

# Booking

## **How much notice is required to book a seat?**

We guarantee seats with two full business days advance notice. But it's a fast paced world. We get that. And we're happy to accommodate last minute requests when possible. Eleventh hour confirmations must be done by telephone (for now), but we love breaking our own rules for you when we can.

## **Why do you need two days advanced notice to guarantee seats?**

There's a lot going on behind the scenes. And without the two-day buffer zone, everyone would tend to book last minute, creating havoc, and a lot of stranded members.

## **How does pricing work?**

The price you see is the price you pay. Seat prices are all-inclusive (taxes, fees, you name it), and at a fraction of private jet charter prices. Put another way: the published, all-inclusive, affordable price is all you will ever pay for a seat. We promise.

## **I don't know if I believe you. What additional fees could I incur?**

Pricing reflected in the App and on the website booking engine reflects the total price you'll pay for seats, *including* the government segment fee and excise tax. There are no additional fees, except in the following situations: you bring a pet onboard, your pet is not jet-trained, or you somehow damage the aircraft. We do offer additional conveniences—catering, ground transportation, onboard cell usage, and other specially arranged concierge luxuries—but we think of them as services, not fees. And you'll know if you purchased one of them.

## **Why can't I book seats in every market?**

Most major U.S. markets (and many international markets) have the volume of demand to support BlackJet service. Ultimately, we expect to guarantee seat availability on hundreds of routes. But to maintain the superior service we pledge (and you expect), we must expand in a controlled fashion.

## **Why do I have to wait until the day before my flight to get a precise itinerary?**

Unfortunately, it's just not practical to have multiple flights departing or arriving within a short time span to different proximate airports. We ask for some flexibility on this issue. Know that we must consider a host of factors to pinpoint the best airports and departure times for you—first among them being your itinerary preference.

### **If something comes up or I mistakenly book a seat, can I get a refund?**

Our refund policy is very clear: bookings are refundable up to three full days prior to the day of departure. All cancellations must be done over the telephone and confirmed by BlackJet via email. The only way we can keep this great service functioning is to ensure that when seats are booked, seats will be paid for.

### **How do you choose your routes?**

We're different from other private jet services for many reasons. Chief among them: our ability to guarantee seats. To protect this guarantee, we are both diligent and deliberate about where to offer the service, how to expand, and when to add markets to our network. Ultimately, BlackJet will be available in the top 30-US markets, and many international markets as well.

### **Why are a limited number of markets/routes displayed?**

We display the markets where BlackJet currently offers guaranteed seats; we're expanding our network of markets as quickly as is practical. Some markets are designated "coming soon" on the booking engine, which allows us to gauge demand and provide example pricing for the future routes. The more demand we see, the sooner you'll see new routes, so get clicking.

### **What happens if a jet sells out?**

We admire your prudence, but with BlackJet, there is no such thing. If one jet fills up, we'll arrange another. And another. And another after that. Give us two business days advanced notice, and your seats will be guaranteed. The end.

### **What is the best way to contact BlackJet?**

Email is the most effective and convenient way to contact us. And we love a full inbox. When writing, please include your full name and email address, and briefly describe your question, issue or feedback. Thanks!

### **What if I need to contact BlackJet in an emergency?**

We are available twenty-four hours of every day at our Customer Support Center. Call us at:  
800-916-5387 (JETS) or 866-343-2525 (BLAK)

## **Jets**

### **Can I choose my aircraft type, make, model, or color?**

Aw, that's our favorite part! Kidding, but no: we handle all that. However, don't worry. Most likely, you'll find yourself on bigger and more comfortable jets with BlackJet than if had you chartered them yourself. All aircraft we use have private enclosed lavatories—and our flights are non-stop, meaning the jet will be large enough to get you there in comfort and style (if not in your favorite color).

### **Do you own jets?**

No, BlackJet does not own or operate jets. We are a technology and logistics company; we use a fleet of professionally flown charter jets. Think of Fedex's relationship with independent contractors and their equipment for shipping and delivery. Same idea here.

### **What operators do you use?**

BlackJet uses thousands of jets, controlled by qualified charter operators across the country. They are meticulously vetted and must meet FAA, and ARG/US—not to mention BlackJet—standards regarding aircraft and pilot safety, quality and comfort. (ARG/US, if you don't speak airplane, is the premiere private aviation safety auditing firm in the world).

### **Are the planes safe?**

All aircraft and operators are safety-rated by ARG/US, the world's most respected independent private aircraft safety rating agency, and certificated by the FAA and DOT.

