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Business Airport

I N T E R N A T I O N A L

LAUNCH
ISSUE!



2010

THE INTERNATIONAL
REVIEW OF THE
WORLD'S FBOS
AND GENERAL AND
BUSINESS AVIATION
AIRPORTS

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Welcome

Welcome to the first issue of *Business Airport International*, the publication that showcases the world's business and general aviation airports and FBOs, and presents them to a truly global readership of over 8,000 decision makers at private charter airlines and large corporate fleets.

Such a publication has been a long time coming. In the EU27 states alone, there were over 700,000 business aviation flights in 2008 (including overflights), with all projections pointing at significant growth in private charter aviation for some time to come. Commercial airlines may have struggled in some quarters in recent times, but it would appear that the private sector is booming!

So what are the reasons why this industry remains so buoyant? I believe the rise of the private charter community is in the most part due to convenience. Convenience comes in the shape of almost quite literally being able to fly door to door – in business and general aviation there is no such thing as an airport that is based an hour's car or train journey from the city after which it is named! Convenience also means easy car parking, since it is typically free and situated 100m from the terminal entrance. And convenience is simple security and immigration processes. Check-in three hours before one's flight is due to leave? No, thank you!

Another attraction of operating with a business and general aviation airport or FBO is freedom – freedom to tailor your clients' trip to their needs and use the facilities as you wish. Can you imagine the likelihood of JFK allowing on-site press conferences or product launches? And then there's the luxury aspect. Those flying

with private charters expect a higher standard and the business or general aviation facility can deliver. Indeed, airports such as TAG Aviation's Farnborough just go to show what can be achieved – its terminal and facilities define the new line of ever more luxurious locations from which to fly to and from.

But TAG is not alone. Indeed, the whole industry is stepping up a gear – with a booming sector comes increased competition. As this launch issue of *Business Airport International* demonstrates, private charter airlines and corporate fleets have tremendous choice – literally thousands of facilities to choose from. London, for example, has five general aviation airports, while New York has almost 10! And refueling hubs such as Iceland, Singapore, LA, and Ireland also offer plentiful choice. We hope that this new publication can help private charters and corporate airlines choose the facility that best suits the needs of their clients.

In the 2010, you'll discover three further issues of *Business Airport International*, with a European edition for EBACE in May, an Americas issue for the NBAA in October, and the Middle East and Rest of World edition in time for December's MEBA show. We'll be at the NBAA's Schedulers and Dispatchers show in San Antonio, Texas, in January with this issue, but in the meantime, if you have a comment about your new magazine or you want your airport or FBO featured, email us at: businessairport@ukintpress.com

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Happy landings

Decision makers at key private charter companies reveal their favorite airports, FBOs, and general aviation terminals

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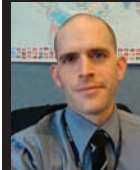




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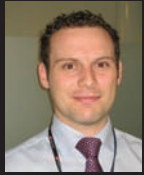


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Location
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Germany





Sky Limo Air Charter

Sky Limo Air Charter currently operates eight aircraft, although it plans to double its fleet in the near future. Based at sites throughout Florida – close to its clients – the company undertakes more than 2,000 flights a year, carrying 600 to 700 passengers.

Shawna Erviti, Sky Limo's charter manager, says her highest priority is choosing airports that will save her clients money: "If clients don't have a preference, we help guide them on a more economical route, and pick the one with the lowest fuel costs and the nicer facilities."

Erviti has found several locations in the Caribbean offering that level of service. "Much of our travel is through Port of Spain in Trinidad, because it is a halfway point to South America," she explains. "It is a great location for refueling and crew changeovers. We also recommend airports in the Bahamas, and San Juan [Puerto Rico] is a good location because the staff are very efficient and helpful, especially when crew need to overnight, and when clients need assistance on the island. Their customer service is fantastic.

"We also get a lot of requests into St Maarten. The airport there is very helpful when clients need to get to locations that are inaccessible by large jets. They take care of the customer from the moment we touch down, chauffeuring them around in golf carts to their connecting ferry."

The cost-saving agenda comes into play when Erviti chooses an FBO. "The top three FBOs we deal with are Galaxy Aviation, Odyssey Aviation and Signature Flight Support," she says. "They can see how many times you've frequented their facility, and depending on how often you use them, you get a lot of benefits, which we pass on to the customer."

In South America, Erviti picks out Panama City and Belize as offering "a pleasant experience", and in Colombia, the airports at Bogotá and Medellín impress. "They are able to help with a quick turnaround, which is not only a cost benefit, but an advantage for the clients who have to clear customs or make a fuel stop. Also helpful is Avitat in Toronto, which brings customs out to the ramp and really accommodates clients very well."

Despite operating numerous international flights daily, Erviti is continuously frustrated by the paperwork. "Coming into the US, there is no consistency from airport to airport from a customs standpoint," she says. "Beyond the general guidelines, there are different interpretations of the material you need. You almost need a cheat sheet to remember how each airport operates."

In the next 12 months, Sky Limo will increase its fleet to 16 jets, says Erviti: "The new aircraft will be a similar size or bigger, because we have done pretty well with the sizes we currently have in our fleet."

Below: **Avitat's facility in Toronto, Canada**





Above: Signature Flight Support's FBO at Munich International Airport in Germany



DC Aviation

Operating out of Stuttgart Airport, and with a presence in Munich, Nuremberg and Schwäbisch Hall, DC Aviation comprises a fleet of 30 jets, with an average age of three years. The fleet includes the Airbus A319 ACJ, Gulfstream G450 and G500, Dassault Falcon 900DX, Bombardier Challenger 604 and Cessna Citation XLS. The company hopes to add a Gulfstream G550, a Bombardier Global Express and possibly a Dassault Falcon 7X in 2010.

DC Aviation's fleet took off 8,056 times in 2008, traveling to 566 locations in 106 countries. Such statistics give chief operating officer Steffen Fries a pretty good idea of the best business airports. When flying to Paris Le Bourget, DC Aviation uses the JetEx terminal, which opened in June 2009.

"This facility offers just about everything you would expect in a five-star hotel, apart from a bed," says Fries. "It has a wireless LAN, showers, and a discreet atmosphere, which means that if a second party arrives at the same time in the general aviation terminal, the groups don't bump into each other."

In Germany, Fries highlights two facilities that are equally impressive. "The new Windrose Air operation at the Schönefeld site of the Berlin Brandenburg international airport, which opens in 2011, is outstanding," says the former NetJets senior vice president. "One advantage is that the Windrose Air

parking lot is only 160ft from the aircraft. Also, the new lounge has an atmosphere like a London club, with wide, leather seats."

The other operation is Signature Flight Support, the Munich FBO. "It is very professional; if you expect a driver to be outside the terminal building at 09:25, he is there at 09:00."

Fries also has a tip for the future: Jet Aviation in Vienna. "Vienna is already in the same league as London and Le Bourget," he says. "They all go in for wooden floors, and make the lounge more like a coffee bar, giving a relaxed atmosphere."

DC Aviation's London airports of choice are Farnborough, London City Airport and Northolt Jet Centre. "We land most of the flights in Farnborough, since London City is dependent on aircraft height – our Legacy 600 and Citation XLS are steep approach certified, but the Challenger 604 and Learjet are not, so they can't land there." Fortunately, DC Aviation's fleet is large enough that it can offer its clients the choice of both types of aircraft.

Fries finds it difficult to choose his favorite facility, but in the end, he gives the nod to France, even though he has a slight regret: "Le Bourget is outstanding. It would be great to have ramp access at Le Bourget, but it isn't possible, because it is regulated by federal law."

TAG Aviation

Reputation counts for a lot at TAG Aviation. "If we are going to Luton, we suggest Signature or Harrods," says Ashley Namihas, UK sales manager. "Most of the time the client will have past experience, and knows which one they prefer, so they will make a decision based on that. It is often difficult for us to give advice; we tend to use the FBO the clients want us to go to."

When the decisions are left to the TAG team, previous experience is paramount: "We go to the handling agent we have worked with in the past and try to limit the risk involved in the process. We work with Signature a lot and have always been happy with them."

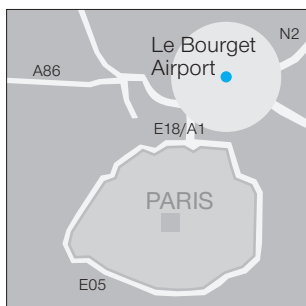
As the owner and operator of Farnborough Airport, TAG is rightly proud of its reputation. "When people want to come to London, we will always offer Farnborough as well as our services. We have invested heavily in meeting and conference facilities, private lounges, showers, and the whole 'transition experience'. The Aviator Hotel [situated at the edge of the airport] is also a recent addition to the service portfolio," says Namihas.

"We fly mostly to the highest population centers and those are the ones that really invest in the handling. Paris Le Bourget is a great example of one such airport. I think the FBOs there are trying to achieve what Farnborough has done, with touches such as a

dedicated concierge on site – a familiar face for frequent travelers."

Namihas identifies Le Bourget and Nice as the airports that, in his experience, offer the best value for money. He believes there is a relatively straightforward formula for a successful business airport: "Airports have to offer an environment that allows the customer to board the aircraft in privacy, as well as refreshments, private meeting spaces, and WiFi. If a client is spending £30,000 on a private charter, you have to lavish the customer experience not just on the aircraft, but before and after boarding."

Already operating Learjets, Challengers, Gulfstreams, Falcons, and more, the TAG Aviation fleet will grow in the next two years, reveals Namihas. "We currently specialize in heavy metal, such as Falcon and Gulfstream, but we will bring in a greater number of lighter jets, such as the Citation Bravo and Citation Excel, since the entry-level aircraft are also strategically important."



Aéro Charter Darta

Aéro Charter Darta is based at Paris Le Bourget, an airport Yann Topart, assistant flight operations manager for the company, says is "the easiest airport for West Europe", with a choice of FBOs and few restrictions.

Beyond his home airport, Topart highlights the advantages of London and Marrakech. "The best country to fly to is England," he says. "It is so easy to travel there because of the very good airports, and the organized structure within them. London Luton Airport is especially good in terms of how its operations work. What is specifically appealing to us about Luton is that the airport is open 24 hours a day, and the FBOs there are particularly organized." Signature gets a special mention as the operation used most regularly by Darta at Luton, but Topart also rates the abilities of Harrods, also present at Luton.

"In London, we also go to City Airport, but it is tough to get slots," explains Topart. "When we do go there, the Jet Centre facility is very impressive."

Before moving to France and joining Darta, Topart lived in Africa, which enables him to appreciate the financial and organizational obstacles faced

Below: **Harrods Aviation's FBO at London Luton Airport, UK**



by airports on the African continent. For him, one location stands out.

"Marrakech is my number one airport," he reveals. "It is difficult to get good organization in parts of Africa, and some airport infrastructures are a little old, but in Marrakech the airport has been refurbished and it is beautiful. The new facility is practical, with a spacious boarding room and check-in room. The people at Marrakech impress me because they are organized, hospitable and easy to work with."

Topart says Stars Aviation Services deserves credit for the smooth operations at Marrakech airport: "Stars Aviation is very sympathetic to the needs of our clients and makes them feel comfortable. If I ever contact them with a problem, they will come back with a solution within half an hour."

Topart is also impressed with other airports in Morocco that have followed Marrakech's lead. "In Morocco, we deal with good, kind, and smart people, who are very organized," he says.

There are currently nine aircraft in the Darta fleet, including four Beechcraft King Air turboprops, three Dassault Falcon 50s, one Dassault Falcon 10, and a Raytheon Premier 1.

Gama Aviation

Sam Walker, head of management support at Farnborough Airport-headquartered Gama Aviation, talks up the benefits of his 'home' airport, but also recognizes the efforts made by other locations: "Our particular favorite airports are Paris Le Bourget and Nice, whose new facility will be perfect for us because we have lots of aircraft based there that travel to Moscow. Luton is a popular destination, and we find that clients request to go there because of the convenient access to London and the city."

Walker says clients are at liberty to choose the exact destination of their flights when operated by Gama. "Operational issues can come into play. For example, if a client requests an aircraft that is too large to get into a particular airport, or at Luton they may be slightly restricted due to the airport's available slots, which sometimes means they end up traveling from a different airport."

Gama's FBO of choice is Signature Flight Support, with which it has an agreement that brings mutual benefits: "When we use an airport where they have facilities, they can keep the costs lower for our clients. The best FBOs, in our experience, are at Luton and Farnborough."

He may have extensive experience of the airport positioned to the southwest of London, but Farnborough stands out internationally for Walker: "It leads the way in Europe; I can't think of any other place that come close. The ability to get off the aircraft and be in your car within the space of 10 minutes is ideal for business travelers."

Despite its facilities and luxury, Walker admits that a longer runway would help, and that the limit on movements can be problematic. "Noise restrictions mean we can operate only a fixed number of flights over the course of a year, this is in part due to the airport's proximity to a residential area."

Gama's main objective over the next 12 months is growth on an international level. Walker estimates

that the company charts around 350 flights a year, carrying about 1,000 passengers, but says he hopes this will increase as the economy recovers.

The company's 21 aircraft in the UK (which include Learjet 45, Challenger 604 and Gulfstream G550) are part of a 65-strong fleet, with other bases in Russia, Switzerland and France. The company also has US operations in Connecticut and New York, and has just started up in the Middle East. With the North American facility boasting nearly as many jets as are located in the UK, it is expected that the Middle Eastern facility will grow to be as large as those two locations in the long term.



Above: Signature Flight Support's facility at London Luton Airport, UK



Above: Signature Flight Support's FBO at Morristown Municipal Airport, New Jersey, USA

Ultimate Jet Charters

With 11 Dornier 328 jets at his disposal, Jeff Moneypenny, vice president of sales and marketing at Ultimate Jet Charters, is tasked with sending the majority of the company's 30,000 annual passengers throughout North America, the Caribbean and Mexico. Given the choice of destination, he will frequently go small.

"We stay away from Chicago O'Hare and LAX, where there is more chance of being delayed because of the other traffic. We stay away from the main New York airports, too," he explains. "We go to the [smaller] airports because there is less traffic and therefore it is more convenient for our clients. This means flights to White Plains, as well as Teterboro and Morristown in New Jersey."

Of these, Ultimate Jet Charters uses Morristown most frequently. "We fly into Morristown four days a week because it gets us out of the main air traffic corridor," explains Moneypenny. "It's in a separate air corridor to NYC, so there are fewer delays; it's a cleaner process and experience for our clients."

Moneypenny is one of the many fans of Signature Flight Support at Morristown: "It is obviously at the high end of FBOs," he says. 



Trading up

As business begins to bloom once more in the land of free commerce, we assess the expansion plans of the most important satellite airports serving the USA's business hotspots

Words | **Saul Wordsworth**

The USA is the home of business and general aviation, with 5,190 airports available for public use and a further 15,000 strips owned by private individuals and corporations. This is an industry that has in the past contributed US\$150 billion per annum to the US economy and employed 1.2 million people.

Despite a challenging economic climate in recent months, the current state of play in the USA is perhaps best summed up by Scott Ashton, chief commercial officer for aircraft management company GAMA Aviation, who points out that demand is returning, as the reasons people use business airports have not changed: "If you look at what drives the use of business jets, it's doing business. It's not corporate junkets; it's people getting out there, doing deals, meeting their customers," Ashton says. "Over the past two years those reasons have been reduced. Now the drivers behind business aviation are slowly returning. People use private aviation because it's convenient and there is no other way to get the job done. The real value of private aviation is to be able to go out and see three clients in a day. That will never disappear."

Indeed, as is highlighted over the following pages, there are a number of general aviation airports that have demonstrated the scope, investment and vision to improve and expand their infrastructure so that they can facilitate this demand and remain competitive.



**TETERBORO,
NEW YORK**

Located 12 miles from midtown Manhattan, Teterboro is regarded as one of the USA's finest and most important international business and general aviation airports. It has two runways, the longest of which (at 7,000ft) can handle the largest corporate aviation fleet. Although operations have dipped – 98,000 for the first nine months of 2009, 20% down on the same period last year – Teterboro has recently undergone considerable expansion with the addition of its fifth FBO, First Aviation. This ultra-modern, multimillion dollar structure offers a 22-acre aircraft ramp, 120,000ft² of secure, brightly lit hangar space in three 40,000ft² interconnected hangars, and ample parking right outside the hangar. There is space for 150 cars adjacent to the terminal, including 12 bays for limousines at First Aviation's covered landside portico. The airport has also recently installed beds of specially designed aerated cement blocks known as Engineered Materials Arresting System (EMAS), on the north end of its longest runway, which stops aircraft overshooting boundaries. Another EMAS installation is planned for the south end of the shorter, 6,000ft runway, and will take place after the relocation of a local street.

**MORRISTOWN MUNICIPAL,
NEW JERSEY**

Seventeen miles west of Newark and 27 miles from New York City, Morristown could be regarded as a reliever to the reliever airports. With Teterboro and Westchester increasingly busy, Morristown has become a vital aviation cog. Its two FBOs, Signature and FTC, both provide first-class space for passengers, including luxury meeting areas and lounges. A small fee is required to clear customs. Having redeveloped many of its facilities over the past five years, the airport intends to maintain a high-quality infrastructure over the next decade, although any expansion will depend upon market demand. With 143,000 movements in 2008 its traffic is down nearly 20%. "We hope operations will trend back up," says director of operations, Maria Renner. The airport is landlocked so cannot expand either of its 6,000ft runways, typically the trigger for the largest corporate aviation jets.

ST PAUL DOWNTOWN, MINNEAPOLIS

The largest of six reliever airports to Minneapolis-St Paul International, this is the metro area's primary facility for private business aviation. At 6,400ft its longest runway is almost 1,500ft longer than the nearest competition. Hemmed in by an industrial park and the Mississippi River, the airport is landlocked and therefore unable to expand, even though it would like to add further FBOs. This is a 24-hour snow-removal airport in an area that averages 40in of snow per season. "We may be open during snow season when others are not," says airport manager Greg Fries. In 2008 a floodwall was installed to help protect the facility against river flooding. As for the future, according to Fries, "there is still scope for additional corporate hangars and then we're pretty much built out".

WHITE PLAINS WESTCHESTER COUNTY, NEW YORK

Nestled in the exclusive commuter belt of Westchester County, White Plains is home to many New York City CEOs, as well as being the base for a number of Fortune 50 corporations. That passenger numbers to September 2009 were 1.4 million, almost 2% up on the previous year, may have been assisted by the renovation of three of its five-star FBOs. "Once one FBO renovates the others have to do the same to keep up," says assistant airport manager Steve Ferguson. Aviat's US\$8.5 million facelift took place in 2008, while Landmark and Panorama have also recently upgraded their facilities. With airside parking for 30 corporate jets, landside can house 1,300 cars and the 6,548ft runway can accommodate the A320. However, as a result of the desire to maintain high property values in the area, there is little scope for the airport to expand in the next 10 years. "We will simply maintain our status quo," Ferguson adds.

