

Fair Wind Air Charter, Inc.

2555 S.E. Dixie Highway, Suite 109-112, Stuart, Florida 34996
Phone (800) 989-9665

Customer Guide

You or your broker should ask the following questions, and request these documents as verification:

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| 1. Are you a certified 135 Air Carrier? | (Request copy of Air Carrier Certificate) |
| 2. Is the aircraft I am booking part 135 approved? | (Request copy of D-085 FAA Ops. Spec.) |
| 3. Do you have current DOT approval? | (Request copy of OST-4507 DOT certificate) |
| 4. What is your insurance coverage for that aircraft? | (Request certificate of Insurance) |
| 5. Have the pilots received simulator training over the last 12 months? | (Flight Safety, Simuflite, or Simcom) |
| 6. Are you ARG/US; or Wyvern approved? | (Date of last update or audit) |
| 7. Have you had any accidents/incidents/violations over the last five years? | (Request full explanation, if any) |

Your broker should provide the following information to you:

- o Name and Certificate Number of the Charter Airline to be used for your trip
- o An Agreement between you and your broker stating that the broker is acting on your behalf to secure your charter flight(s)
- o Standards used to secure reliable charter airlines and disqualify others
- o Upon request, your broker should be able to provide information listed in items 1 through 7 above

Insurance Guidelines:

- o Rule of thumb for adequate liability insurance is 5 million per passenger seat or a minimum of 50 million
- o There should be no deductibles set for the policy