



CharterX : Scope of Operations (CX:SOO)

- *Our Operations Specialized Unit (OSU) works with the Airline & Corporate Charter Operator's Ops team to run point from A to Z, including:*
 - *Efficient Operational Costing.*
 - *Planning Sector / Departure Timings – in coordination with Client & Aircraft Operator to monitor Flight Crew FDTL (Flight Duty Time Limitation – as per DGCA Regulations).*
 - *Positioning of the Aircraft for these Charters to make it economically feasible for the client.*
 - ***CharterX** track other Aircraft within proximate airports / route in the event another Aircraft is required due to Technical Issues on the Chartered Aircraft or an additional Aircraft is required as per the Client.*
 - *Monitoring Airport & Airspace Closures / Notams (Notices to Airmen).*
 - *Airport Landing & Parking Permissions.*
 - *Airport Parking coordination, Aero-Bridge for Commercial Aircrafts.*
 - *Over-Flight Permissions, if required.*
 - *Hand-picking Flight Crew & Cabin Crew for the Commercial Charter Flight.*
 - *All passenger details (along with Passport & Visa Copy in case of Foreigners) to be received from client at least 01 week prior to the Date of Departure.*
 - ***CharterX** shall ensure all passengers receive their flight details along with PNR details at least 12 hours before the actual departure for the Commercial Charter.*
 - *Providing maximum Check-In counters for smooth check-in of Passengers at all Airports .*
 - *Ensuring maximum baggage allowance on all Charter Flights, above & beyond normal permissible limits as per the Airline's Regulations.*
 - *Customization of Seat Headrest Covers with client's Brand Logo (at additional cost as mentioned in the initial quote).*
 - *Customized In-Flight announcement "Welcoming / Thanking Guest for the Event" (if required).*
 - ***CharterX** can provide a graphic designer for any creative designing / customization (at additional cost)*
 - ***CharterX** shall coordinate with the concerned Department / Authorities for Approvals on any Customizations.*

- *CharterX shall coordinate Catering options for Clients to choose from (Veg / Non-Veg) along with complimentary Beverages served on board.*
- *CharterX shall ensure the catering for the Commercial / Corporate Charter is as per clients requirements subject to feasibility*
- *CharterX shall provide a complete customization package for a comprehensively efficient cost.*
- *Coordinating with the Event Organizer's Ground Logistics coordinator for a hassle-free entry and exit process for the passengers.*
- *Smoothest Passenger handling at the Airports for the Passengers from the start to end of each flight.*
- *Monitoring & Briefing all ground handling agencies regarding the Class of Passengers travelling and ensuring top level service.*
- *CharterX team representative/s will be available for each Aircraft Departure & Arrival of all Charter Flights for supervising smooth operations.*
- *CharterX team representative/s will be travelling on-board the Commercial Charter Flight to ensure smooth Operations.*
- *CharterX Ops Team on the ground shall track all Charter Flights via Radar Software & keep in touch with Client's coordinator with the Flight status.*
- *CharterX shall act as a "One Point Contact" available 24/7 for the Client's Coordinator to discuss any further specific program amendments, requirements & queries on behalf of the client.*