**DUPAGE, CHICAGO**

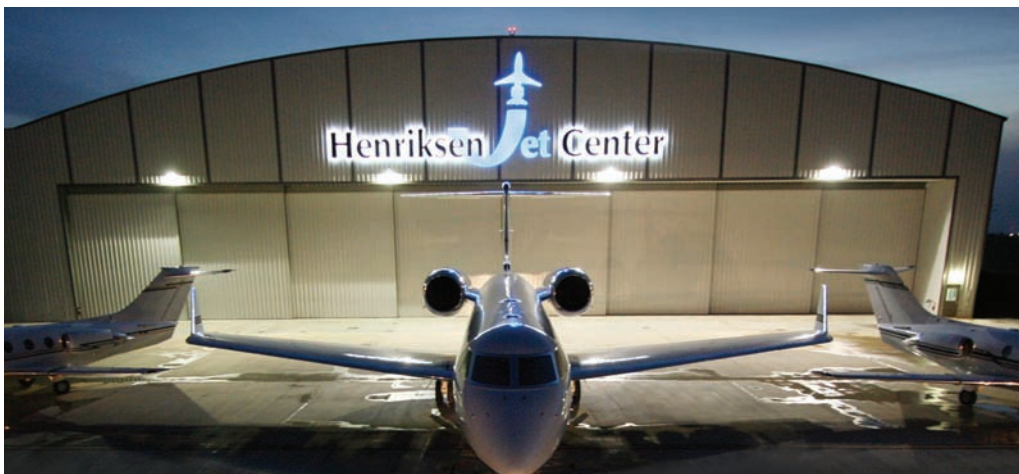
Over the past 10 years, DuPage has undergone a massive upgrade to provide for its business and corporate flyers, including the addition of over 100,000ft² of hangar space. The terminal itself is aimed at the corporate traveler, with high-end finishes, restaurants,

premium pilot and passenger lounges, WiFi access and gym facilities. Its runway is 7,570ft, the longest in Chicago outside of O'Hare, and 1,000ft longer than Chicago's other principal commercial airport, Midway. Thirty miles west of the city, many corporate headquarters moved out

to the suburbs during the 1990s, meaning more corporate traffic for DuPage. Having registered 100,000 operations in total in 2008, this international airport continues to invest capital wisely, evidenced recently with the purchase of a US\$800,000 snow mover.

HOUSTON EXECUTIVE, TEXAS

Opened in 2007, Houston Executive is the newest privately funded general aviation airport in the country. Located only 15 minutes from Houston's 'Energy Corridor' of oil and gas companies, Executive has a 6,610ft runway – to be extended if demand warrants – full weather capabilities, brand-new handling equipment, WiFi, luxury lounges and everything you would expect of a new airport built for the business user. There are six acres of concrete ramping, as well as parking for 100 cars. Over the course of the next 10 years, though, airport manager Andrew Perry sees the facility "adding ancillary infrastructure, including a cargo bay".



FORT LAUDERDALE EXECUTIVE, FLORIDA

Principal general aviation airport for South Florida and main reliever airport for Fort Lauderdale International as a result of its 6,000ft runway, Executive is awash with recent development. Having revamped both of its runways, it has also built a brand-new US customs building. Of its six existing FBOs, Banyan Air Services has just completed a US\$10 million overhaul complete with new hangar and terminal facility, while Aero Toy Store has a US\$15

million masterplan to do the same. "We have invested in the infrastructure and that's signaled our tenants to do likewise," explains airport manager Clare Bennett. "We've converted some of the older under-utilized facilities that don't meet the current market demands and reinvested and repositioned them for the future." Landlocked as it is (in the heart of the uptown business district), the airport's future will be dedicated to redeveloping existing infrastructure.

BOB HOPE, LOS ANGELES

One of the principal reliever airports for LAX – and with excellent access to downtown LA and the San Fernando Valley – Bob Hope's proximity to studios such as Disney, Warner Brothers and Dreamworks means that speed is a byword for the airport. In the past four years the Burbank-based operation has invested US\$55 million in gold and valet parking; most passengers are attuned to dropping their vehicles off and boarding an aircraft with very little luggage – then doing the reverse on their return. Taxi time is as little as two minutes. This domestic airport provides customs on demand, and has two longstanding FBOs in Atlantic and Millionaire, with gate parking for 14 private jets. Around US\$30 million is invested in the airport annually. It is keen to construct a new terminal but "the political consensus says 'no'", according to a spokesperson. The airport recently began an environmental review of a proposed regional intermodal transit center that will link it with Amtrak rail, Metrolink rail, buses, and rental cars. It is one of very few US airports to have an on-site rail stop.

VAN NUYS, LOS ANGELES

Located 20 miles north of LAX, Van Nuys is ranked as the world's busiest business and general aviation airport. Although down around 10% on 2008, the airport still averaged close to 350,000 movements in 2009. Unlike many other such airports Van Nuys boasts an on-site hotel, the Airtel Plaza. Famed for its premium level of service, the recently renovated 267 guest rooms include 10 suites and the self-proclaimed "finest Presidential Suite in the San Fernando Valley". The location of the hotel enables passengers to land, walk to the gate and check into the hotel all within 10 minutes. Hollywood celebrities, politicians and business executives are known to use the airport as it offers convenience and anonymity. It recently upgraded its tenant Castle and Cooke to FBO. The airport, which has two runways (the longest an impressive 8,000ft), has no plans to expand its acreage, due to its landlocked status.

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HENDERSON EXECUTIVE, LAS VEGAS

As the main feeder airport to McCarran, Henderson may not receive quite as many corporate jets as its big brother, but unlike McCarran the strip can be reached in less than 10 minutes. Its FBO, the Clark County Department of Aviation, is also competitive. Its 2006-built US\$30 million 24,000ft² terminal building is geared toward the business traveler, with services and amenities including a well-appointed conference room with AV capabilities, free WiFi and a quiet area for crew. "It's designed with an upscale clientele in mind," suggests airport manager Dennis Anderson. It is certainly a more tailored approach than nearby North Las Vegas, which is far less corporate. Henderson boasts two runways, the longest being 6,501ft, and 15 acres of aircraft parking ramp. Its physical structure is not likely to expand over the next five years, "unless there is a strong call for it".

Image courtesy of Clark County Department of Aviation



NORMAN Y. MINETA SAN JOSÉ INTERNATIONAL, SAN FRANCISCO

San José is the airport for Silicon Valley. Within a 25-mile radius firms such as Google, Apple, Intel and Hewlett-Packard have their international headquarters. "These are the kinds of firms we are optimistic will be interested in having access to better corporate aviation facilities at our airport in the future," says airport

spokesman David Vossbrink. As a result San José is expected to issue a request for proposals for the potential development of a 15-acre corner of the airport that would be suitable for serving general aviation. The airport is also going through the preliminary planning steps to look at property development on the opposite side of its

airfield. Currently used for long-term parking, this 40-acre site could be used for general aviation. "Although business numbers are down 2% on last year, we think that here in Silicon Valley there is going to be a strong future market demand for general aviation and we have to go through some planning changes," Vossbrink concludes.



CHICAGO/AURORA MUNICIPAL, CHICAGO

The impact of Aurora's new FBO, JA Aircentre, has been astonishing. Having moved from DuPage Airport at the end of 2008, JA's 150,000ft² of high-class facilities and premium customer services has been credited with a US\$65 million upturn in the airport's turnover and a 25% increase in traffic. The FBO's slogan, 'We've got everything covered', refers to the 130ft² canopy outside its front door, one of only six in the country, under which even the largest corporate jet can be housed, in doing so protecting passengers from snow, sun and heat. The fastest-growing airport in the state of Illinois, the arrival of JA has led to what airport manager Robert Rieser describes as a "volatile price war, which is good for the consumer as it has driven down prices". The airport itself has a US\$35 million five-year capital plan that includes increasing apron space and surfacing its fourth runway. Of its three covered runways the longest is 6,500ft. With access to I-88 Tollway, downtown Chicago is only a 40-minute drive, and the airport also offers a helicopter shuttle service. According to Rieser, "Aurora will continue to develop in order to become a larger economic engine for our community than it currently is."

DEKALB-PEACHTREE, ATLANTA

With operations down from 230,000 to 160,000, DeKalb-Peachtree has experienced a challenging year. One of many general aviation airports in the region, the facility occupies a prime location within the perimeter road, less than 15 minutes from Atlanta's major business centers of Buckhead and Midtown. Such a proximity drives airport business, making it the second busiest in the state of Georgia, behind Hartsfield Jackson International Airport. "We do have a lot of competition but we still have the best location," says airport manager Lee Rummel. Of its four runways, the longest is 6,000ft. Its three FBOs – Signature Flight Support, Atlantic and Epps – compete to provide the best service possible. The airport will be used as a static display site for the 2010 National Business Aviation Association (NBAA) Conference. Upgrades for the convention include the expansion of the parking lot, renovation of facades and enhancement of the children's park in the centre of the airport.

MANASSAS REGIONAL, WASHINGTON DC

The principal reliever airport for both Dulles and Washington National, Manassas is the largest regional airport in Virginia. Located 30 miles outside of DC – and with direct access to I-66 and I-95 – the airport doesn't charge landing fees and offers highly competitive fuel pricing. It started clearing international flights from December 2009 and has plans to extend its 3,700ft and 5,700ft runways in 2010. The airport is home to two FBOs, offering high-quality conference rooms and restaurants. The west apron south of the tower and the entrance to Dulles Aviation were both recently milled and paved. It is expected that the airport will receive federal money to complete its east apron ramp project in early 2010.

LEESBURG EXECUTIVE, WASHINGTON DC

The second-busiest reliever airport in Virginia after Manassas, Leesburg is close to DC and has excellent access to Dulles Greenway – a direct route into the city. The airport is planning to purchase 40 acres of land on its southwest side, enabling it to build more hangars, facilitating larger aircraft and increasing passenger numbers. There are also plans to lengthen the runway by 500ft to 6,000ft. Aside from its highly regarded FBO, Landmark Aviation, it has a further "big" FBO interested in establishing a base there. However, "there is just no space for them right now", suggests airport manager Tim Deike. Leesburg's 2004 terminal is still regarded as one of the finest in the region. This newly appointed international airport is currently completing its instrument landing system installation. "Over the next five years you will see us growing steadily," Deike adds.

FLYING CLOUD, MINNEAPOLIS

One of the busiest airports in the reliever system, Flying Cloud is located 11 miles southwest of Minneapolis's central business district. In November 2009 this domestic airport lengthened its longest runway from 3,909ft to 5,000ft, meaning it can now accommodate fully loaded business jets that previously had been unable to land. Its middle parallel runway has also been expanded from 3,600ft to 3,900ft. Meanwhile, a building area has been developed in the south section of the airport to accommodate additional aircraft hangars, and the airport recently built a new security system enabling Flying Cloud to close its gates (those wishing to enter the airport now require an entry code). The facility possesses six legacy FBOs, all of which compete to provide the greatest luxury.



CHICAGO EXECUTIVE, CHICAGO

Chicago Executive never rests. Continually investing for the future, it is currently constructing a parallel taxiway, due to be completed in early 2010. After that the airport plans to install EMAS at both ends of its three runways – the longest of which is 5,000ft – to gain additional length. Replacement hangars will also be constructed. By 2011 its two first-class FBOs, Atlantic and Signature, will be joined by two new operators, and one of the sites is currently being prepared for development. "In the current climate, bids and construction are cheap," explains airport manager Dennis Rouleau. "We have gained some tenants from other airports because our FBOs have been aggressive." This has meant coaxing through lower fuel prices and lower rent. This international airport has an award-winning snow team that keeps it open when others close. Located in the affluent North Shore area, it is adjacent to plenty of fine dining. "In the future, I hope we will remain a prime location for business aviation," states Rouleau. Operations for 2009 are projected at 90,000. 



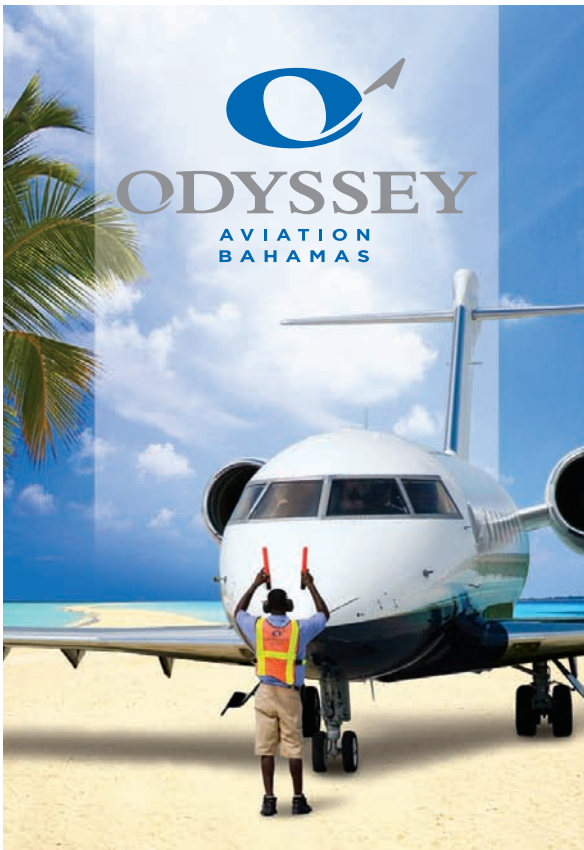
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Landmark Aviation invested millions in making some of its 41 locations even more welcoming for passengers over the past year, and promises more for 2010

Words | **Matt Hansen, Landmark Aviation**

Although the majority of Landmark Aviation's locations are centered on the east coast of the USA, the network has many mid-continent stops such as Dallas Love Field, San Antonio International, and Joe Foss Field in Sioux Falls, South Dakota. It also has three locations in Canada (Toronto, Calgary, and Vancouver), and a growing presence in the western half of the USA, with locations in Los Angeles and San Diego, as well as Laughlin/Bullhead City and Scottsdale in Arizona. Internationally, the company has locations in western Europe in Paris and Nice, France, and in Dublin, Ireland.

The extensive range of services provided at Landmark fixed base operations (FBOs) include fueling, full-service concierge, international and domestic ground handling, customs and agriculture clearance, charter, and maintenance.

Renovation and expansion

Over the past year, Landmark Aviation has invested over US\$7 million in facility improvements, most notably at its White Plains (New York), Washington-Dulles (Virginia), and Laughlin/Bullhead City locations.

The renovated facilities are part of the company's commitment to improving service and raising the overall level of customer comfort, complete with private pilot lounges, passenger lobbies, executive conference rooms, flight planning, and access to weather reports. CEO Dan Bucaro remains committed to improving the customer experience, stating, "We will continue to invest capital in projects throughout 2010."

In addition to the renovations, Landmark Aviation has opened a new FBO in Asheville, North Carolina, and acquired Jimsair in San Diego, California.

Nestled in the Blue Ridge Mountains of western North Carolina, the new Asheville location provides easy access not only to outdoor adventures such as hiking, biking, and rafting,



but also to golf, shopping, and cultural attractions such as the Biltmore Estate.

The new facility includes all the amenities customers have grown to expect throughout the Landmark Aviation network, including a passenger lobby, private pilot lounge, executive conference room, flight planning room, internet access, and hangar space.

Aircraft repairs and maintenance

Landmark Aviation also offers a complete line of maintenance, repair, and overhaul (MRO) services at many of its locations. The company

Main image: **Landmark Aviation's facility at Washington-Dulles in Virginia, USA**





Above: The passenger lobby at Landmark Aviation's Sioux Falls FBO



Landmark Aviation has invested in excess of US\$7million over the past year to improve comfort and facilities at locations including Washington-Dulles (pictured above) and White Plains in New York (pictured below)



provides airframe work that ranges from minor repairs to major alterations, as well as factory-authorized service on various aircraft. Additionally, many of Landmark Aviation's service facilities are FAA-certified repair stations, and have airframe-specific capabilities that relate to the needs of their respective geographic regions. The company services a wide range of aircraft, from single-engine to mid-size turbine aircraft.

Avionics service centers

Landmark Aviation also has strategically located avionics service centers. The company's

extensive inventory of test equipment enables it to repair all types of avionics equipment, from autopilots to navigation and communication equipment, radar, and transponders. The company performs jobs ranging from large installations (such as electronic flight instrument and flight management systems) to the simple addition of popular GPS systems and intercoms.

Charter operation

In conjunction with its FBO and MRO network, the company operates a charter and management division. With over 60 years

of experience, Landmark Aviation's charter operation is designed to provide convenience and safety for customers, getting them to their destinations in the most exclusive and secure way possible. Landmark Aviation's large corporate charter fleet ranges from a King Air 90 to a G IV. Its 24-hour charter operation gives customers the choice of not only what to fly, but when to fly.

Landmark Aviation's focus is, and will always be, providing the highest level of customer service to every customer, every flight, and ensuring a safe operating environment. The company's combination of FBO, MRO, and charter and management offerings is designed to be a single source for general aviation needs.
www.landmarkaviation.com



With the area's natural beauty and seclusion attracting VIPs, it is perhaps unsurprising that Odyssey is expanding its presence in the Bahamas

Words | **Jill Case, Odyssey Aviation Bahamas**



Main image: **Eleuthera's Glass Window bridge**
 Top right: **Snorkeling is very popular in the Bahamas... seaplane optional**
 Right: **The Exuma Cays**



Image courtesy of The Bahamas Ministry Of Tourism



Image courtesy of Paul Harding, Safaris seaplanes



Above: **Odyssey Aviation Bahamas HQ, Nassau, as viewed from the ramp**



Image courtesy of Paul Harding, Safariseaplanes

Fuel speed ahead

In December 2009, Odyssey Aviation began providing handling and Texaco-branded fuel from Chevron Global Aviation in Treasure Cay MYAT and Exuma International MYEF. It is also providing handling on request at Governor's

Harbour MYEM. These satellite operations might operate on a much smaller scale than Odyssey Aviation Nassau and the Odyssey USA partner locations, but Odyssey expects these new locations to be very popular. Steven Kelly, president and

CEO of Odyssey's Bahamian locations, says, "We have been asked for years by multiple customers to extend ourselves and the perfect opportunity just opened right up. These locations had been in dire need of some good representation."

The Bahamas floats in the Atlantic Ocean, just 50 miles off the coast of Florida. It is an ecological oasis featuring 2,000 islands and cays, only 23 of which are inhabited. Nassau, the capital, is a mere half-hour flight from Miami. However, even if convenience for the USA is not an issue, the blend of glamour and seclusion has been attracting beach lovers for decades.

Maintaining this island culture while combining a fierce work ethic, Odyssey Aviation in Nassau has become a leading FBO in the Bahamas. The locally owned company opened its doors as Nassau Jet Center in 1997, and now operates a 24-hour venture, a privately guarded FBO with more than 20 acres of ramp space. With a comprehensive insurance policy for the facility, a hangar, and the latest equipment in mint condition, Odyssey parallels the safety standards of a US FBO.

Dedicated service

Odyssey Aviation Nassau is well known for its service, but what differentiates it is the dedication to each flight. Every arriving aircraft is welcomed by a professional customer service representative (CSR) and a line service technician devoting themselves to the passengers, pilots, and aircraft as if it were their only flight that day. With customs and immigration located inside Odyssey's facility, the CSR accompanies the passengers and pilots through the process, ensuring there are no mistakes or holdups, and remains with them until their plans are confirmed.

As a 24-hour operation, Odyssey professionals offer this service through all hours

of the night. Odyssey also provides customs and immigration on request during the hours of 21:00 and 07:00.

US partners

With such a large amount of the world's general aviation business originating in the USA, it was a natural decision for Odyssey Aviation Nassau to partner with several US FBO locations in 2008 – Asheville in North Carolina; Charleston in South Carolina; Chicago-Midway in Illinois; Cincinnati and Columbus in Ohio; and Lafayette and New Orleans in Louisiana.

