

ACS is the one-stop shop for travel agents and TMCs looking to charter a private aircraft on behalf of their clients, with a full range of aircraft we're able to procure.

Already a preferred supplier for many leading organisations, ACS is accustomed to tailoring all arrangements, from the booking process to the onboard amenities, in line with the travel agents' and TMCs' current business style.



“Air travel can be very stressful during the season, but I was always at ease working with ACS. I hope to work with them again in the future.”

Consultant - travel management company



AIRLINE SUPPORT: AOG SOLUTIONS

When an aircraft is grounded, only the quickest response times are acceptable. Our experienced global charter team is available 24/7 and will provide a rapid AOG response detailing solutions within minutes of receiving your enquiry.



ACMI / SUB-CHARTER

We can provide wet lease and sub-charter solutions for replacement aircraft with less than 24 hours' notice.



CARGO CHARTER

Dedicated freighters can be chartered to transport large replacement parts urgently.



ONBOARD COURIER

A fast, reliable and secure hand-carry service for time-critical consignments.



CREW LOGISTICS

Using smaller passenger aircraft to transport key personnel.







AIRLINE SUPPORT: LEASING SOLUTIONS

Our long-term leasing specialists have been arranging wet, damp and dry lease contracts for some of the world's major airlines and tour operators since 1990.

From regional jet to wide-body airliners, we deal with both straightforward and complex projects globally and across all timescales. This includes full-season contracts, offering protection during peak-season lift, ad-hoc flights and providing comprehensive maintenance cover.

WHY CHOOSE ACS FOR LONG-TERM AIRCRAFT LEASING?

 Personal account manager	 Range of aircraft	 Principle agent and/or paying agent
 Global network, local knowledge	 Competitive ACMI rates	 Hotels and crew transfers

CASE STUDY

REQUIREMENTS:

AIRCRAFT: BOEING 767

ROUTE: AMSTERDAM - THE CANARY ISLANDS, TURKEY AND THE CARIBBEAN

With a busy summer 2017 schedule ahead, a major European airline approached ACS to help increase capacity and make the most of their valuable slots in one of mainland Europe's busiest airport hubs. By replacing two smaller aircraft with one larger one on a damp lease contract, a slot and a plane could be freed up to fly other routes in their network.

The challenge put to ACS was to source an aircraft with 270-300 seats, all of which were economy class. With other airlines offering to step in, we were up against the clock – and some serious competition.

SOLUTION:

AIRCRAFT AND GLOBAL KNOWLEDGE

We immediately suggested a Boeing 767. However, a standard configuration of business class and economy seating was out of the question. Thanks to our close, collaborative relationship with the B767 operator, we were able to negotiate a complete seating re-fit, with a fixed delivery date.

Despite it being a time-consuming and costly job, the operator was happy to help, safe in the knowledge that we could secure future bookings for the newly configured aircraft. What's more, ACS and the operator absorbed all the expenses, so no extra cost was passed on to the airline.

An ACS account manager kept both parties up to date at key milestones until the aircraft was delivered, on time and on spec for the start of the summer flight schedule. This ensured the airline was able to maximise passenger numbers through a key European hub and the operator now has a highly-sought after aircraft that we continue to lease on their behalf.



PRIVATE AIRCRAFT

A BESPOKE SERVICE WHICH EXCEEDS THE HIGHEST EXPECTATIONS

ACS procures private charters on helicopters, private jets and executive airliners, as well as a huge range of small specialist aircraft, to a variety of clients, including senior business executives, celebrities and royalty. Our team is also able to procure urgently required medical charters for sick and injured patients.

“Air Charter Service has proven to be a reliable charter company to call on, at any time of day or night. This is very valuable when I have late-notice requirements. I have found our account manager to be highly professional, efficient and friendly.

They were able to give me several flight options at short notice, and the booking process is made simple. They make a complex process easy to understand. I would recommend Air Charter Service to any company like ours with business travel needs.”

Chairman – Asian telecommunications company



CARGO SERVICES

A RAPID RESPONSE FROM OUR TECHNICAL EXPERTS

ACS has strong relationships with providers of a full range of cargo aircraft, from small jets for urgent packages to large freighters for outsized cargo. We can also provide an onboard courier service, where our dedicated couriers hand-deliver small shipments anywhere in the world, at a moment's notice. We were recently voted 'Air Cargo Charter Broker of the Year' at the ACW World Air Cargo Awards and the ACN Cargo Airline of the Year ceremony.



"I would like to thank Air Charter Service for the experience we enjoyed back in July. This charter experience had all of the makings of a disaster, but with your help and constant communications, we pulled it off. We positioned 273,000 kg from Poland and the Czech Republic to Düsseldorf, Germany on the 4th of July week. Positioning three aircraft on separate days was a real juggling act. Without the communications between you and your staff and my staff, this wouldn't have been possible. It was flawless.

"I feel you went above and beyond the 'call of duty', and the customer service was the best ever."

President/CEO - logistics company



CONTACT US

GLOBAL OFFICES

USA

ATLANTA
BOSTON
CHICAGO
HOUSTON
LOS ANGELES
MANHATTAN
MIAMI
NEW YORK
SAN FRANCISCO
WASHINGTON, D.C.
www.aircharterserviceusa.com

CANADA

TORONTO
www.aircharterservice.ca

BRAZIL

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www.aircharter.com.br

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www.aircharterservice.de

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www.aircharterservice.com.mx

SWITZERLAND

GENEVA
www.aircharterservice.ch

SPAIN

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www.aircharter.com.hk

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ACS is an air charter broker. ACS is not an aircraft operator or a direct air carrier and is not in operational control of the aircraft.
Flights will be operated by a direct air carrier or direct foreign air carrier, or its equivalent, as applicable, which will have operational control of the aircraft.