### **How do you deal with negative feedback from members?**

We collect feedback after each trip, and comb through every word of it. We investigate negative reports and work with operators to resolve issues. An operator can be—and has been—blacklisted (no pun intended) for failing to deliver a high-quality, professional experience. If you're not feeling it, we're not feeling it either. Additionally, we have Brand Ambassadors on the ground to help monitor the operators, aircraft, pilots and FBOs. They provide another kind of feedback, and keep us dialed in to every aspect of the BlackJet experience.

## The App

### **How do I edit my user info?**

Open the Menu, go to "Account," and then "My Account Information," and you'll be able to update your name and contact information.

### **How do I change my payment info?**

Open the Menu, go to "Account," and then "Credit Cards," and you'll be able to add or edit payment information.

### **How do I change my password?**

Open the Menu, go to "Account," and then "Password Reset," and you'll be able to update your password.

### **How do I invite friends?**

Like this: we'll supply you with membership invite codes and seat promo codes, and you share them with your friends. (Invite wisely, because the codes aren't unlimited). You can access codes in the app's "Invite" section. When someone you invited signs up, uses your invite code, and makes a booking, we'll show you our gratitude with membership extensions and free companion seats. But whether your invitees join or not, we appreciate the help, and the status bar in your account (under Rewards) reflects that appreciation. A robust status bar might equal extra seats and bonus annual memberships—and we've been known to make it rain with complimentary catering, limo service and gifts. Mutual appreciation is a wonderful thing.

### **Are there any rules around the invite/referral program?**

If you're using the program legitimately to invite people, you won't even notice them, but here's the fine print:

- You cannot use a seat promo-code for yourself or anyone else you are booking seats for on the trip.
- You cannot invite anyone who uses the same credit card as you do.
- That's all the fine print.

If you break any of these rules, we may revoke your credits. Or worse. You could find yourself Blacklisted from BlackJet.

Note: An invitee must first enroll, and then we'll credit your account. Same with inviting friends to flights: they must join, and fly, to help you earn free companion seats.

**Someone I invited booked a seat, but I didn't get credit toward my membership. What's up?**

Sounds like your friend booked a seat using the promo code for seats but didn't use an invite code when he enrolled. Or, your friend may have used an invite code received from someone else. If not, ask your friend to email us explaining that you deserve the credit and we'll make it happen!

**Do my credits expire?**

Seat credits do indeed expire. When you have credits, they will pop up when you're selecting seats. This encourages you to use them! In general, seat credits have a shelf life of one year, but there is no hard and fast rule.

**Where did my credits go?**

Some credits are given out as BlackJet promotions; those obtained by redeeming a promo code may expire (see above). Tap "Rewards" to view your credits activity.

**What's the deal with the promo codes?**

Promo codes make our unbelievably affordable service even more unbelievable. Open the app, tap "Rewards," and follow the prompts to redeem your codes.

Note: You can only redeem a code once.

## **I'm trying to redeem a code and keep receiving an error. What's up?**

You'll see an error message if:

- The code has expired.
- The maximum number of people already claimed the code.
- You already redeemed the code.
- You inputted the code incorrectly.

Double-check the code and, if you still think it should go through, contact us by tapping, "Support."

## **The Deal**

### **Why do you offer discounted seat deals?**

Our "Deals" encourage you to consider similar travel itineraries, and to fly at the same approximate time as other members, so we can optimize the system. While we guarantee the service based on your desired itinerary (with the flexibility we require to make it all come together), we love to see members hunt for similar itineraries. Collaborative booking helps everyone.

### **Do seat prices fluctuate?**

BlackJet seat prices are guaranteed as published. They are not subject to yield management techniques or the peak pricing strategies you might see on commercial airlines. You will always know what your seats are going to cost on any given route.

## **The Rest**

### **Why would/should I use BlackJet?**

If you've ever spent days of your vacation at the airport, you should fly BlackJet. If you've ever missed an important meeting or family event due to airline incompetence, you should fly BlackJet. Unless you enjoy being overbooked, bumped, delayed or cancelled, you should fly BlackJet. Our members don't deal with any of that. And they don't suffer long lines, humiliating pat downs, or electronic strip-searches either. BlackJet members book travel in seconds, drive

right up to a waiting jet on the tarmac, take off on time, and fly in comfort. In fact, a better question might be: why wouldn't you use BlackJet?

**Will you add more cities?**

Yes! BlackJet can work in most major US markets, and we are looking forward to connecting as many of them as possible. Meantime, encourage us by placing requests for service to the markets you fly.

Will you be available on other platforms besides iOS (iPhone/iPad)?

We started with the iProducts but certainly intend to expand to other platforms.

**Can I share an idea with you?**

We love ideas. Send us an email whenever that lightbulb flashes.