Together, the Odyssey partnership offers FBO services including ground support, parking, hangar, fuel, catering, rental cars, pilot lounges, courtesy vehicles, up-to-date flight planning rooms, and wireless internet. Some of these locations also offer extra amenities such as concierge service, showers, Starbucks beverage bars, and luxurious lounge areas for pilots and passengers.

Satellite locations

Most recently, Odyssey Aviation Bahamas took on a local endeavor, expanding its presence into three of the Bahamas' out islands. Odyssey provides handling and Texaco-branded fuel from Chevron Global Aviation at Treasure Cay, Abaco (MYAT), and Exuma International, Great Exuma (MYEF). Odyssey will also provide handling in Governor's Harbour, Eleuthera, upon request only. These new 'satellite' locations will be managed through Odyssey's corporate office in Nassau. Around-the-clock customs and

immigration will continue to be available only at Odyssey Aviation Nassau.

Odyssey chose these locations because of the growing interest in them from world travelers and the demand for good representation at these airports. Over the years, Odyssey has been consistently rated by the general aviation industry as one of the top FBOs in the Caribbean, bringing reliability, consistency, and quality of service.

Charity work

The company is also proud of its charity and community work. Every year, Odyssey forms a team of riders made up of employees, family, and friends to participate in a 100-mile charity cycling event on Eleuthera. The Ride for Hope raises money for The Bahamas Cancer Caring Center and Cancer Research. Since the event's inception in 2006, Odyssey has raised and donated over US\$200,000.

Unfortunately the Bahamas also has to deal with natural disasters from time to time – particularly hurricanes. In 2008, the ravages of several hurricanes interrupted the everyday lives of the island dwellers. Along with many efforts to get aid to these victims, Odyssey was among the first to coordinate a private relief effort and get supplies and aid to those in need. Odyssey continued to assist in multiple hurricane relief flights during September and October, aiding the devastated Bahamian island of Inagua as well as the neighboring island of Haiti. The Odyssey team was instrumental in helping to coordinate 14 flights to Inagua throughout September

Other visitors

The easy life in the Exumas isn't just for film stars. Some less well-known fellows can

also be spotted frolicking on the beaches and basking in the shallows – little groups of pigs! Because of their regular

feeding schedule, these little piggies have become firm favorites with locals and visitors alike.



Above: **Hope Town, Abaco**

Odyssey Aviation Nassau

24-hour operation

Passenger services:

- . Passengers are escorted by Odyssey reps through Bahamas customs and immigration in Odyssey's facility
- . Executive passenger lounge
- . Full concierge
- . 24-hour privately guarded entrance
- . Free WiFi
- . Executive work stations with high-speed internet
- . Gourmet catering
- . Limousine service
- . Rental cars
- . Courtesy van
- . Executive conference room
- . Aircraft charter

Pilot services:

- . Newly renovated pilot's lounge
- . Private showers
- . Satellite TV
- . Discounts on local hotels and scuba diving
- . Golf and tennis facilities nearby
- . Flight planning room with WSI weather station
- . Rental cars
- . Courtesy van

Line services:

- . 20-acre private ramp
- . 24-hour surveillance and security for fully illuminated ramp
- . Large-capacity on-site fuel farm with 90,000 gallons of JetA and 25,000 gallons of AvGas
- . NATA Safety 1st trained and certified line service technicians
- . Transient hangar parking available, GV-capable hangar
- . Equipment, hangar and facility in mint condition

2008. It loaded Cessna Grand Caravans with a total of 40,000lb of basic aid for the people and feed for the few surviving domestic and farm animals. Because of Odyssey's swift response time, it was contacted by the US government and immediately became involved in assisting the US Coast Guard's C-130 in coordinating the distribution of government supplies, including large generators, to areas in need.

"We are true professionals in preparing for these hurricanes," says William Holowesko, general manager of Odyssey Aviation Bahamas. "But all the preparation in the world cannot keep our country and our neighbors out of Mother Nature's path. We are there the minute the storm calms and are always proud to be among the first to help."

www.odysseyfsp.com



Above: **Bone fishing in Governor's Harbour**

Image courtesy of Bahamas Ministry Of Tourism

Continental lift



A look at the key airports contributing to Europe's strong business aviation industry, and what is being done to facilitate further growth

Words | **Helen Norman**





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The business aviation sector annually contributes nearly €20 billion (US\$29 billion) to the European economy, generating €5.7 billion (US\$8.3 billion) in salaries and wages. In recent years, business aviation has been growing faster than the overall air-traffic market in Europe.

"Since 2001 we have seen great growth in this industry and we now have about 3,500 business aircraft in Europe," comments president and chief executive officer at the European Business Aviation Association (EBAA), Brian Humphries. "Throughout the 1990s the number of business aircraft in Europe was around 2,000 and at that point we didn't really see any growth opportunities, but at the beginning of this decade the sector was growing at about 10% per year, and we now represent 7% of instrument flight rules traffic, but only less than 1% of the emissions. This is a great achievement."

"Obviously like many other industries we have seen a downturn because of the tough economic conditions. We are now looking at the figures for 2009 and it will almost certainly come out 15% down on last year. However, this needs to be put into perspective. Between 2001 and 2007 we experienced a lot of growth, so although this is a setback, it is not as bad as some sectors have experienced."

The EBAA is a not-for-profit organization located in Brussels. Since 1977, the association has represented the interests of its 370 members to the European institutions and promoted best practices within the business aviation sector. The EBAA also runs a trade show in partnership with the US National Business Aviation Association (NBAA), a dedicated business aviation event held in Geneva, Switzerland, each year, attracting over 11,000 international visitors.

"It is bad passenger experience that makes business aviation increasingly attractive," says Humphries. "I believe that when the economy recovers we will resume growth. We are not expecting a dramatic upturn but we are expecting to start growing again in 2012."

"Looking to the future, there is no doubt that the business aviation sector will grow again because of the nature of the service it provides. Business passengers want to be able to get from A to B as quickly and hassle-free as possible, and the commercial airlines are struggling to provide this service."

Germany

According to a study conducted by EBAA and Pricewaterhouse Coopers, Germany is home to the largest fleet of business aviation aircraft in Europe, with almost 400 aircraft registered, representing almost 17% of the active business aviation active fleet in Europe. In terms of business aviation aircraft movements, nine German airports appeared in the same study's list of the 50 busiest European airports in 2007.

"A noteworthy business aviation airport in Germany is Frankfurt-Engelsbach," says Humphries. Engelsbach is a good destination for passengers who want to access the German banking capital of Frankfurt, as well as the economically important Rhine-Main region. The airport was intended to serve only non-business general aviation traffic when, in 2004, the airport extended its runway, leading to an increase in business aviation. In 2007, business aviation aircraft movements amounted to 5,500 per year. The airfield is home to many enterprises, such as a police helicopter base, maintenance companies, flight schools and



Top: ExecuJet's FBO at Zurich, Switzerland

Above: Inside Signature Flight Support's FBO at Munich Airport, Germany

charter companies for aircraft and helicopters, suppliers, and hospitality businesses. With its new majority shareholder, NetJets, Engelsbach is well prepared for the future, with plans for further investment in safety, security, noise mitigation and improvements in service areas.

In Bavaria, Munich Airport is approaching full capacity, and as a result, it is expected that Allgäu airport and Oberpfaffenhofen airport will take the increasing business aviation traffic. Oberpfaffenhofen airport is a business aviation



Above: ExecuJet's FBO at Berlin-Schönefeld Airport, Germany



Left: **Brian Humphries**, president and chief executive officer of the EBAA

focused airport and a hub for the maintenance of business aviation aircraft. It has submitted a master plan that envisages an increase in its aircraft movement capacity, a new hangar and a VIP terminal. At Allgäu, business aviation already accounts for around 50% of all traffic.

The UK

The UK has the second largest market in terms of the number of registered business aviation aircraft, with 385 aircraft registered. A total of 11 UK airports appeared in the list of the 50 busiest European airports in 2007, as measured by business aviation departures. Furthermore, the UK has the highest number of manufacturer-affiliated maintenance, repair and overhaul (MRO) bases in Europe.

"Farnborough is a fantastic dedicated business aviation airport," says Humphries. "Some of the major airports in the UK also have great business facilities. For example, Signature Flight Support has FBO facilities at London Luton Airport, where around 20% of the traffic is business aviation."

Signature's London Luton FBO is a one-stop, full-service capability, and one of the busiest FBOs outside of the USA, with more than 13,000 air traffic movements annually. Its features include flight planning and computerized weather service, a conference room, a 74,000ft² hangar, customs and immigration services, an airport restaurant, courtesy shuttle service to and from the main terminal, and 24-hour camera surveillance system and security program.

London Biggin Hill, situated 12 miles from central London, is another airport serving UK business aviation. It provides many service centres for business and general aviation, and scores highly with owners and operators who value the location and range of owners' facilities. Maintenance and support services are also available, along with fuel facilities, secure hangarage and aircraft parking.

France

In France the registered fleet of 211 business aviation aircraft represents 9% of the European total. Paris Le Bourget, part of the Aéroports de Paris group, is the main business aviation airport in the country. Le Bourget became a business aviation focused airport in 1994, following the completion of a new runway. Its dedicated business aviation terminal was constructed in 2005. In 2007, Le Bourget facilitated more than 36,000 departures, still under its long-term capacity of over 100,000 movements. Services



Grandfather rights

Grandfather rights, the control that airlines exert over slots, is a central issue affecting the growth of business aviation in Europe. The sharp traffic increases in both business aviation and airline activity in recent years have created serious challenges to accessing a growing number of key airports in Europe. The EBAA considers this one of its main priorities, especially regarding slot allocation.

"One of the main issues we are currently discussing with the European Commission is

the fact that business aviation doesn't have grandfather rights," says Humphries. "We are in talks with the Commission to see how this can be resolved in the long term.

"It clearly can't be right that at London Luton, for example, where 22% of the traffic is business aviation, if a scheduled airline, such as easyJet, wanted to increase traffic then they would automatically have the right to take our slots. We believe that this rule should be changed,

especially when considering how much some airports have invested in high-quality FBO facilities."

The EBAA continues to work with member states and the various European bodies to ensure that access rules put business aviation at the same level as airlines. It campaigns for fair and equitable access for business aviation at regional airports across Europe, where continued access is threatened by the growth of the low-cost carriers.



Above: **Farnborough Airport in the UK**

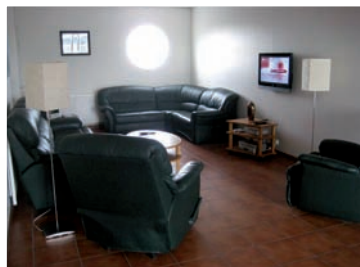
offered at the airport include maintenance, chartering, catering and accommodation. There is also a VIP lounge, a business center and an expo center.

The airport is currently undertaking a 20-year investment program, which began in 2002 and includes investment in runway extensions, the improvement of existing taxiways, and also on real estate.

Spain

In Spain, Madrid Torrejón has been the main facility for business aviation traffic since 1998. However, the airport was originally designed for military use and has not turned out to be an appropriate base for business aviation because of its short opening hours, lack of parking space and conflicting demands with the military over landing and take-off slots. To resolve these problems, the Spanish authorities made a decision to relocate all business aviation traffic from Torrejón to the Getafe Air Base.

Aeropuertos de Madrid is currently constructing two new airports in the region, scheduled to open in the period 2011-2015, as a long-term solution to the lack of business aviation capacity. One of the airports, located southwest of Madrid, will primarily focus on servicing business aviation traffic and have a business aviation dedicated logistics and maintenance center. Business aviation is expected to account for almost a quarter of movements at the new airport and the 2011 traffic estimates are 20,000 business aviation movements per year. ✈



New location

Southair Iceland Avitat (FBO) has changed its location at Keflavik International Airport.

Previously Southair was in Building 9 on the west apron but on the 19 May 2008, the company moved into Building 787 on the east apron.

Southair is the only Ground Handler situated on the east apron.

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The new location is more suitable for our operation.

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Supporting act

Although it is a relatively new company, Airline Support Executive's attention to detail is winning repeat business

Words | **Colin Abbott, Airline Support Executive**



Main image: ASE operates an FBO service at Copenhagen Kastrup and Stockholm Arlanda airports, handling aircraft from small Citations to large airliner-converted jets



Above and below: **Lounges at both airports offer facilities to keep clients refreshed, entertained, and connected**




Transport links

In cooperation with Audi, Airline Support Executive has a fleet of A6 limos in pristine condition. These vehicles are low-emission diesel models with an excellent

CO₂ footprint. For larger groups of passengers and crew, it also has use of a Mercedes luxury crew bus. For major events such as the IOC meeting and Olympic

Congress or the United Nations Climate Conference, the company brings in more vehicles on an ad hoc basis to ensure the same high level of service.

 Airline Support Executive (ASE Handling) is a family-owned company based at Copenhagen Kastrup and Stockholm Arlanda airports in Scandinavia. Its dedicated FBOs are used by more than 1,000 VIP and executive flights each year, and the company handles all types of VIP aircraft, from small Citations to large airliner-converted jets, such as A340s and B747s.

ASE started out as an airline supervision company, primarily for commercial airlines, and was involved in supervising some executive aviation traffic. Recognizing the importance of providing a dedicated service for executive passengers at these major airports, the company saw a gap in the market and seized the opportunity to form Airline Support Executive.

Since its inception ASE has made vast improvements in the standard of GA handling at Copenhagen Kastrup and Stockholm Arlanda airports, with the establishment of dedicated FBOs including executive passenger and crew lounges, kitchen and toilet facilities, and state-of-the-art operations centers.

Dedicated service

The key is 'dedicated service', with one staff member allocated to a flight where possible. This person is then present throughout and the crews and passengers will often see the same person on arrival and departure, building rapport – the direct reason for much repeat business.

The company draws on a pool of experienced staff from a mixture of airline and handling backgrounds, some experienced veterans with track records spanning more than 20 years, some new staff with a burning enthusiasm for aviation. Their dedication is reflected in many letters of commendation and certificates of excellence received from customers.

ASE is a multilingual company, with staff speaking a variety of languages, but everyone is fluent in English. In addition, the company provides VIP airside transport, catering, and fast-track facilities through customs, immigration, and security. Hangar space up to A340 size can be provided per hour, day, week, or month.

Lounges and facilities

Lounges offer crews relaxed conditions complete with complimentary PC access, coffee/tea and other drinks, wireless internet, power points, newspapers, TV, and DVDs. A private toilet and storage area is also available. At both locations great attention is paid to VIP catering. Airport catering services are not used, and instead the company employs a top chef at each location.

One of the reasons the company has made such an effort to provide two dedicated FBOs in Copenhagen Kastrup and Stockholm Arlanda is the attractive nature the airports offer for technical fuel stops. Both airports are well located on the great circle route between the USA and Asia, and





Left: ASE prides itself on its dedicated service, where one staff member is allocated to each flight where possible



both have quiet airspace, unlimited slots, and economic advantages that include up to 40% off all airport fees, free parking, and special rates for fuel, airport charges, and handling, including a one-invoice service that greatly simplifies the payment process.

Clients

The future of the industry seems much brighter now, with more corporations and private individuals taking advantage of the ease with which executive flights can be obtained, together with the immense benefits associated with such flights. An area that has remained particularly strong throughout the recent economic downturn is the music and entertainment business. Scandinavia attracts many of the top bands, and during the summer it is not unusual to have two to three such groups arriving each week.

The company has also seen a steady increase in business aviation into northern Europe. Scandinavia is fast becoming a major player in European economics, politics, and industry. In 2009, two of the world's foremost international events choose Denmark for their stage – the International Olympic Committee (IOC) met in Copenhagen Kastrup in October to take the decision to award Brazil the 2016 Olympic Games, and Copenhagen has also been chosen for the UN Climate Conference (December

Below: ASE employs its own chef at each airport to provide a first-class service



6-18, 2009), with around 140 heads of state participating.

Cooperation with the authorities

As part of its commitment to service quality, ASE has taken care to develop great cooperation with the airport authorities at both airports. Regular meetings with the airport authorities result in constant improvements – including priority security lanes for passenger screening, better signage to help GA traffic, improved aircraft parking facilities, and better coordination with the ramp towers. The outcome is smoother handling and a better customer experience. <

www.airlinesupport.dk

Back to the drawing board



Several of the UK's business aviation airports could benefit from expanding now to accommodate future demand, but the country's planning processes remain a major obstacle to development

Words | **Guy Lachlan, British Business & General Aviation Association**

Main image and right: In November 2009, local councillors opposed Farnborough Airport's plans to increase the number of flights it handles

Given how useful business aviation is for international trade, enabling cost-effective point-to-point travel for people to meet in person and conclude business deals, it is encouraging to note that a number of business aviation airports in the UK and elsewhere are seeking to expand their capacities even in the current economic climate, with an eye on investing time and effort now so that they are better able to accommodate growth as and when it returns.

This need for development is especially pronounced for business aviation, which is caught between the rock of Level 3 Coordination, which displaces them to regional airports, and the hard place of small airfield closures, which displaces lighter general aviation traffic to the same regional airports. The resulting scramble for capacity at regional airports creates a need for those facilities to invest and develop, but sadly the planning process in England and Wales remains a significant obstacle to this important element of national development.



Red tape

Despite numerous official reports and recommendations to streamline the system, the process remains overly complex and bureaucratic, and frequently places the responsibility for complex decisions in the wrong place. Planning decisions are capable of delivering positive economic outcomes by providing greater certainty for investors about the likely shape of future development, but while the system remains substandard, the nation's business aviation airports are finding it hard to plan the most important aspects of their future.

The UK's 2007/8 *Planning Bill* aimed to address the shortcomings evidenced by the *Barker Report* by introducing a new system for approving major infrastructure of national importance such as airports, and replacing current regimes under several pieces of legislation. The objective is to streamline these decisions and avoid the current scenario of inappropriate decision locales and costly and long public inquiries.

The key points of the bill are that decisions would be taken by a new Infrastructure Planning Commission (IPC), and based on new National Policy Statements. The hearing and decision-making process by the IPC would be timetabled,



Above and right: **London Oxford Airport**, just one of the general/business aviation airports serving the UK's busy capital, has invested heavily in development over recent years



and the Secretary of State would no longer have the final say on major infrastructure decisions. Planning appeals for minor developments would be heard by a panel of local councillors rather than by a planning inspector.

The exact process for aviation-related planning will be revealed in late 2010 when the government goes out to consultation with the new strategy. However, even if you disregard the fact that this date is after a general election and therefore subject to change, it is unlikely to significantly improve the prospects for regional airports by virtue of the fact that most will not qualify as major infrastructure. So the decision process for a new runway at Gatwick would be streamlined, but raising the movement limit at Farnborough is likely to remain mired in local politics and be as cumbersome as ever.

Local politics

The reason that the current system is so flawed is relatively simple – even though the white papers that represent government policy call for making the best use of existing infrastructure and runways, locally elected politicians are invited to make a decision that pits their electorate (who bear the brunt of any negative impact from the proposed development), against the wider regional population (which benefits from the increased economic activity). Placing this blatant conflict of interests in the hands of local politicians keen to be re-elected is at the heart of why so many decisions are protracted, and in the end, substandard. It is also why so many of the decisions end up on the Secretary of State's desk for final arbitration and decision.



