

What to do if you suspect that your flight is non-compliant

The vast majority of flights are operated in accordance with legal requirements. However, there may be unscrupulous operators who choose to circumvent the system.

As a passenger, it is very much in your interest to avoid participating in a non-compliant charter flight because of the enormous risks involved.

While compliance for operators is more expensive than non-compliance, any short-term cost advantage passed on to you is more than outweighed by the higher risk of accident or incident and the likely loss of insurance coverage.

I'm flying with...

Operator Name:

Name of the AOC Holder:

AOC Number:

If you have questions or would like to report the promotion or conduct of non-compliant activities in Europe, please contact the European Business Aviation Association. We are cooperating with regulators to safeguard passengers and the integrity of business aviation activities within the region.

European Business Aviation Association (EBAA)

Tel: +32 2 766 0070

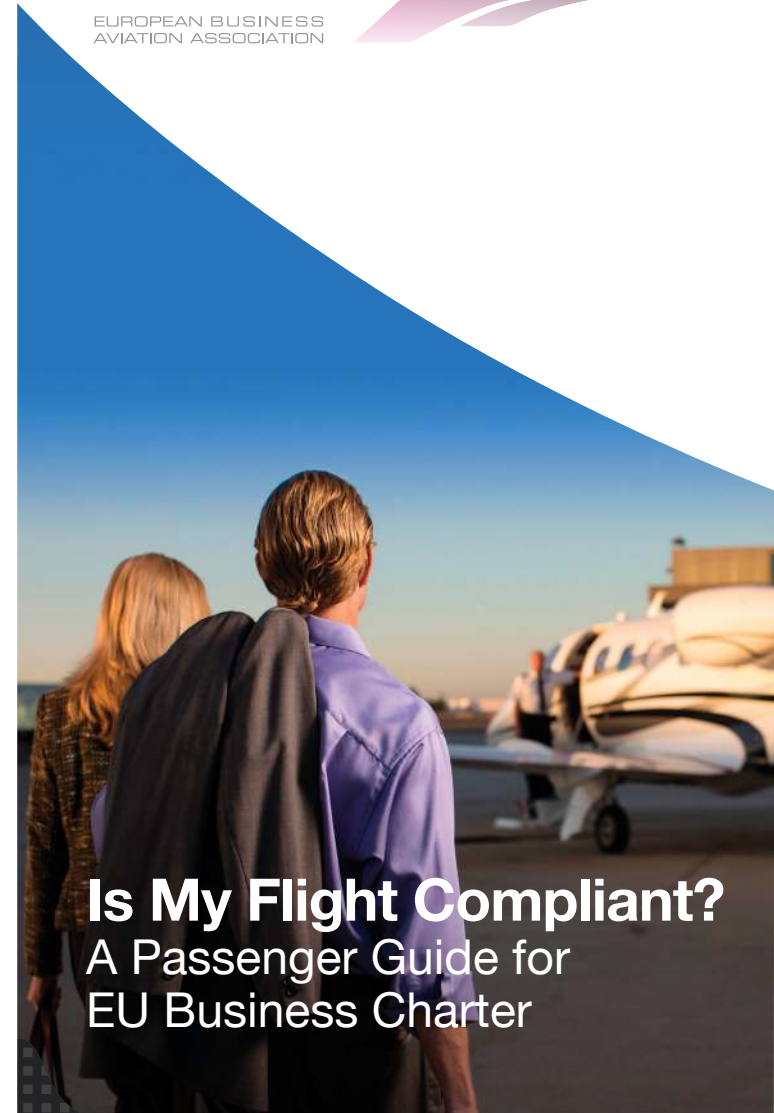
Email: info@ebaa.org

Web: www.ebaa.org/reportflight



Avenue de Tervuren 13 a / Box 5
BE- 1040 Brussels, Belgium
Phone: +32 2 766 00 70

www.ebaa.org



Is My Flight Compliant? A Passenger Guide for EU Business Charter

EBAA - The Voice for Business Aviation in Europe

* This brochure has been adapted with authorisation from the "Is my flight legal?" pamphlet produced by the UK Civil Aviation Authority.

If you are paying for a charter flight,

make sure that the operator is entitled to conduct commercial operations.

There are serious safety and legal implications if they are not.

- **What is an Air Operator's Certificate (AOC)?**

It is a legal requirement that Charter flights flown within Europe are done so under an Air Operator's Certificate (AOC). An organisation or individual is required to hold this document prior to operating public transport flights. So if you are paying to be flown in business fixed or rotary wing aircraft, you must be confident that your operator holds a valid AOC.

- **What does holding an AOC mean?**

Companies or individuals wishing to carry fare-paying passengers must complete a thorough process by which they provide assurances to their State's Civil Aviation Authority that they are 'competent to secure the safe operation of aircraft'.

Generally, during this process the applicant's operations manual is reviewed, and audits in such areas as management and organisational competence, crew training, aircraft maintenance, aircraft loading, flight planning and fuel planning are conducted.

Furthermore, once an AOC is granted, the operation is subject to a programme of continuing surveillance.

- **How do I find out if the charter operator holds an AOC?**

This is quite simple to check: ask for a copy of the operator's valid AOC. If you wish to further verify the details, consult the State Civil Aviation Authority that issued the AOC.

- **What are Traffic Rights Requirements?**

In addition to the AOC legal requirement, your operator must also be entitled to perform your flight geographically.

Each State is responsible for overseeing the safety of operators whose principal place of business is within their territory, and for granting the appropriate AOC and other documentation. Each State then has arrangements in place through which foreign-registered aircraft and operators are permitted to fly into, within, and from their territory.

An operator holding an AOC issued by an EU Member State is permitted to operate freely into and between any other EU Member State.

Operators registered outside the EU need to apply to each relevant State separately for permission to operate. In general, operators based outside the EU are NOT allowed to undertake flights within any EU Member State nor to fly from one Member State to another unless they have specific permission granted by the relative Member State.

To conduct such a flight without the correct permissions granted would mean the flight is non-compliant.

- **How can I verify that my charter operator has traffic rights permission to perform my flight?**

Ask your operator (or the air charter broker acting on behalf of your operator) if they can provide proof of having obtained an air traffic permit to conduct your flight.

- **What if my operator is unable to provide a copy of their AOC and/or proof of having retained the proper traffic rights permit?**

Your flight is probably not compliant!

This means should an incident or accident occur, your insurance coverage (including life insurance) and that of your accompanying passengers may be withdrawn or invalidated.

And in the event that the flight is not performed by a duly certified and licensed operator, please also be aware that the flight might be less safe and might be operated to considerably less demanding standards than those for certified public transport flights.

To anonymously report a flight that you believe may be non-compliant:

www.ebaa.org/reportflight

