

Q & A

Q. Why Is Working With PJS Important To Our Company And Clients?

Private Jet Services Group (PJS) delivers superior service and privacy. Our staff has decades of experience in the luxury travel and air transportation industries. We are proud of our 92% client retention rate. Our high level of attention and professionalism guarantee that every aspect of your luxury jet experience is delivered as expected, from the first call to us to your limousine ride home. Our staff invests a minimum of 10 hours of “behind the scenes” support for each hour of clients flight time.

Q. What Is PJS Concierge Service?

PJS redefines private jet travel with our exclusive PJS Concierge Service. Our PJS Concierge Service Specialists handle every detail of the flight experience that starts with the first call to us, and doesn't end until the door shuts on our client's limo ride home. From water selections to hand crafted chocolates from Paris and imported orchids, our guests trust us to deliver highly personalized service that feels completely intuitive. Clients are assigned the same PJS Concierge Service Specialist for all flights to ensure consistency, familiarity, and comfort. The concierge arrives at least four hours prior to departure to brief the FBO and aircraft crew and oversee all details including ground transportation, baggage exchange, catering, customs, and immigration. Guests arrive and are personally greeted by a PJS Concierge Service Specialist.

Q. How Does PJS Determine Pricing?

Pricing is primarily based on the flight time involved and length of stay. Stops and the actual departure/arrival airports have some bearing as well. To receive the best price, schedule as far in advance as your plans allow. The more passengers on an aircraft, the lower the per-passenger cost and groups of 30 or more can expect pricing commensurate with commercial airfares.

Q. Since We Will Not Be Leaving From The Regular Airport Terminal, How Is Security Handled?

PJS understands that each group we handle in today's challenging world requires a higher level of comfort that only a secure and controlled environment can offer. PJS ensures every passenger traveling on your private aircraft will be screened in accordance with the Travel Safety Administration (TSA) requirements and guidelines. Certified TSA security personnel at the FBO (Fixed Base Operation) manage the screening process. Before the first guest steps aboard the aircraft, PJS will have completed a thorough pre-flight security inspection.

Q. What Is A FBO?

A FBO, Fixed Base Operation, is a secluded terminal, completely separate from commercial airlines. FBOs offer superb amenities and high-quality conveniences for passengers using private aircraft. On arrival, a PJS Concierge Service Specialist is on hand to personally greet guests, handle luggage, and escort passengers onto the aircraft. From the red carpet to on-ramp vehicle access, the PJS Concierge Service Specialist leverages the private aviation facility to deliver an unparalleled experience.

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Q. What Size And How Many Jets Are Available Through PJS?

PJS offers our clients several aircraft solutions for all flights. Small, midsize, and large cabin executive aircraft are available, accommodating from 5 to 16 passengers. VIP Airliners can accommodate 18 to 106 passengers with all first class cabins. Standard configured airliners are also recommended for trips ranging from 50 to 400 passengers and include a variety of seating configurations. No matter what aircraft you choose, all our clients receive the same VIP treatment including exclusive PJS Concierge Service.

Q. How Does PJS Accommodate Corporate Risk Management Policies?

VIP Airliners and executive aircraft carry at least four times the per-passenger liability coverage of major airlines. These insurance policies range from \$100 million to \$1 billion dollars for the corporate client and passengers. PJS has intimate, first hand knowledge of maintenance records and crew qualifications. The aircraft are flown by professional flight crews who undertake bi-annual checks overseen by a FAA approved instructor. All VIP Airliners and standard configured airliners are maintained to the same strict requirements as major airlines under FAR-121. All executive aircraft are maintained under FAR-135. When appropriate, flights are conducted with a qualified mechanic on-board, and a complete spare parts kit to repair or replace any small item, which might otherwise delay a flight.

Q. Why PJS And Not The Competition?

“Service” is in our name. Our staff has decades of experience in the luxury travel and air transportation industries. We are proud of our 92% client retention rate and leverage our years of experience to engage the best private jet solutions for your needs. We provide PJS Concierge Service on all VIP Airliners and standard configured airliners and personalize each trip down to the last detail. PJS provides comprehensive charter proposals detailing all costs, features, and benefits allowing our clients to render informed decisions. Our 92% client retention rate is the highest in the industry.

Q. What Menu Options Does PJS Offer?

The exclusive PJS Concierge Service engages local restaurants and caterers wherever possible, expanding menu options and reducing the unnecessary expense of traditional airline commissaries. The on-board PJS Concierge Service Specialist works with clients to deliver the perfect menu.

Q. Where Does PJS Operate From?

PJS operates globally, 24 hours a day, 7 days a week. From Nevis to Nice to Nagoya, PJS positions aircraft everywhere in the world to accommodate families of 5 to large incentive movements of 500. PJS provides service to our clients no matter the destination, or time of day.