Above and below: **London's Biggin Hill Airport**, which is developing additional hangar space

What the UK needs is a coherent infrastructure plan that looks at all elements of its aviation and related infrastructure needs, now and in the future, and treats many more of its airfields as critical infrastructure. Part of this plan should consider the efficiency of airspace utilization, so that air and ground capacity could be considered as a single issue. Today, airspace considerations are almost an afterthought. All decisions regarding airport development,

probably including residential developments around airports, should be removed as far as possible from purely local decision makers, which would enable a broader perspective to be taken and bypasses the electorate/region conflict of interest issue.

Such a plan would also enable a clearer relationship to be made between development priorities and national commitment to CO₂ reduction, which is also something of a moot point at present.

Of course, all this is not going to happen tomorrow, but we live in hope that eventually politicians of all parties will realize that a broader view of airport planning is essential if we are going to be able to develop airfields at the rate needed to continue to attract international business. The problem is well on the way to being fixed for large airports, but smaller business aviation airfields must not be forgotten. Business aviation is very mobile, and it would be a travesty if we started to lose our historical aeronautical advantage to other European states, purely for the sake of a proper planning process. 



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Time matters

The idea of catching a time-saving flight to reach meetings and return home in good time becomes much less appealing if you have to spend hours getting in and out of large airports. When time is of the essence, why not consider a smaller option, such as Denmark's Roskilde Airport near Copenhagen?

Words | **Lars Lip, Roskilde Airport**

Photos | **Arne V. Petersen**



Right: Roskilde Airport's luxurious VIP lounge



CAM Aviation (pictured right) and **DAO Aviation** (pictured far right) are the two largest aircraft maintenance companies operating at Roskilde Airport



Facilities and equipment

There is more to the airport than tower, terminal, apron and administration. As well as six flight academies, Roskilde accommodates 32 aviation companies and maintenance workshops, with approximately 300 employees. This means flight operators can rely on a competent maintenance service and the availability of technical solutions to repair most types of aircraft. The two largest maintenance

facilities are DAO Aviation and CAM Aviation, both of which have highly skilled technicians certified to repair the most common types of business jets and GA turboprops. Whether it is a matter of encountering unforeseen maintenance jobs, or the need for interior/exterior cleaning, the airport will support and coordinate the repair, and prepare the aircraft for flight. Recently, a Bombardier Challenger

604 had an unplanned engine change upon arrival at Roskilde Airport. The work was arranged through the airport's FBO office, Roskilde Executive Handling. According to FBO supervisor Anders Halvgaard, the customer was very satisfied with the service received. This again proves the importance of a close relationship between an airport and its maintenance providers.

The management at the small, international Roskilde Airport, which is located only 35 minutes by road from Copenhagen, attributes its success to its flexible, cooperative, and efficient staff, and a rapid check-in procedure. As such, it is an obvious choice for stress-free travel when visiting the Danish capital, or indeed anywhere else in eastern Denmark and southern Sweden.

Roskilde Airport is owned and operated by Copenhagen Airports, and is open 24 hours a day, seven days a week, as is its ATC tower. It handled a total of 87,225 flight operations in 2008. According to the airfield director, Lars Lip, Roskilde can accommodate a wide range of aircraft, from small single-engine aircraft such as Pipers and Cessnas, to larger jets such as the B737-800. The airport is open for business to both premium and low-cost customers. "Our main objective is to focus on the needs of our customers and adjust accordingly," notes Lip.

The airport has its own fire and rescue service, with 23 professionally trained firefighters. Cat 5 fire and rescue cover is provided on weekdays from 07:00 to 22:00 local time, and at all other times with one hour's notice. The fire and rescue service can, upon request, be upgraded to Cat 7. No airport slots are required.

Executive handling

The objective at Roskilde Airport is simple: to provide a professional and personal service to





every customer, with fast terminal access, based on the understanding that customers' time is very important.

This approach is welcomed by passengers. As he strolled from the Cessna Citation CJ2, frequent flyer Jesper Nielsen, CEO of Kasi Group, commented, "I fly from Roskilde Airport. My residence is near the airport, so its location and the lack of traffic on the road is an advantage for me. The service and ground handling of the FBO are ideal, and check-in is among the fastest in Europe." He noted that the convenience of having the parking lot so close to the airfield was a real bonus.

Welcoming atmosphere

FBO manager Alice Eg adds, "In the future we will continue to improve our flexible and personal ground handling service. It is not only our comfortable VIP lounge, but also the homelike FBO crew lounge that have received many compliments. We strongly believe in the importance of having our guests feel welcome and at home while at the airport. This applies at all times, regardless of whether it is our passengers or crew who have time to spend on the ground in connection with a flight. We were the first FBO in Denmark, and we will continue to focus on maintaining our reputation."

www.rke.dk; www.hawkerbeechcraft.dk; www.dao.dk



Above: **Roskilde Airport prides itself on professional and personal customer service**

Left: **The crew lounge at Roskilde Airport**



Czech mate



Above: **Aviation Service's** offerings include refueling, lavatory servicing, towing aircraft up to 60,000kg, cleaning, de-icing, and air start
Right: **Prague Ruzyně International Airport**

Prague's central location makes it the perfect stopover in Europe. Often considered eastern Europe, many are surprised to learn that Prague is actually situated further west than Vienna in Austria or Warsaw in Poland. Aviation Service Executive Aircraft Handling can look after you while you are there

Words | **Radek Novotny, Aviation Service Executive Aircraft Handling**

As we are all well aware, the economic downturn over the course of the last year has hit the aviation industry hard around the world. Aviation Service Executive Aircraft Handling, a full-service, ultra-premium FBO located in the general aviation terminal of Prague Ruzyně International Airport, has taken this opportunity to grow its facility and services offerings, thus positioning itself to take full advantage of the economic recovery in the near future. Business aviation traffic into the airport is also forecasted to grow by 10% or more over the next five years.

Aviation Service's first enhancement was to construct a second hangar (1,840m²) to complement its existing 1,200m² hangar. Both hangars are climate controlled and allow the customer the option of inside parking and aircraft protection during the harsh winter months.

Services

In conjunction with the construction of the new hangar, Aviation Service has added ramp parking space, increasing its total ramp area to 7,200m². This growth allows the company to expand its full



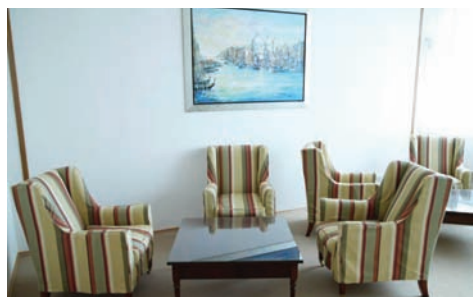


Above: Aviation Service now has two climate-controlled hangars

Right: Plans for 2010 include the full roll-out of new security and x-ray equipment

Below: The new 1,840m² hangar

Bottom: The dedicated VIP lounge area



line of services, which includes aircraft refueling, lavatory servicing, towing capability for aircraft up to 60,000kg, aircraft cleaning, de-icing, and air start capability, among many others.

The second area of growth for Aviation Service is the completion of its dedicated passenger lounge. In fact, there are dedicated, separate lounge areas for both regular

Pilot light

Aviation Service believes that pilots should be afforded their own level of comfort and privacy. Therefore, it has have constructed an ornate and dedicated pilot lounge, which allows pilots to relax independent of their passengers in a separate area of the facility. Pilots have access to the same set of amenities – satellite television, refreshments, newspapers and aviation-related publications, and secure WiFi. In addition to these amenities, the company can accommodate unique pilot requirements such as flight planning services, catering, on-site avionics and aircraft repair, and can organize private transfer to anywhere in Prague in its company-owned vehicles.



For those long layovers, there is a dedicated sleeping area for pilots where they can recharge themselves by relaxing in 'Stressless' armchairs or the company can organize reservations

at many of the business hotels in Prague, utilizing its extremely competitive negotiated crew rates. At Aviation Service, pilot comfort and productivity are of the utmost importance.



passengers and VIPs. The VIP area is designed to give executives the security and confidentiality required to conduct high-level business.

Complimentary amenities

Both lounges offer complimentary amenities including satellite television on large flat-screen monitors; a bar area providing coffee, tea, and other refreshments; daily newspapers and business publications; and secure WiFi services. All passengers can relax and put up their feet in large, luxurious, and very comfortable leather armchair recliners.

Aviation Service also has plenty more enhancements scheduled for 2010. The company already has state-of-the-art security and x-ray screening hardware in place, along with the potential for passport control. The company anticipates that this offering will be fully functional in 2010, thus streamlining the pilot and passenger experience. The company is also in the process of constructing its own dedicated fuel farm, to enable it to provide the most economical and seamless refueling experience possible for customers. <

www.aviationservice.com



FBO IN PRAGUE

There is only one FBO in Prague / LKPR and it is Aviation Service Executive Aircraft Handling, which is a high-end FBO and aircraft handling organization strategically located on Prague-Ruzyne International Airport. Aviation Service Executive Aircraft Handling was founded in 2003 and has continued to grow exponentially over the course of the last 6 years. Furthermore, the business aviation traffic in Prague is forecasted to grow at 10% over the course of the next 5 years. Aviation Service is in a unique position as a privately owned organization located on an international airport and is poised to take advantage of this growth. In fact, Aviation Service is ranked among the top 40 European FBO's in the Aviation International News operator's survey.



Aviation Service offers extremely flexible and superior ground support exclusively for executive business and private flights. Aviation Service owns its private facility onsite at the airport, located in the GAT (Terminal 3) devoted specifically for general aviation and private aircraft traffic. It consists of a newly refurbished and modernized multi-functional building with two large hangars, crew and passenger facilities, offices and conference rooms, complete with private apron and dedicated parking area for all our client's aircraft. Aircraft can be parked on the tarmac or hangared in our climate controlled environment.

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- car rental arrangements
- two heated hangars of 1200 and 1840 square meters, respectively and secured private ramp, all with security controlled access
- complex services of aircraft cleaning, de-icing, air starter, maintenance, etc. in cooperation with our third party partners at the airport
- modern and exquisite VIP reception and waiting area with free soft drinks and Wi-Fi Internet connection, dedicated pilot flight planning room and rest area
- executive conference room rental

Aviation Service Executive Aircraft Handling is the right choice as a ground handling service provider for your aircraft during your next short or long term stay in Prague.

Aviation Service Executive Aircraft Handling staff is at your full disposal. Just make short notice about your arrival and Aviation Service will arrange the rest. You can reach us at the below contact details:

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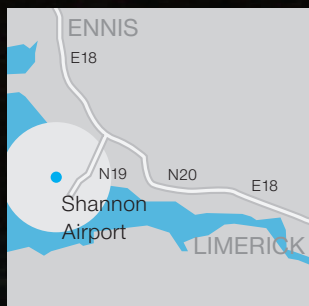
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In the clear

US pre-clearance has historic Shannon Airport punching above its weight

Words | **Shannon Airport**



Main image: **Shannon Airport, Ireland**

Left: **The airport began offering US pre-clearance on August 5, 2009**



It may not be one of the biggest international airports in terms of size, but Shannon Airport continues to punch way above its weight, as evidenced by its latest offering – US pre-clearance. Caught against the ropes – like all other airports – battling one of the most challenging aviation environments ever, this proud airport on Ireland's western seaboard has given itself a shot at a bright future after becoming, on August 5, 2009, the first airport outside of the USA, Canada and the Caribbean to land these facilities.

In essence, this service at Shannon enables passengers to pre-clear all formalities for US immigration, customs and agriculture, ensuring arrival in the USA is effortless and seamless.

In the near future, Shannon expects to go one step further and become the first airport in the world to secure US pre-clearance for business aviation. This will give it a distinct edge – and a potentially powerful new revenue stream – over other airports targeting west-bound US business aircraft that require refueling and technical stops.

Avoiding delay

From a commercial airline perspective, the service is already getting a ringing endorsement as Continental, Delta and US Airways are availing of this for their US-bound passengers, who on arrival in the USA are, as a result, treated as domestic passengers and avoid the normal lengthy delays associated with clearing through



Above: **Shannon Airport** boasts a 3,199m-long, 45m-wide asphalt runway, and 30 aircraft stands



Right: **Shannon Airport** offers all the perks of a commercial international terminal – including shops, bureau de change, pubs, restaurants, car parking – as well as executive lounge facilities and meeting rooms

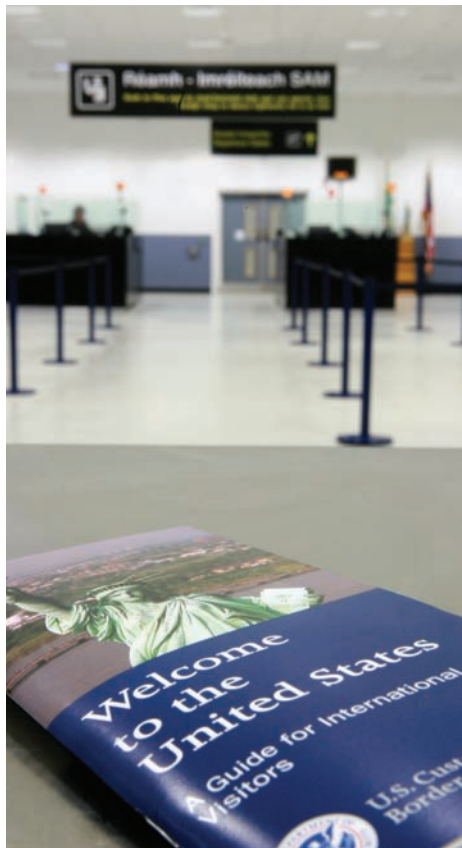
Below: **Passengers benefitting from US pre-clearance at Shannon Airport** are treated as domestic travelers on arrival in the USA

US international terminals. Significantly also for Shannon, it has British Airways back on the runway for the first time since the early 1990s as a result of pre-clearance. The airline giant has specifically selected Shannon for its technical transit stop on the luxurious London City/JFK all-business service so it can take advantage of the service.

“We have already seen the value that Continental, Delta and US Airways passengers are getting from this; the feedback we are receiving is phenomenal,” says Joe Buckley, business development manager at the airport. “British Airways is the same; it is on record as saying it came here because of pre-clearance. Because of the short runway at London City, aircraft could not take off with a full fuel load. They could have landed at Bristol or somewhere else to refuel but chose Shannon. Passengers have a 45-minute turnaround here and then have no delays when the aircraft lands in the USA.”

Business aviation

Buckley also sees enormous opportunity for extending the service to business aviation, which will happen in the near future. The airport has already received a huge number of enquiries from potential new customers. “The possibilities for us from a business perspective will be very





History lessons

Put in the context of the history of this big-thinking, small(er) international airport, gaining US pre-clearance is merely in keeping with the airport's quite remarkable record. In the 1940s it essentially became the first aviation gateway between Europe and the Americas and, on a lighter note, also made Irish coffee famous.

In 1950 it was another birthplace, when the first duty-free shop worldwide was opened by the man who was the inspiration behind so much of the success of the Shannon region, Dr Brendan O'Regan. The airport, again thanks to O'Regan's pioneering, gave rise to the first ever tax-free industrial zone on its doorstep in Shannon town – something again that has been replicated the world over. Today over 7,000 people work in the Shannon



Above: **Dr Brendan O'Regan, behind much of the airport's success**

Free Zone, which boasts the largest cluster of North American companies in Ireland.

Indeed, the region has largely grown on the strength of the prolific seeds sown by O'Regan and a small band of fellow pioneers over the decades. Today it is the home of some of the most luxurious hotels and golf resorts in Europe, including

the regal Dromoland Castle, Adar Manor and the newly developed Doonbeg.

O'Regan, sadly, passed away in 2008 at the grand age of 91, but his can-do spirit lives on in the region and is splendidly manifest in the audacious bid to become the first airport outside of the North Americas, as it were, to get this privilege from the US authorities.



significant. Essentially, any US-bound business aviation from the Middle East, Russia, even as far afield as the Far East, who needs to land in Europe for a tech stop, will want to come here as once they pre-clear they will be able to land at domestic terminals or domestic airports in the USA," says Buckley. "This will create distinct advantages for them, including reducing their costs by landing at airports with lower charges, avoiding congestion and delays at international terminals, the potential for developing and creating new routing opportunities and airline partners, reducing connecting time for passengers for onward travel within the USA, and securing an efficient entry process on arrival."

Buckley hopes the success of pre-clearance will also help the wider community. "The region here has been affected disproportionately by job losses in the downturn and pre-clearance is providing a chink of light in that regard," he says. "If you look at hotels, for instance, they could reap significant benefits also. It will not be an instant build for them but there is certainly potential for this neck of the woods to become a major conferencing crossroads for US and European businesses. On its own, it is going to be hugely beneficial to US multinationals here who have people regularly coming in for meetings."

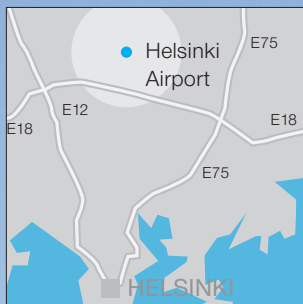
www.shannonairport.com

Finnish line

One of Finland's leaders in VIP treatment is the Business Flight Terminal at Helsinki Airport

Words | **Kirsi Holopainen, Finavia Helsinki Airport**





Main image: **Services include escorting VIPs to and from their aircraft, and helping with baggage**

Helsinki Airport's Business Flight Terminal is small and efficient, and benefits from its global position for crew changes and fueling. The airport is served by local hotels, and Helsinki is only 30 minutes away by limousine. Security is another advantage, as aircraft are stored in a secure area.

The airport is open 24 hours a day, all year round, with full service including immigration and customs, and with professional staff who specialize in VIP flights and service.

The private VIP President Terminal next to the Business Flight Terminal is opened by request. The airport can also provide a meet-and-greet service for VIP customers on request. The VIP coordinator meets and escorts the customer from the aircraft to the people they are due to meet, or to the limousine. Staff can help with baggage, hotel reservations, and the taxi/limo service. It is also possible to have a shower in the VIP terminal on request.

The FBO Terminal and VIP President Terminal are both suitable for meetings, so those traveling specifically for business don't need to go into town in search of a comfortable environment. There are meeting rooms suitable for up to 20 people, which are equipped with projectors for PowerPoint presentations and slide shows. Catering for the meeting rooms is also provided on request. <

www.helsinki-vantaa.fi



Business flight services:

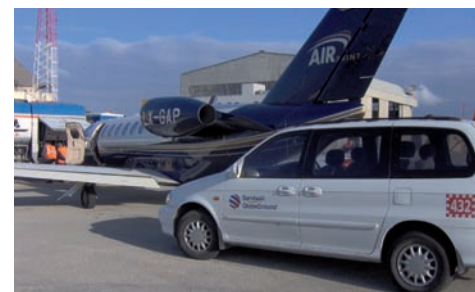
- . Coordination of all services (fuel, cleaning, hangar, briefing, weather reports, catering, electricity)
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- . VHF 121.650
- . VIP terminal
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- . Meet and greet
- . Hotel and taxi reservation
- . Meeting room
- . Showers



A place in the sun

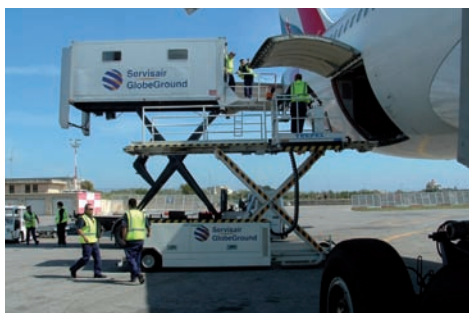
Globe Aviation Malta handles more than 2,500 flights each year into the well-equipped Malta International Airport

Words | **Johan Debattista, Globe Aviation Malta**



Main image: **Malta International Airport**

Above: **One of the services Globe Aviation Malta offers is passenger and crew transfer from the airfield to the hotel**



Above: **Globe Aviation Malta retains a modern and comprehensive fleet of ground support equipment**

Globe Aviation Malta is a fully owned yet independent subsidiary of Globeground Malta, dedicated to general aviation. Globeground, a privately owned ground handling company, is the local representative for global ground services provider Servisair Penauille.

The company handles more than 2,500 commercial flights each year, including general aviation, freighters, and military flights – whether it is a Cessna 152 ferrying to central Africa, a B737 on a state visit, a B777-300 with passengers and freight, or an Antonov 124 carrying humanitarian aid. Globe Aviation Malta's personnel boast both hands-on experience from airlines and technical knowledge of the industry.

Malta International Airport

Globe Aviation Malta operates in an airport with great amenities and facilities – Malta International

Airport. The modern terminal is complemented by cafeterias, restaurants, tax-free shops for non-EU destinations and other retail outlets, and service areas. For the business traveler, the airport has two executive lounges, as well as a separate, exclusive VVIP building for heads of states and diplomats.

Also complementing the terminal is the most important aspect for every operator's peace of mind: ICAO standards. The airfield has two runways – the longer at 3,544m and 60m wide, and a second at 2,377m and 45m wide – aligned nearly at right angles to each other. The airport has nine designated aircraft parking areas. Parks 1, 2, 3, and 4 are used for general aviation aircraft. Park 8 provides parking space for six B737-type aircraft, and is next to Park 9, which is the principal area for scheduled carriers. ✈

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The space race

With Virgin Galactic's inaugural flight so close, is it such a giant leap to point-to-point space travel?

Words | **Saul Wordsworth**

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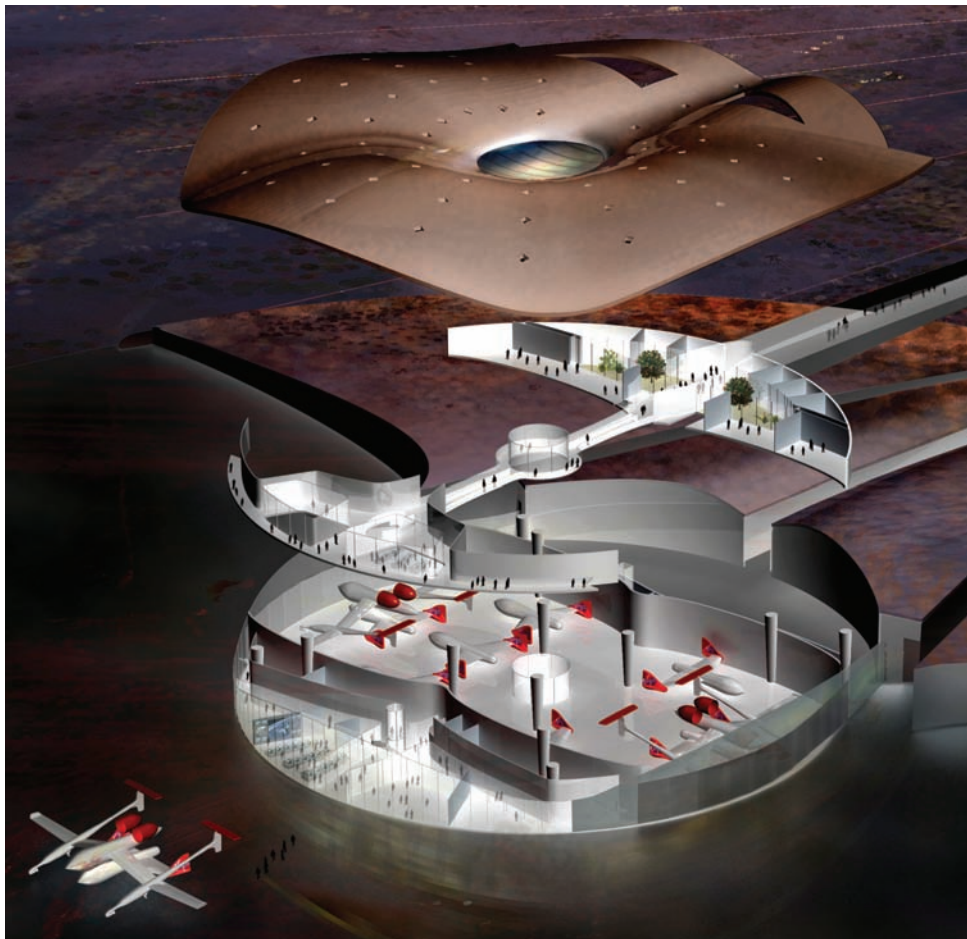
• Truth or Consequences

Spaceport • Alamogordo

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Main image: **The Spaceport America terminal/hangar concept**



Above: **Spaceport America will house hangar, control, and terminal facilities in a single building**

There is a quiet revolution underway in the heart of the New Mexican desert. It is here that Spaceport America (SPA), the world's first purpose-built commercial spaceport, is being constructed. Due to be completed by the summer of 2011, SPA will usher in a new wave of what has been termed 'space tourism'. Up until now, only a tiny handful of non-professional astronauts have paid US\$25 million for the privilege of leaving the atmosphere. From 2011 those willing to part with US\$200,000 will be able to savor a taste of space as provided by Virgin Galactic, anchor tenant at SPA.

With no real reference points, the initial question for the architects was how to build such a facility. "What is a commercial spaceport?" asks Antoinette Nassopoulos, partner at Foster + Partners, principal architect on the project. "It's so different from a government space station, which is functionally driven as opposed to customer driven. At the same time, while it has a commercial focus similar to an airport, it has a very different purpose. SPA will resemble nothing that has ever been constructed before."

Situated in the middle of cattle ranches and desert some 30 miles from the nearest town, SPA is built principally from revenue generated by a special spaceport tax of 0.25% levied on nearby counties. The desire to make the dream of space flight as real and exciting as possible has resulted in a design where hangar, control, and terminal functions come together in a single building, including a double-height hangar

to store five of Virgin Galactic's passenger-carrying SpaceShipTwo rockets, and two of the WhiteKnightTwo mothercraft.

One major variation on an airport terminal is that much of the facility is given over to friends and family of the participants, so they can observe take-offs and landings. The 10,000ft runway – to be extended to 15,000ft – is 1,650ft away from the terminal facility, a distance incorporating an extra degree of safety.

As a commercial facility, SPA places a significant emphasis on the user experience, specifically that of the astronauts (or 'participants' as they are called, to differentiate them from 'passengers'). To heighten the excitement of what awaits, the astronauts enter the building via a deep channel cut into the landscape. "This buried building appears almost hidden, adding a mysterious element to the approach," says Nassopoulos. "Arriving between the earth berms, the astronauts may imagine they are entering a cave, but as they move through they will quickly be at the heart of the facility with direct views of the spaceships below."

The astronauts will each have completed three days of rigorous training and simulation prior to launch, to prepare them both mentally and physically for the 150-minute flight.

Point-to-point

SPA is being constructed with space tourism in mind. Once this begins in earnest, Virgin Galactic plans suborbital space science missions, orbital





Image courtesy of Virgin Galactic

The birth of space tourism

After early forays into space, it was assumed that intensive space exploration would follow. Films such as 2001: A Space Odyssey, released a year before the first moon landing, only whetted the world's appetite, as did Pan Am's waiting list for future flights to the moon. Yet it wasn't until 2004 – when Virgin Galactic signed a contract licensing the technology behind SpaceShipOne and WhiteKnightTwo – that the idea of propelling paying passengers into space took a giant leap forward.

The spacecraft are variations of those that won The X Prize, a competition targeting companies to surpass an altitude of 62 miles (100km) twice within

two weeks. Both craft were designed by Burt Rutan, legendary American aeronautical engineer, and CEO of Scaled Composites. With a wing span of 140ft, WhiteKnightTwo cuts an impressive figure as the jet-powered mothership to SpaceShipTwo. With a twin boom and two Pratt & Whitney jets per hull, the mothership is exceptionally strong and lightweight; almost everything is designed from carbon fiber, even the flight control cables.

SpaceShipTwo is the suborbital spaceplane designed to carry six passengers and two pilots into the thermosphere. The craft will launch from the mothership at 50,000ft and, engaging its single hybrid rocket motor, will reach a

top speed of 2,600mph. It will use a feathered re-entry system whereby the wings of the craft rotate to provide a shuttlecock effect as the craft re-enters the atmosphere. SS2 can also reportedly land safely even if "catastrophic damage" occurs during flight.

"It was Stephen Hawking who first got me thinking about this issue when he explained that mankind had no option but to get to space as quickly as possible," said Sir Richard Branson in 2008. Crucially, Branson's Virgin Galactic brand has styled itself as a 'spaceline'. "It has the architecture that could someday be developed into a passenger carrying vehicle," says Branson, "able to take people from A to B around the planet, outside the atmosphere."

Main image: **SpaceShipTwo**, which will carry six passengers and two pilots

Above: **The mothership WhiteKnightTwo** will jet SpaceShipTwo to 50,000ft, where the two craft separate



Above: **Astronauts** will enter Spaceport America through a dramatic channel in the landscape

Image courtesy of Foster + Partners

IMAGE DESIGN & GALACTIC GIRL BY SKY26

Image courtesy of Virgin Galactic



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launches of small satellites, and further down the line, orbital human spaceflights. So what about Virgin Galactic's birth as a 'spaceline', and the future of point-to-point (P2P) space travel? As with space tourism, there is no doubt the technology exists. According to Steve Landeene, executive director for both SPA and the New Mexico Spaceport Authority, a short-span mission could be as close as three to five years away. "Oklahoma isn't that far from SPA and we have asked them if they would consider developing a P2P route," he says. "That would set the tone for bigger P2P missions. We want to set a stake in the ground. Let's show the world there is nothing mystical about this. It's more than possible – it will become a reality."

The P2P experience

Assuming that P2P space travel is indeed achievable, what would it feel like and how would it differ from ordinary flying? The businessman of the future embarking upon his inaugural P2P space trip would expect to leave the house in standard fashion and drive a car, catch a train, or fly to the nearest spaceport. Although in perhaps 100 years P2P will be available from all major airports, in the early days spaceports are likely to be situated in remote locations, as governments will require operators to meet an 'expected casualty' criteria for the non-participating public – rocket fuels can be very dangerous.

Once he arrives at the spaceport our businessman may be shocked at how unfuturistic

The Earth from space

Words | NASA astronaut John Herrington

It is unlike any past experience, because all the pictures you've seen previously of the Earth are static. Now you are looking out of the window and everything is moving underneath you. Of course you're not just sitting there watching it; you're floating, hanging on to look out of the window.

The first thing I did in space was let go of my book and watch it float in front of me. It was an amazing sight because for your entire life that book would have fallen to the floor. Your senses are bombarded by the whole experience.



Image courtesy of NASA

it feels. One of the principles behind SPA is to devise something "earthbound", thereby creating a contrast with the experience to come. This is partly based on astronaut feedback. "This is about reminding everybody what they are part of and where they come from – Earth – rather than trying to be space-like," says Nassopoulos. The P2P spaceport experience will resemble that of the traditional airport much more than a spaceport dedicated to space tourism. This is because P2P spaceports, like conventional

airports, will still need to throughput passengers as quickly as possible.

What will be different is the requirement for each traveler to bring with them a permit to travel or space certification license. This will prove attendance at an approved space training facility, along with status of health. Medical screening will be essential for P2P travel and passengers will have to be certified fit in advance of the flight. "P2P spacecraft are going to accelerate to far greater speeds than they will for space



Image courtesy of Foster + Partners

"The beauty of WhiteKnightTwo and SpaceShipTwo, is that they can help change the paradigm of our relationship to space"

Sir Richard Branson



Image courtesy of Thierry Boccon/Virgin Galactic

tourism," says John Herrington, a former NASA astronaut who has spent an impressive 330 days in space and has three spacewalks to his name. "The g-force will be tremendous. You'll probably experience five times your own body weight through your chest. That's not going to make you black out, but it is not something you are going to experience on a daily basis. Some people are predisposed to conditions that would make them susceptible in that kind of environment."

As such all P2P space travelers will need the equivalent of a US third-class medical, a current requirement for all pilots flying small aircraft. Any heart, blood pressure, or obesity issues will not necessarily disqualify the traveler, but will certainly require further evaluation.

Once through to airside, our businessman will be issued with a light spacesuit to counter any depressurization – a full orbital mission is likely to require a full flight suit. If he is hungry he will be advised to eat before take-off – the serving of a three-course meal in zero gravity would be something to behold! Boarding the spacecraft will be very similar to boarding an aircraft. When P2P space travel is fully developed, there is a good chance that for speed and convenience there will be no mothership, just one vehicle that can take off and land under its own power.

Once airborne, our businessman will experience weightlessness in a matter of minutes. Whether he is traveling as a means of getting from A to B, to view the Earth from afar, to experience weightlessness, or all three, he has the option to unfasten his seatbelt and float in zero gravity. "This is going to have to be highly regulated," says Herrington. "Exciting though it is, in most instances passengers will have to be tethered to their seats to prevent any dangerous collisions, especially during re-entry." As a result it



Above: **Steve Landeene, executive director of SPA and the New Mexico Spaceport Authority**


is likely that the cabin of the spacecraft will have to be padded out to protect its passengers.

Upon landing, our businessman will pass through his destination spaceport, adjust his watch, and hail a taxi to his first meeting, all the while marvelling at the fact that he just flew from California to London in less than three hours.

One step at a time

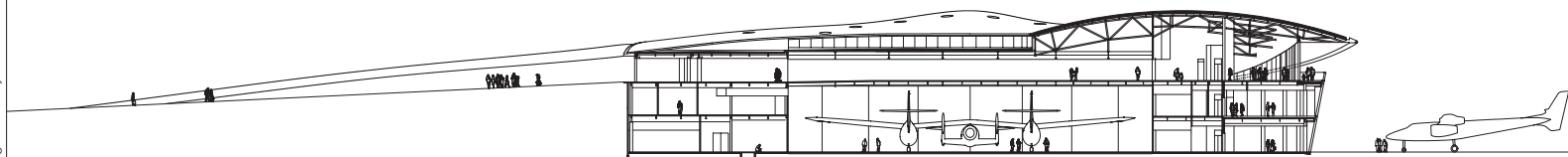
"I equate what's happening in commercial space to what happened in commercial aviation in the 1920s and 1930s," says Herrington. "The people who first flew on aircraft for travel were people of means. It was expensive, but over time costs came down, aircraft got bigger and were able to fly further. Eighty or ninety years is not that long in the grand scheme of things. Who is to say that in the future a two-hour journey from America to China through space will not become the norm?"

"The beauty of WhiteKnightTwo and SpaceShipTwo," says Sir Richard Branson, Virgin Galactic's founder, "is that they can help change the paradigm of our relationship to space, achieving an era where space accessibility becomes a commercial and scientific norm, rather than an exception."

Florida, Oklahoma, and the Mohave Desert are all earmarked as sites for future US spaceports. France, India, Japan, Russia, and China are also active in this regard. Kiruna Airport in Sweden is even planning to use its commercial airport as a spaceport from day one. Yet before we get too excited, perhaps we should heed these final words from Landeene: "First we have to go up and down to develop the maturity of these systems, then we must travel point-to-point with cargo, then with passengers, and finally over longer distances. The world will shrink – but one step at a time." 

"The world will shrink ~ but one step at a time"

Steve Landeene



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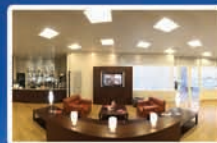


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The frustrated giant

Brazil has the potential to be the next big thing in business and general aviation, but serious investment is needed fast

Words | **Saul Wordsworth**



Brazil is prime hunting ground for business aviation. The country is continental in size with a landmass only marginally less than the USA and it comprises over 5,000 individual counties, many of which are remote. It also has 3,500 airfields, just 130 of which are used by commercial airlines. It's such characteristics that have seen Brazil's corporate fleet increase by 9% to 2,955 aircraft in 2009 alone, with all projections pointing to similar growth again in 2010. Indeed, Brazil is now Dassault's second largest market for its Falcon 7X Jet.





Image courtesy of Marcio Jumpai

Top: **Pablo Penalva, corporate pilot**
 Above: **Francisco Lyra, chairman of ABAG**

Francisco Lyra, chairman of the National Business Aviation Association of Brazil (ABAG), comments: "While much of the world has suffered during the recession, Brazil's economy has remained robust. Unemployment is low, our politics are stable and more people than ever want to buy aircraft. The US dollar is very favorable to the Brazilian exchange rate right now, which has risen by 30% since March 2009. Used aircraft prices are low and it's a great time to purchase American goods."

Hot spots

Not that corporate travel is restricted to the domestic market; a growing influx of foreign charter aircraft, principally from North America and Europe, is flying into the country's burgeoning economy. São Paulo is the largest financial centre in South America; 60 miles away Campinas is Brazil's very own Silicon Valley; Rio De Janeiro is a major tourist destination and the second financial city of Brazil; Belo Horizonte in the southeast is known for its agriculture, automotive manufacturing plants and metallurgy; while in the northeast the likes of Fortaleza, Recife and Salvador have become hot spots for European travelers. "Many tourists are buying houses in Brazil," says Lyra. "Each city is served by its own international airport, the sun shines here all year round, and Brazil is only about six hours flying time from Europe."

Serving this burgeoning market is a business and general aviation airport structure that is currently rather static in its development. There is, for example, a single American-style FBO in the whole country, which is provided by SBSP at

São Paulo's second airport, Congonhas. Beyond SBSP, those describing themselves as FBOs actually offer a hanger and adjoining handling service at best, so no FBO terminal means no fast tracking. At Brazil's international airports all passengers, be they commercial or corporate, are processed in the same way through security and customs. Most short-to-medium range aircraft will often refuel at Manaus Airport in the north of the country and passengers can clear customs there, but the majority will head straight to the large international aerodromes in the south.

"The introduction of general aviation facilities would help a great deal by preventing the usual queues," highlights Lyra. "At domestic airports, if you cannot visit a hangar with a handling agent who can assist you then once again you will be processed with the commercial passenger. Even if you do have an agent, if the airport is following

IKO procedures regarding airline security, you will be required to pass through the main terminal for x-ray and security purposes."

Despite the number of hours clocked up by corporate flyers, the National Civil Aviation Authority of Brazil (ANAC) doesn't recognize their significance, according to Lyra. "We have to adapt to their procedures," he says with more than a hint of disappointment. This lack of infrastructure dedicated to general aviation is an increasing problem. "A person who has been invited by the highest level of our government to come to Brazil to invest in our country is unlikely to receive a very friendly reception upon their arrival [due to the current available facilities]. That will leave a bad first impression."

If a private jet experience isn't created at Brazil's airport there could be repercussions in 2014, when the country hosts the FIFA World





Above and left: **A growing number of foreign charter aircraft are being drawn to Brazil for business and tourism, but the country currently only has one American-style FBO**



Flying to Brazil

"Whether you are a private or charter operator, the first thing you must do is set up an international service provider (ISP) for your trip," says Pablo Penalva, international corporate pilot and regular flier to Brazil. "The biggest ones like Universal and Aviation Services, and Air Routing International, are based in the USA. They coordinate with the agents locally in Brazil and take care of the corresponding overflight permits."

With over 20 years experience of jetting into the country, Penalva has witnessed much confusion over paperwork and thus advocates a double check when chartering into Brazil: "Regardless of what groundwork has been laid, I strongly recommend that one picks up the phone and calls his or her ISP in the US to say: 'I'm satisfied with your arrangements, but please send me a report of contact information. I'd like to touch

base with everyone on the ground before I get down there'," he says. "In other words, the key to successful travel into South America is the coordination of services. If plans aren't double checked close to the trip taking place, one might miss a shift change – perhaps the information on the ISP's database is outdated because details slip through the cracks and as captain or operator you are ultimately responsible to make sure everything goes to plan."

Cup. Most event sponsors will bring their guests by private jet, yet at present there is no special provision to accommodate them. And to show what the country might expect in terms of increased flight traffic, the 2006 FIFA World Cup in Germany attracted 1,500 business jets, including the arrival of 300 aircraft at Berlin Airport for the final. To compound matters, Rio de Janeiro hosts the Olympics in 2016.

Pushing for change

Given the above stats, it is hardly a surprise to learn that ABAG is strongly advocating change in the form of creating executive terminals and creating them fast! These facilities, says Lyra, would handle passenger immigration and customs procedures as well as provide luxury features, but crucially would be served by a number of different handling agent companies: "These would be brand-new structures at existing airports. We are pressuring the federal government to create these executive terminals, but although we have heard from the airport authorities that they understand the concept, no progress is actually being made.

"At the moment regular flyers feel too shy to create a critical mass of political influence and lobby in favour of general aviation," Lyra continues. "For many years, the consensus has been that business aviation is only good for the businessman. Only now people are beginning to understand our point of view – that business aviation is good for the development of Brazil."

If ever there was a time and place to invest, Brazil must be top of the list for many FBOs, handlers, and airport holding companies. ✈

Top of the world

BIRK Flight Services is an FBO based in the heart of Iceland's capital, Reykjavik

Words | **Alma Gunnlaugsdottar, BIRK Flight Services**

 BIRK Flight Services is a business aviation handler situated virtually at the top of the world, in the centre of Reykjavik, Iceland. The company was established in 1965 when air traffic consisted mainly of ferry flights. The scene has, however, undergone drastic changes since then with the upsurge of private jets, and the company has in recent years adjusted its operations to business aviation handling, focusing on good infrastructure, meeting every customer need and ensuring it has highly trained and motivated

people on the ground. In May 2009 the company was the recipient of the BID International Quality Summit Award.

Efficiency

"We believe in keeping things simple and offering only the best," says Hilmar Hilmarsson, director of BIRK Flight Services. "Our highly trained staff are all pilots with excellent language and technical skills and we emphasise being professional, efficient and friendly."

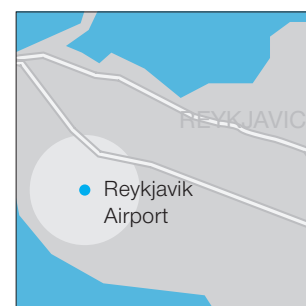




Above: **The VIP lounge at BIRK Flight Services' Reykjavik base**

Left: **Aircraft can be parked directly in front of the FBO**

Far left: **Hangarage space is available for aircraft as large as Boeing Business Jets, Gulfstream or Global Express aircraft**





Above: **BIRK Flight Services places great importance on an efficient service**

Passenger services

- . Free WiFi internet access
- . Free international telephone service (through Skype)
- . Free computer access
- . Access to flight planning software
- . Refreshments
- . Hotel booking
- . Sightseeing tour booking
- . Restaurant booking
- . Rental car booking
- . Taxi services
- . Jet A-1 and 100LL AvGas
- . Aircraft catering
- . Inflight reading material and entertainment

According to Hilmarsson, the location of the FBO is ideal as it is basically in the town centre and only 50m from a four-star hotel that offers special rates for BIRK Flight Services' clients. The company has also negotiated similar rates with the biggest hotels in Reykjavik and is able to get a good discount for both pilots and passengers.

The location at the airport is also excellent as aircraft can be parked right in front of the FBO. "We are perfectly aware of how valuable time is to our customers," says Hilmarsson. "At BIRK Flight Services all the facilities are tailored to minimizing unnecessary waste of time. Turnarounds and tech stops are very quick and efficient, it only takes 20 minutes to get a flight plan, weather and fuel, and customs is on the field. A car rental agency is also situated right in front of the FBO with luxury cars waiting to take our customers to their destinations."

Customer service

BIRK Flight Services caters for clients' every requirement, from the time the aircraft lands and is marshalled in until departure. This includes flight planning and weather information, water and toilet service, cleaning and first-class catering, hangarage and de-icing if needed before departure. The 6,000m² of hangar space is heated, and can accommodate large aircraft such as Boeing Business Jets, Gulfstream or Global Express aircraft.

The FBO also features a VIP lounge and other VIP facilities – along with crew rest rooms complete with computer and WiFi access, as well as refreshments.

BIRK Flight Services also has a good reputation among the small aircraft operators. They get assistance with their flight route and filing their flight plans. The Tow Tug handles all types of aircraft and saves valuable time and resources with its maneuverability. Both 28V and 115V ground power units cover all power needs. De-icing trucks are on standby at all times, ready to de-ice any aircraft when needed.

Expansion plans

The management team of BIRK Flight Services is very ambitious and constantly on the look-out for ways of further improving the standard of services it offers.

"We have been thinking of expanding into Europe and starting new FBOs elsewhere, both in eastern and western Europe," says Hilmarsson. "Weather conditions may vary, but our customers have basically the same needs all over the world when it comes to FBO services. We have acquired a great deal of expertise in this field here in Iceland, where we have often had to deal with extreme weather conditions, and we are confident that this experience will be of use in our future plans." ↗

www.birk.is

Below: **BIRK Flight Services has 6,000m² of hangar space at Reykjavik Airport**





BIRK FLIGHT SERVICES

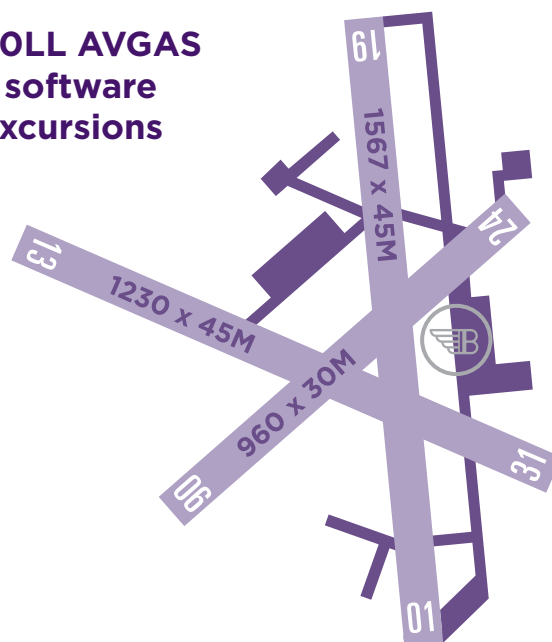
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Coming in from the cold

After a challenging year, Icejet is starting to see green shoots for both its charter business and its FBO at Iceland's Reykjavik Airport

Words | **Alison Chambers**
Pictures | **Mike Vines, Icejet**

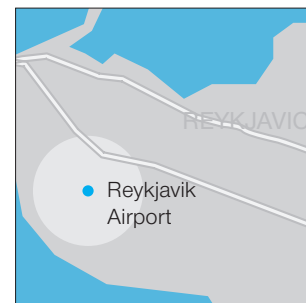




Main image: **ICEFBO's facility at Reykjavik Airport in Iceland**

Below: **The airport has a cross runway of 1,570m and 1,230m**

Below left: **ICEFBO handles Icejet's Dornier 328s, along with a variety of other private aircraft**

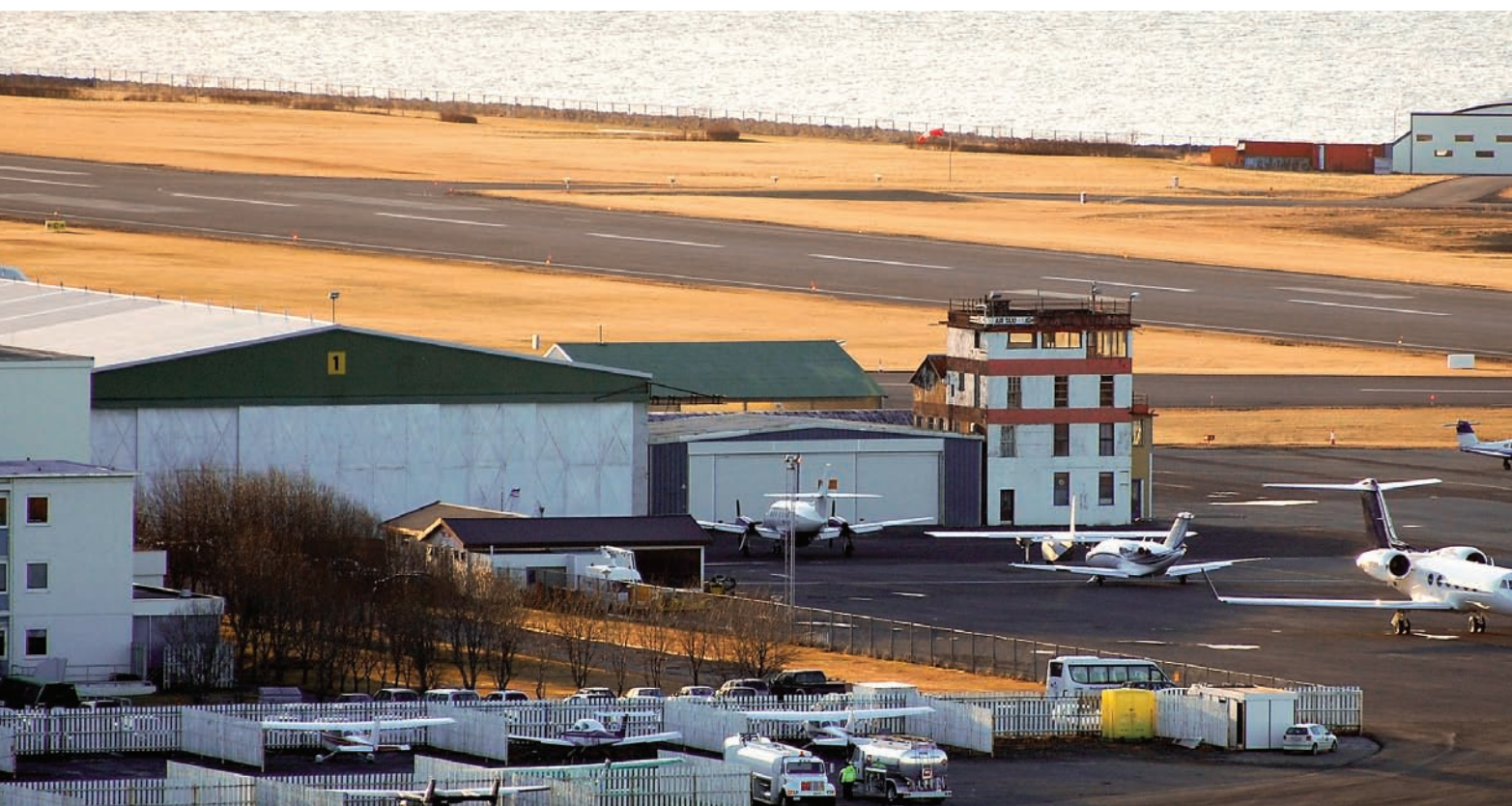


Five-year-old business aircraft charter company Icejet may be positioning its aircraft around Europe, but ICEFBO, the company's fully fledged maintenance and executive aircraft handling facility, remains its prime support center back at its headquarters in Reykjavik, Iceland. It is here that Icejet's Dornier 328 aircraft go for regular maintenance.

Delivery stop

ICEFBO is also a popular stopping point for the various types of visiting private aircraft (of all sizes) that fly in and out of Iceland. It is particularly popular on the aircraft delivery map for ferry flights from the USA into Europe.

Inevitably, business aircraft movements were down in late 2008 (as much as 90%) when Iceland suffered unprecedented financial difficulties. When many of the country's banks collapsed and confidence in its stability froze, Icelandic high net worth individuals just stopped flying. "It was a very difficult time," acknowledges Icejet's managing director, Jon Ingi Jonsson,





who experienced the shock on two levels. He combines the role of managing the charter operation, dealing on a day-to-day basis with aircraft brokers, with interfacing with passengers directly as a Dornier 328 captain. "Fortunately for Icejet and ICEFBO, we had great, loyal clients who stuck with us during that tough time," he says. "Since the summer we have started to see the market pick up and during the past six months ICEFBO activity, with aircraft coming in and out,

is getting back to normal. Recently the facility handled Bombardier Q400 delivery flights for Air Berlin, and numerous executive aircraft stopping for fuel on their way from USA or Europe. Aircraft on ferry flights have also been regular visitors."

ICEFBO has been in its current guise since 2007, when Icejet joined forces with Arctic Partners to acquire a site formerly occupied by another FBO. Open for business in conjunction with Reykjavik/BIRK airport 07:00-23:30 hours, ICEFBO will also accept landings 24 hours a day with late opening fees and prior booking. ICEFBO offers handling services to aircraft including narrow-body types such as the Boeing 737 series. The airport

boasts a cross runway of 1,570m and 1,230m. NetJets has been a regular customer since 2006, and in 2007 contributed some 400 landings. In 2009 this was reduced considerably, but the company remains a sizeable player.

Hangar One

ICEFBO has under its wing an EASA 145 maintenance organization known as Hangar One. The hangar is run by a team of dedicated engineers who have worked with the company for many years. It carries out maintenance for airframe, electrical and hydraulic systems, avionics, and engines. Specific services include major inspection (including heavy maintenance) and airframe modifications; avionics repair, installation, and modification services;



Above and right: **ICEFBO offers aircraft services including refueling, maintenance, repairs, and spare parts**

Left: **Icejet has begun basing its 328 jets outside of Iceland, but still takes them to ICEFBO for maintenance**



comprehensive maintenance management; spare parts services; and pre-purchase inspection.

ICEFBO offers refueling during normal opening hours, together with a call-out service by prior arrangement. Jet A and AvGas is offered.

ICEFBO's VIP lounge offers all the familiar facilities of a lounge with a varied collection of magazines and newspapers, computer, printer, meeting rooms, WiFi, TV, good coffee – all in a friendly, relaxed environment.

Expand and conquer

One consequence of the recent financial climate is that Icejet has begun basing its 328 jets (which it operates as 14-seater VIP and 19-seater corporate shuttle layouts) outside of Iceland. "We had already been flying for one year in Europe before the crisis, and that really helped us to build on our contacts. We now have aircraft positioned at London Oxford, Paris Le Bourget, and north Italy. A couple of our aircraft are fitted with long-range fuel tanks, enabling a 2,000nm range, which enables us to fly sectors such as London-Marrakech and Paris-Moscow," says Jonsson.

Icejet has had two aircraft based at London Oxford Airport since February 2007 and the intention is to do more of its maintenance in the facility there, where Icejet has recently committed to office and hangar space.

"We are starting to see some green shoots in the charter business," says Jonsson. "Clients are booking closer to the time of travel and they are looking for a competitive price. We work very closely with charter brokers around Europe

and enjoy a terrific relationship with them. They contribute probably 75% of our business. We also have a strong following in the road-show and music tours industry."

From July through to the end of September 2009, Icejet flew the Leonard Cohen world tour all around Europe on its 19-seater. The tour was organized by Sound Moves of New Zealand and arranged through UK charter broker Classic Aviation Services. "This is the second occasion we have used Icejet for a Leonard Cohen tour and it went extremely smoothly," says Philip Thompson, managing director of Classic Aviation. "Their aircraft are always exceptionally well presented. The crew is very friendly and professional. Icejet really is a cut above the rest."

Attention to detail

"Because we are a small private jet company we always provide that extra attention to detail," continues Jonsson. "I fly the aircraft myself and have good interaction with our clients. I regularly talk with them and listen to how we can further improve on the inflight product. We will always ask a client ahead of the booking for his preferred selection of inflight beverages, snacks and food preferences, reading material, etc."

Expanding on the success of its charter business, Icejet is keen to take on managed aircraft and is in active dialog with third parties. The first managed aircraft could be secured by the first quarter of 2010, and that should mean more business for both Icejet and ICEFBO. ☞

www.hangarone.is





SouthAir Iceland, part of the Avitat FBO family, moved to its current location to handle increasing traffic

Words | Kristbjörn Albertsson, SouthAir Iceland



Main image: **Most of SouthAir Iceland's business is with private aircraft that come in for fuel, taking advantage of Iceland's position between the USA and Europe**

Above: **SouthAir Iceland was Avitat's second FBO founded in Europe**

SouthAir Iceland is an FBO at Keflavik International Airport in Iceland, an island that benefits from its position in the middle of the Atlantic Ocean. SouthAir Iceland is proud to be part of Avitat FBO family – a chain of FBOs originally formed in the USA. In 2000 Avitat expanded from the USA (where it has hundreds of FBOs) to Europe. SouthAir Iceland was the second Avitat FBO to be founded in Europe.

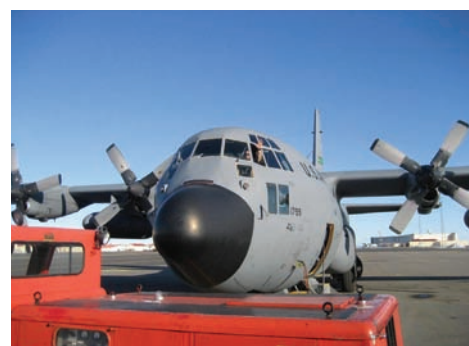
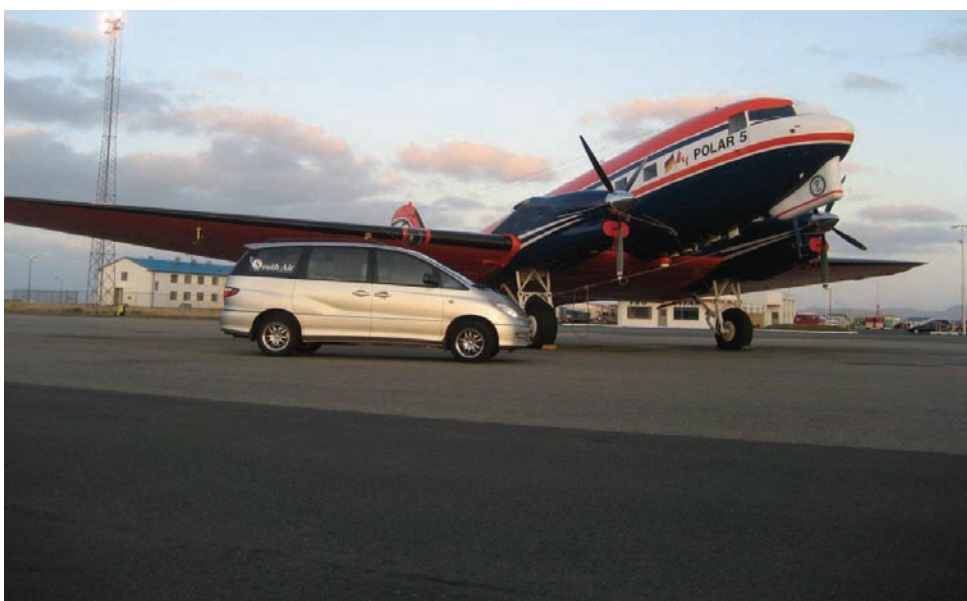
The company is based on the airport's east apron, which used to be a US military base until it was closed in September 2006. SouthAir Iceland made the decision to relocate there in late 2007, and the company moved in to the new facility on May 19, 2008.

The apron still sees a lot of military aircraft, which SouthAir Iceland handles. Clients include the US military, the German Air Force, the Royal Danish Air Force, the Royal Norwegian Air Force,



Left: **SouthAir Iceland's services include de-icing**

Below: **The FBO's passenger lounge**



Above: **The company's fleet of ground service equipment enables it to handle a wide variety of aircraft types**

Left: **SouthAir Iceland's passenger and crew services include ground transportation**

and the Greek Air Force. In fact SouthAir Iceland handles a broad range of aircraft types from the very small (such as C172 or PA31) to big aircraft such as B767s and A330s. However, most of the company's business is with private aircraft of all sizes – which mostly come in for fuel and are back in the air within an hour. Sometimes private aircraft stop in Iceland for several days, parked on SouthAir Iceland's ramp.

Home comforts

The company's facilities total around 720m² – 230m² of which is devoted to its ground equipment maintenance shop. The rest (490m²) is an elegant and cozy space for pilots and passengers. SouthAir Iceland works to ensure its service is professional and friendly, placing an emphasis on making customers feel at home. Some of its customers have become friends.

The airport itself is about a 10-minute drive from the town of Keflavik, which boasts three hotels and several B&Bs. One of the country's most popular attractions is only a 20-minute drive from the airport – the Blue Lagoon, where people can relax with a swim or a massage.

When the decision was made to relocate to Keflavik's east apron, the reason was to plan for the future – to have bigger and better facilities to cater for further growth in the private business aviation. Then came October 2008 with all its banking trouble. Although the general aviation market was greatly affected, SouthAir Iceland says it is starting to see an increase in general aviation traffic again. The company is optimistic about the future, and with its new location and facilities, is better prepared to handle increasing aircraft traffic. www.southair.is

www.southair.is

Top of the class

Few places have seen more investment over the last decade than Dubai and Abu Dhabi, so it is little surprise that the biggest developments in Middle East business aviation are centered on those two locations

Words | **John Challen**





Main Image: **Jet Aviation, ExecuJet and Execuflight all have FBOs in Dubai**

The rapid expansion and draw of private investors to the United Arab Emirates (UAE) saw over nine million passengers travel through Abu Dhabi International Airport (AUH) in 2008, an increase of 30.7% compared with 2007. With those volumes of passenger, the Abu Dhabi Airports Company (ADAC) saw the potential for a dedicated business airport to be used exclusively by private jets, and set about investing more than US\$54.5 million in transforming Al Bateen, a former military airbase located 10km from the city center, and close to other areas of the city that are under development.

Abu Dhabi

The newly named Al Bateen Executive Airport is currently the only airport within the Gulf, Middle East and North Africa region (MENA) dedicated to business aviation. The airport at Al Bateen was awarded full aerodrome certification in June 2009, and has since seen investment continue inside and outside both of its terminals – one VIP and the other VVIP – which boast four premium lounges, first-class catering and fast turnaround times. Further funds have already been set aside by ADAC to create new airside, landside and facility space, as well as upgrades to the airport's airfields and parking facilities. The business jet market in and around Abu Dhabi is currently valued at between US\$500 million and US\$700 million a year, and these figures are expected to increase by around 20% until 2012 – figures that ADAC says justifies Al Bateen's redevelopment.

One of the key people responsible for the growth of business aviation in the Middle East is Ali Al Naqbi, chairman of the Middle East Business Aviation Association (MEBAA). He worked with ADAC to ensure that Al Bateen Executive Airport would offer a seven-star service, and that it underwent the necessary redevelopment work to meet the requirements of the General Civil Aviation Authority (GCAA). "The airport already had good facilities because it was operated by the military," says Al Naqbi. "Historically, one of the lounges was reserved for the ruler and the heads of state who come to the country using small airports. Today it can accommodate 50 aircraft in the stands available, but bearing in mind there are still military aircraft on site, which will be moving out soon, the capacity will be increased further."

Falcon Aviation and Prestige Jet are two FBOs already operating out of Al Bateen, and Royal Jet is one of a number of companies in discussions about joining them. Al Naqbi estimates the facility is running around 20 flights a day, but expects that number to rise rapidly in the coming months: "There is a very long runway, and the terminal can handle all sizes of aircraft up to Boeing

Business Jets (BBJs)." He claims that the only obstacle to expanding Al Bateen is the location of a mosque close by, but "We are working on resolving that issue", he says confidently.

Dubai

Away from Abu Dhabi, Al Naqbi highlights developments in Dubai as vital to the growth of the region. Despite the recent well-publicized financial situation that the country finds itself in, MEBAA's chairman is backing the Emirate city to bounce back. He singles out the presence of FBOs Jet Aviation, ExecuJet and Execuflight as helping to make Dubai one of the busiest areas for business aviation in the region. Just over a year ago, the Executive Flights Centre (EFC) VIP terminal opened at Dubai International Airport, which features a 5,500m² two-storey main terminal, 3,700m² hangar and special long-term VIP parking. These attributes help to make EFC the largest dedicated business aviation terminal of its kind in the Middle East. Travelers benefit from e-Gates for quick immigration clearance, eight luxury private lounges and a limousine service between aircraft and terminal. The terminal's ramp area accommodates up to 22 Hawker-sized jets, or up to 12 medium-sized jets such as Challengers or Falcons.

Elsewhere in Dubai, any plans that private jet companies have of using the facilities at Al Maktoum International Airport may have to be shelved, temporarily at least. Originally planned to open in 2010, the project is likely to be put back, which means business travelers will have to wait longer until they can experience what promises to be a magnificent business aviation terminal.

Bahrain

Further expansion news in the Middle East comes courtesy of Bahrain, where a VIP terminal and airport centre are at the heart of the development of Bahrain International Airport. Dr Osama Al-Ali, chief executive officer of the Bahrain Airport Company (BAC) says the expansion will help attract more international visitors to Bahrain, following the example set by the BEXAIR facility, the original FBO in the country. BEXAIR's terminal is open 24 hours a day, and has a number of private meeting rooms with audio-visual facilities and WiFi throughout. The terminal building encompasses immigration and customs, and can also be used for aircraft demonstrations and aviation-related events.

Saudi Arabia

Despite the growth and developments in private air travel in the UAE and Bahrain, Saudi Arabia remains the biggest private jet market in the region. With more than 160 jets within

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Right and far right:
Mercury Aviation
opened an FBO at
Kuwait International
Airport in May 2008



its business aviation terminals, the country represents a 50% share of the non-commercial flights in the Middle East region. Developments and expansions might not be as fast-paced as in the UAE, but there is still growth in the sector. Arabasco is the kingdom's leading provider of FBOs, with locations in Jeddah, Riyadh, Medina and Yanbu, and the company has recently entered into a commercial and operational partnership with Royal Air, the Abu Dhabi-based FBO. Under the terms of the deal, Royal Air will place two of its jets – a Gulfstream G3000 and a BBJ – at each of Arabasco's facilities, with a long-term view of establishing as an FBO in its own right in the future. Jet Aviation is another major FBO in the region, whose two-storey facility at Riyadh now has passenger and crew lounges, other VIP lounges and a flight planning and weather service operation.

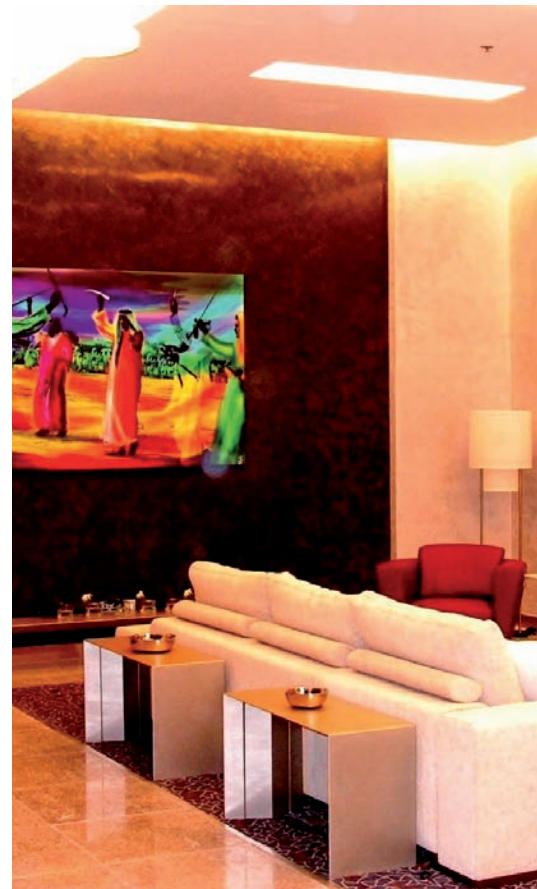
An overall assessment of the Middle East's business aviation opportunities is that despite offering much in established markets, there is plenty of room for improvement. One of Al Naqbi's key responsibilities is to make sure this improvement happens, partly by liaising with all of the 22 member countries (which include those in North Africa), stressing the importance of having an FBO and providing a quality service. "MEBAA is playing a major role in raising awareness of

business aviation among the community and the governments," says Al Naqbi. "The governments have business aviation in their minds now, whereas previously they didn't used to think about it. So the airports have been built and whenever they use the facilities at these airports they have in their mind business aviation."

Al Naqbi is keen for other locations not historically renowned for their FBOs or business aviation models to realize their potential. Ultimately, he wants to create more must-go destinations in the Middle East, as realized in Abu Dhabi, Dubai and Bahrain, to name just three. "There is awareness that for every economy that is booming, the only way to support it is having easy access for investors to come there with their private jets," Al Naqbi says.

Khartoum

One such location is in Naqbi's North African remit. "Khartoum in Sudan is one of the most promising economies in the near future," he says, recognizing the area's recent expansion thanks to oil wealth. "But they have nothing like an FBO there, and we are telling the government that they need one because investors who arrive on their private jets will expect a certain level of service," he continues. Plenty of business opportunity then, especially as Sudan's capital has two



five-star hotels, and a new US\$1.8 billion airport, situated 40km south of the city, which was due to open in 2010, complete with two 4,000m-long, 60m-wide runways.

"I have visited a couple of times and we are talking to the CAA about the concept of an FBO, because at the moment they are just using a VIP lounge," says Al Naqbi. "They are looking at investment, and for someone else to do it so they don't have to do it themselves." Under the current plans, a 3,750m² presidential terminal will be included on the new site, but currently this facility will be reserved for the head of Sudan and government officials. The whole project is being handled by Dorsche Consulting in Germany. Frank Thimm, responsible for the project on behalf of Dorsche Consulting's Sudanese operation, states that the airport plans are in a state of restructuring, but that options for a general aviation terminal are still on the table.

Beruit

Also tipped for greatness in the world of Middle East business aviation is Beruit, where FBO Cedar Jet Center has entered into a partnership with MASCO to offer aircraft maintenance services in a bespoke hangar at Hariri International Airport. The Cedar Jet facility handles around eight VIP movements a day, its lounge within the general aviation terminal being able to handle around 50 people at any one time.

Other opportunities

Lybia is another place where MEBAA is in discussions with the GCAA. "It seems to be that in Lybia, it is the airlines that handle civil aviation

Israeli improvements

The management at Israel's Ben-Gurion International Airport is currently developing an area on the existing site for a new business aviation terminal. The commercial airport has seen steady growth in business aviation in recent years. In 2008, for example, 50,000 private jets arrived and departed from Ben-Gurion – a total of 20,000 passengers.

Director manager Shumel Kendel says the design of

the new terminal is being finalized and the facility will be operational in two years. "The terminal will stand on 1,300m² and will hold between 30 and 50 guests," he explains. "The building will have six private hosting rooms, a business hall, workstations for pilots, and even two resting stations for flight crews."

Enclosed within the new terminal will be passport control, customs and boarding gates, while outside

there will be between four and five allocated spaces for jets, with an additional 15 to be made available if needed in the adjacent terminal. "We are also planning to build five hangars for jets close to the terminal," says Kendel. A parking lot for 20 cars and three minibuses will serve the terminal's passengers on arrival and departure.

Further developments at Ben-Gurion will include a 200-room hotel, to be completed within three years.

A local aviation service provider

Words | **Ayman Obeissy, UAE Sky Aviation Services**

Established in 2007, UAE Sky Aviation Services supports the ever-increasing global demand for charter/aviation services. The company relies on a group of highly experienced employees and a global network of agents dedicated to helping clients around the clock, regardless of their location.

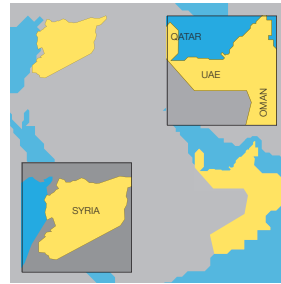
The UAE Sky Aviation Services offering includes: worldwide clearance; worldwide ground handling arrangements; fueling; transportation; hotel booking; charter arrangements for VIP, cargo, and ambulance flights; and computerized flight plans and weather forecasts.

The company also offers complete flight supervision services at airports in the UAE, Syria, Qatar, and Oman. Committed and friendly

representatives wait for flights at the ramp, ready to assist from the minute the aircraft door is opened.

In addition to its global flight support services, Sky Aviation assists aircraft owners and operators around the globe by delivering aircraft parts and ground support equipment directly to their front door, at highly competitive prices. The company can supply from a single part up to a complete line to support aircraft types such as Bombardier Challenger (601, 604, 605, 300), Global Express, Learjet, Gulfstream, Raytheon Hawker (700 and 800), and Falcon.

UAE Sky Aviation Services puts its immediate success down to its clients' loyalty, which was born out of the company's focus on quality



and value. This created an obvious need for a quick expansion, which was achieved promptly in key areas, namely Syria, Oman, and Qatar.

The company's operations team is in place 24/7, 365 days a year to service clients' flight requirements. Its mission is to ensure successful trips, providing a level of service that meets or exceeds customers' expectations. <

www.skyas.aero

"Within the coming 10 years I would love to see another five designated airports for business aviation, and I think we are on target"

Ali Al Naqbi



Left: **ExecuJet's FBO at Dubai International Airport**

Below: **Royal Jet has an FBO and VIP terminal at Abu Dhabi International Airport**

so we are talking with them about business aviation. They have an air show, too, so we are very interested to know more about business aviation possibilities," says Al Naqbi. "In Morocco, we also have the opportunity to set up an FBO. The Airport Operations Centre (AOC) has a charter because in all of Morocco there are no FBOs. There is a facility, but I couldn't say it is an FBO, just a small lounge. The concept is not there, but we are trying to target it. Also, we have been struggling in Syria, but again, we are hopeful for the future."

So far, the only stumbling block (and a minor one at that) that Al Naqbi has mentioned is the Mosque location in Abu Dhabi. But there are

other changes that need to happen in order for business aviation to be further improved. "As far as parking goes, we do have a problem, especially with civil aviation," admits Al Naqbi. "If you wanted to fly to Dubai, you didn't have priority parking because priority went to the airlines. However, this is now changing, through raising awareness, and now if you look at Abu Dhabi International Airport, Learjet is a major player, so awareness has been raised."

The future does look bright for the Middle East's business aviation market, and Al Naqbi has some tough targets that he would like the region to achieve. "If you put all of the new developments together, I think the region would be able to handle 450 aircraft," he says. "Within the coming 10 years I would love to see another five designated airports for business aviation [like Al Bateen], and I think we are on target. There will be two more in the UAE, one in Saudi Arabia, one in Bahrain, and one in Amman," he predicts. "I still believe that between the UAE and Saudi Arabia there is the biggest growth – especially in UAE, it has really been growing quickly and the number of passengers has increased a lot. "Five years ago, in the UAE, we only had three sound AOCs, now we have 14 AOCs for business jets in the UAE. Five years ago we had 30 aircraft, and now we have close to 80 business jets."

Al Naqbi thinks those numbers will double by 2015. "I base those figures on the statistics of the number of aircraft ordered by private operators and AOCs in UAE, and the fact that I have applications for another 28 AOCs in the region already," he says. <



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Main image: **Gözen Air Services**
operates at eight Turkish
airports

Country-wide service

Gözen Air Services has added two brand-new hangars and now offers a fuel service at every Turkish airport

Words | **Ayşe Gökpinar, Gözen Air Services**



The strategic location of Turkey as a gateway between the East and West, together with the increasing number of business and charter aircraft, has seen Gözen Air Services flourish in this rapidly developing sector.

Supervisory role

Gözen Air Services, which provides supervision and representation services for airlines, was established in 1979 and has since evolved into Gözen Holding, with more than 1,300 employees operating in eight established stations at various airports across Turkey. Gözen Holding has become a major brand in the industry, encompassing the companies Gözen Air Services, Gözen Security Services, Freebird Airlines, Free Bird Travel, Hurkus Training Center and International Flight Training Center.

Gözen Air Services is currently an active member of the IATA Ground Handling Council and the National Business Aircraft Association (NBAA). It also expects to become the first supervision company in Turkey to be granted ISO: 9001 2008 certification, in 2010.

Gözen Air Services' primary areas of focus are VIP handling, airline supervision, and representation at every major international airport in Turkey including Istanbul (with its own private crew lounge at the General Aviation Terminal), and Sabiha Gökçen, Adana, Ankara, Antalya, Bodrum, Dalaman, and Izmir as permanent stations with dedicated staff.

Two new hangars


In March 2009, the Gözen family opened two new hangars at the General Aviation Apron (A14) of Istanbul Atatürk International Airport. The hangars are

capable of accommodating all types of business jets including Gulfstream 5 and Global Express. There is 24-hour security inside and luxuries for crew members

including a crew lounge and furnished single rooms with bath and satellite TV, providing hotel comfort near the aircraft during extended daily stays.



One-stop shop

Gözen Air Services currently represents more than 60 European airlines, 10 US airlines and 20 airlines from the Commonwealth of Independent States. Since the organization was established, its combined aviation industry experience of 30 years has given it a great understanding of the frequently changing needs of airport/aircraft operations. This has led Gözen to aim to be a one-stop shop, the preferred choice of a great number of Turkish and foreign-registered corporate aircraft traffic operating into Turkey, with a wide range of services. 

www.gozenair.com

Above and below: The company's service offering includes VIP handling and transportation



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- Coordination of special aviation events
- VIP transportation (limo and helicopter arrangements, guided city tours)
- Aircraft brokerage
- Aircraft and passenger baggage security

Enter the dragon



With its huge land mass and rapidly expanding economy, China is the hot tip for a business aviation boom. But what facilities are already on offer, and what is being planned for the near future?

Words | **Helen Norman**



China has been the fastest growing major economy for the past 30 years, and today is the world's second largest economy. This, and the fact that China is a huge country with cities spread across huge geographical distances, provides a great basis for the development of business aviation. More than 1,300 business aviation aircraft arrive in China from abroad each year. But for numbers to grow, infrastructure needs to be developed.

"The business aviation sector in China is quite small at the moment," says vice chairman of the Asian Business Aviation Association, Jason Liao. "There are only about 80 aircraft based in the country. This is a very small number when you compare it with the actual size of China. However, we believe that due to the growing Chinese economy, this number is likely to grow very fast over the next few years. We need to make people realize the value of the product and the benefits business aviation can provide. Regulation is however a major challenge."

Challenges

Except for designated commercial routes, airspace over the Chinese mainland is under military administration. Under current rules, private jets are required to apply for permission and file flight plans at least one day ahead. Liao says flight clearance is critical for growth. "People want to be able to take off and land at a moment's notice," he says. "That's really the advantage of a business aircraft."

Costs are also a major issue. According to a report by Morgan Stanley, the Chinese government recently eliminated a US\$4,400 flight plan fee and agreed to cut taxes and duties on business jet purchases. In the report, Heidi Wood, senior aerospace and defense analyst at Morgan Stanley, wrote, "This change was announced in September, but made so quietly that true results have yet to be seen. The Chinese market has already begun to respond. Shortly after this announcement five new Gulfstream G650/G550s were ordered by Chinese customers."

The belief that China is a promising market for business aviation is widespread. Richard Aboulafia, aviation industry expert and vice president of analysis at the Teal Group, says: "China is a tremendously promising business aircraft market. It's starting from a very low base but it should begin to take an increasing number of jets as the government liberalizes its airspace restrictions. Inferior regional airline service, great geography and strong wealth accumulation all mean good news for business aircraft demand in the country. However, infrastructure restrictions will be something of a brake on usage, so that market will need to be developed first."

Currently there are two FBOs in mainland China – one in Beijing and one in Shanghai. There is also a business aviation centre at Hong Kong International Airport.



Above: **Jason Liao**, vice chairman of the Asian Business Aviation Association



Right: **Capital Jet Company** has its own apron, FBO and VIP lounges at Beijing Capital International Airport

Beijing

"The FBO in Beijing is quite a large facility but it just handles customers – it has no hangar or runway," explains Liao. "It is really just a terminal building designed for business aircraft customers. It was built for the Beijing Olympics and opened in June 2008. It currently handles several thousand passengers a year."

Corporate and private aircraft movements at Beijing Capital International Airport have soared over the past few years, with annual growth rates of close to 30% in 2008. This led to the realization that Beijing was an ideal venue for an FBO.

Jet Aviation provides FBO and aircraft on ground (AOG) services from the Business Aviation Center at Beijing Capital International Airport. Only 25km north of the city, the 35,475ft² three-storey building is a convenient gateway to the capital of China. Jet Aviation has become the first global business aviation services company to meet the needs of the growing business aviation community in China, and of international operators who regularly fly to and from Beijing.

Jet Aviation Beijing was established as a joint venture between Jet Aviation, Deer Air and Reach Investment in 2008. Operators can benefit from Jet Aviation's team of dedicated maintenance specialists who offer technical support, such as ramp and AOG services for Gulfstream, Bombardier, Cessna, Hawker and Dassault Falcon aircraft.

The avant garde and futuristic executive terminal at Beijing offers exclusive conference rooms, and executive and crew lounges. Jet Aviation Beijing provides passenger, crew

and aircraft services and on-site security. The company also offers flight support services, including overflight and landing permits. The facility's other amenities include refreshment areas, weather briefing and flight planning, accommodation, and meeting rooms. Services include in-house border police and customs clearance, security checks, and baggage screening and metal detection capabilities, for fast and secure crew and baggage handling.

Jet Aviation and Deer Air assigned over 70 ramp and maintenance specialists to the Beijing FBO during the 2008 Olympic Games, offering technical support for business aircraft operators traveling to Beijing. This included a dedicated team of 55 ramp personnel handling overnight parking for more than 80 business aircraft and about 15 maintenance technicians providing line maintenance or AOG services. Speaking before the games in 2008, Liu Zhiqiang, chairman of Deer Jet, the business aviation subsidiary of Deer Air, said: "We are extremely proud that we were able to complete our FBO building within only six months. The Olympic Games is the perfect event for us and our joint venture partners Jet Aviation and Reach Investment to begin to showcase our new executive terminal and to provide business aircraft operators with the highest level of support."

Shanghai

"Shanghai already has a very small FBO and they are currently building another one, which will commence operation in early 2010," says Liao. "This will be a purpose-built FBO and



Above: **The Business Aviation Center at Beijing Capital International Airport**, from where Jet Aviation provides FBO and AOG services



Image courtesy of Wei Meng

International airports

Aside from the two business facilities in Shanghai and Beijing, business aviation customers flying into China have the option of landing at a number of international airports. "All the main airports in China have some sort of business facility, which deals with business aviation customers, such as VIP access," says Liao. "China is a huge country and if you are a business aviation customer coming into China, you can direct your flight to about 50 international airports."

Another major business aviation hub is the Hong Kong Business Aviation Centre (HKBAC) at Hong Kong International Airport, which marked its tenth anniversary in 2008. The number of business aircraft movements handled annually by HKBAC grew from just under 1,000 to almost 3,000 in the period 2000-2007. The airport is now investing just over US\$10



Above: Hong Kong International Airport

million to further expand the ramp area available to corporate and private aircraft operators.

HKBAC occupies a large site featuring a two-storey, 18,500ft² terminal building with a pair of adjoining hangars. The 24/7 facility is a full-service FBO, with amenities such as passenger and crew lounges, on-site customs and immigration

clearance, flight planning, conference rooms, showers, line maintenance capability, aircraft cleaning, free wireless internet connection, refuelling, ground support equipment and catering. HKBAC also boasts multilingual employees, who are able to assist customers with issues such as visa and flight permit processes for traveling into and within mainland China.



Image courtesy of Wei Meng

maintenance facility. It will provide world-class facilities at Shanghai's Hongqiao Airport, designated by the Shanghai government to become Shanghai's business-orientated airport."

One of Australasia's leading aircraft sales and product support companies, Hawker Pacific, entered into a joint venture with the Shanghai Airport Authority to develop the business aviation facility. The joint venture will see the development of the FBO, which will include maintenance repair and overhaul and aircraft management services, specifically aimed at the corporate aircraft market. It will be capable of handling up to 6,000 aircraft movements a year.

"We have long recognized the potential offered by China as one of the world's fastest-growing economies and we have been focused on developing appropriate strategic relationships to achieve our goals," says Hawker Pacific's chief executive, Alan Smith. "We realized that Shanghai was the ideal location for the provision of business aircraft services, due to its position as the commercial centre in China and its remarkable growth over the past decade."

The development of the FBO facilities will help support the anticipated growth in future corporate and private aircraft ownership in China. Under the joint venture agreement Hawker Pacific will provide management of the facility, which will initially focus on FBO and MRO activities. Aircraft management services will gradually

be introduced in line with market development and demand. Developments like this in China are of great importance to a number of aircraft manufacturers who are keen to ensure product support capabilities are available in the country as the market grows.

"Any examination of economic development and investment inflows tells you that China and India, together with Southeast Asia, are regarded as being the power-houses for the world economy over the next few decades," says Smith.

Rapid growth

"Over the next five to ten years I believe the sector will experience rapid growth," says Liao. "The Bombardier business aircraft market forecast 2009-2018 predicts that there will be about another 300 aircraft operating in China by 2018. With this kind of growth it will be essential that the country invests in new business aviation facilities. I think these will be built in the country's main cities where business aviation flights are growing the fastest. China is a large country, with a rapidly growing economy. As a result, people can afford to buy business aircraft."

The growth of business aviation in China is encouraging the country to develop more specialized business aviation facilities, such as Shanghai's new FBO. But infrastructure needs to be improved further if the country really wants to capitalize on the business aviation sector. <



Main image: **Shanghai will be opened up to more western businesses as China's business airport market grows**

India and China are expanding, so what does this mean for the business airport market? An industry insider shares his thoughts

Words | **Andrew Hoy, ExecuJet**

Opening for business

With a population of almost two billion people spread over 3.7 million square miles, the potential for business aviation in China is clear. However, growth has been hindered by excessive regulations, a shortage of infrastructure, and heavy import taxes on aircraft, which has meant that private aviation has developed more slowly in China than in other Asia-Pacific countries.

However, as the country's economy continues to expand, China is beginning to see progress in the aviation industry. Chinese financial institutions are currently healthier than those in many other countries; critically, they are lending money to purchasers of aircraft. Interest in business aviation has been revived, driven by its dollar turnover and its willingness to improve the infrastructure since the economic downturn and, notably, since the Olympic Games were held in Beijing in 2008.

China's progress in aviation is evident in the increase in the number of private aircraft



Top: ExecuJet's new Cape Town Facility

Above: ExecuJet Hangar in Zurich

India

India's GDP has grown dramatically over the past five years and provides a dynamic environment for the big players in the international business world. Increasingly, the high-end business community and high net worth individuals are looking to business aviation for transport, enabling them to avoid the congestion of the major hub airports.

However, owning and operating business or general aviation aircraft in India is not without its pitfalls. MRO facilities in India are

neither widespread nor fully established, and much of the infrastructure required for an expanding business fleet is yet to be developed. There are also tough government and banking regulations to contend with, plus a lack of understanding as to how business aviation can be used as a tool to improve efficiency.

But efficiency starts on the ground, not in the air, and the construction of the necessary infrastructure will help develop solid and sustainable business models in the region.

India's strategic location for trade and business means it is only a matter of time before there is a shift in the way aviation operates there. The country's immense economic growth over the past five years will undoubtedly drive a need for business aviation as tourism and business activity continue to increase. It has been predicted that by 2017 India will be home to more than 400,000 dollar millionaires, which would make it the world's fastest-growing market, and one worthy of investment.

operating in the country, which rose from only 13 in 2005 to more than 90 aircraft today. This figure is expected to rise even more rapidly in the coming months, reaching 300 aircraft by 2011. However, the infrastructure to support more aircraft may not be in place, and further investment in facilities and services is critical.

In some ways, China is starting to make it easier for private jet operators. For example, about 150 of its 400 or so airports are open for use by non-scheduled aircraft, and the timescale for the submission of internal and international flight plans is reducing significantly. But one of the biggest hurdles still to overcome is the lack of infrastructure to support this expanding industry.

New infrastructure

ExecuJet is continuously looking at ways in which it can support new infrastructure and growth to accommodate the demands it faces in the region, even if that particular investment does not bring immediate returns.

It is not sufficient to simply sell aircraft. Aircraft do not look after themselves; they need an array of support services on the ground, from specialist catering and fueling trucks to immigration, maintenance, and private lounges to ease travelers' journeys. It is necessary to invest in this infrastructure to safeguard the future of the industry, especially in emerging markets.

It is predicted that the Asia-Pacific territories will one day account for 30% of the global business jet market, which is why ExecuJet is committed to expansion in the region. It is clear that there is a strong demand for business aviation in China, primarily because of the vast distances between the major economic cities and its poorly perceived airline network. In addition, the levels of economic activity in China make it clear that north Asia as a whole will become an important market. 



Capital idea

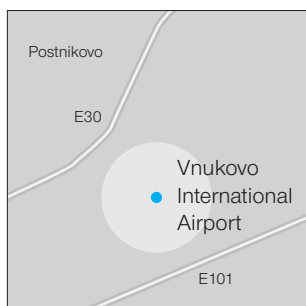
FBO Vipport is the fixed-base operator at Vnukovo International Airport, a popular airport for VIPs heading to and from Moscow

Words | Anna Kislova, FBO Vipport



Main image: FBO Vipport coordinates ground- and passenger-handling services at Vnukovo 3, the business terminal at Vnukovo International Airport

Inset: As well as a VIP terminal and fully equipped apron, Vnukovo 3 features heated hangars



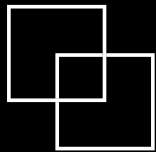
FBO Vipport has operated as the fixed base operator at Vnukovo International Airport, near Moscow in Russia, since 2004. The airport, popular and convenient for VIP passengers going to and from Moscow, has made a large investment in the development of a full-scale fixed-base operation at its third terminal, Vnukovo 3, including an additional fully operational apron with a full set of technical equipment and machinery, a new VIP terminal, and several new heated hangarage facilities.

FBO Vipport integrates the services of all companies at the airport into a complete ground-

and passenger-handling package designed to offer both quality and convenience to the growing number of private, corporate and government aircraft operators using Vnukovo 3.

The team offers a full range of services, including airport slot coordination, overflight and landing permissions, handling and supervision, refuelling, crew hotel accommodation at special rates, VIP catering and crew visa support. The company also provides flight support services at other locations throughout Russia and the Commonwealth of Independent States. <

www.vipport.ru



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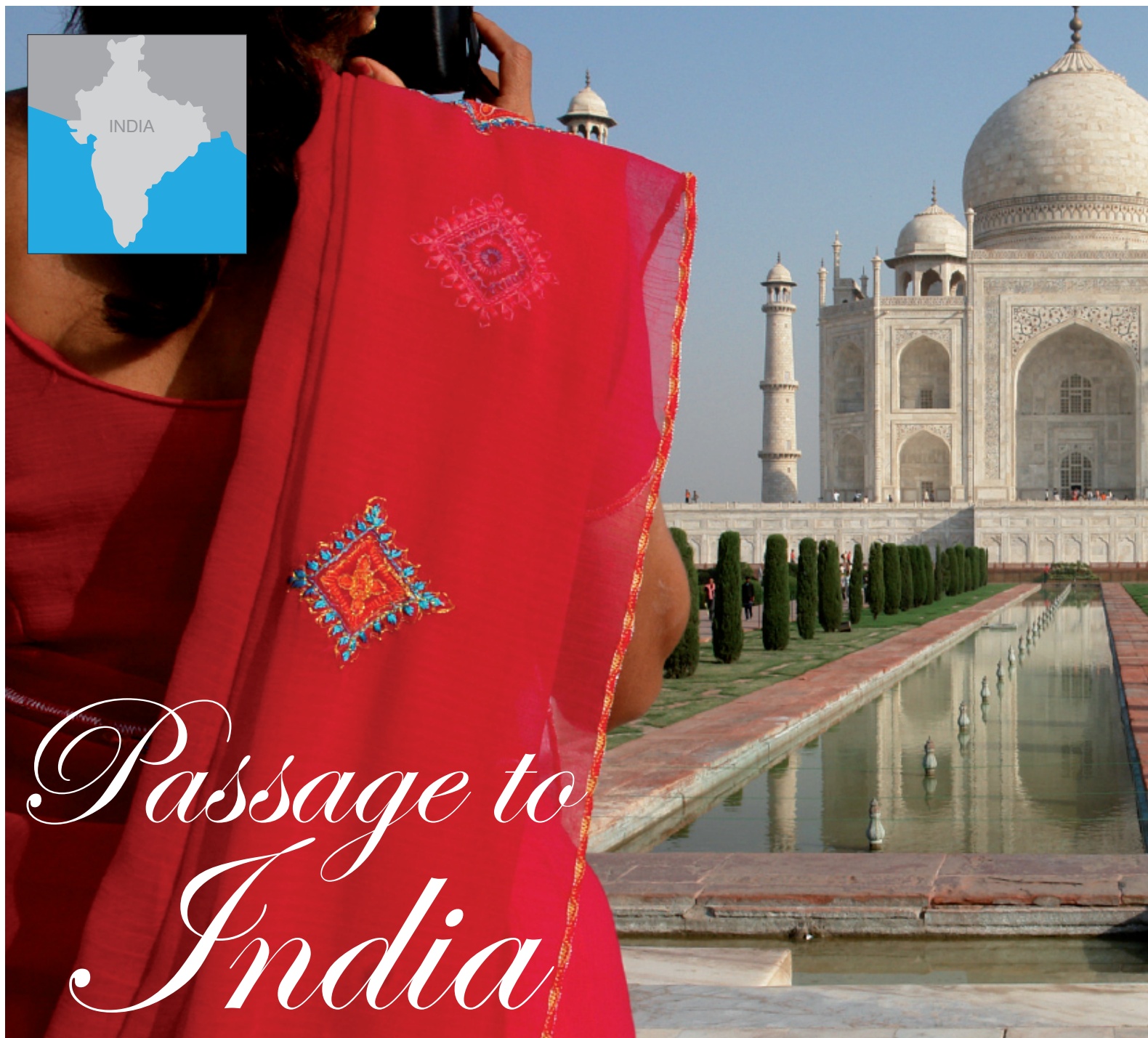
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Passage to India

Although corporate aviation is growing quickly in India, the country has so far not embraced the concept of business aviation airports. As a result, aircraft operators going to India need to bear a few things in mind

Words | **A. M. Ganapathy, Commercial & Business Aviation Services**

Unlike in the USA and Europe, the concept of general and business aviation airports does not exist in India. This is a contradiction of sorts, because the Indian corporate sector has a firm tradition established on the western model of free enterprise and market-driven forces. Clearly, business aviation has not been as fortunate in this regard.

However, business and leisure aircraft operations into India have seen great growth over the past five years, a trend that is expected to continue for the foreseeable future. In the Asia-Pacific region, India has a large share of the business aviation market in terms of ownership of business and corporate jet aircraft: over 500 aircraft in the general aviation category bear Indian registration. India is expected to be the

world's third-largest economy in the future; if the history of developed economies is anything to go by, aviation will be a growth driver.

Big changes are underway in India, with the ministry of civil aviation taking a great deal of effort to bring about policy changes so that general and business aircraft operators have the facilities and practices to match international standards. However, for the moment, because the concept of general and business aviation airports is yet to be implemented, business and leisure aircraft operations into India can pose challenges to crew and passengers, especially those operating from countries with developed/modern aviation infrastructure.

Operating procedures at airports are normally a direct implementation of current aviation



policies. However, implementation may differ at various locations due to individual interpretation of the policy. Fortunately such variations are not numerous. In India, general aviation has always been governed by policies related to commercial aviation. With the increase in the number of business jets, awareness of the requirements of general and business aviation has also increased and we can expect some flexibility in the future.

Permits

A landing permit requires seven working days' notice. However, the requirement for a tech-stop/overflight is only three working days. Weekends (Saturdays and Sundays) and public holidays are not to be included when calculating the notice period. The India Directorate General of Civil

Aviation (DGCA), which issues the permits, is very rigid about this. If the operator wishes to operate into a military airfield (Pune, Goa, Jodhpur, Jaisalmer, Agra, Visakhapatnam, and Chandigarh, to name a few), advance notice of 30 days is required to obtain a military permit.

Landing permits are valid for 48 hours. Although advance departure/arrival by an hour or so is normally not a problem, busy airports will sometimes not permit this. Validity of a military permit is only +/- 60 minutes. Any deviation would require approval from the military HQ.

Tow bar

Carriage of a tow bar is mandatory, particularly at busy airfields. Ground handlers only have tow bars for medium and large commercial aircraft.

Handler

Many handler options are available in India. However, most do not provide credit, undertake any third-party payments or obtain permits. Hence the best option may be to choose a professional handler-supervisor agency, reducing the operator's coordination and communication requirements to a single agency.

Payments

Credit cards are not a popular mode of payment for aviation services in India. All agencies require cash payment in US dollars, and the service provider may not have change to return. Carrying huge amounts of cash may not be a safe option, so employing a handler-supervisor to handle payments is recommended.



Above: **Plans for Bengaluru International Airport, which opened in May 2008, envisage continuous, gradual expansion over the next 10-15 years**

Below: **The rapid rate of change in India is also exemplified by Bangalore International Airport, one of many modern airports being built and operated by private companies**

Crew accommodation

Hotel rates in India, especially during the tourist season (October to February), can be very high. Make reservations in advance to get the best rates. Reputable national chains like Taj and Oberoi and international chains like JW Marriott, Hyatt, Radisson, Best Western and Hilton are available. Check with the handler-supervisor for discounted rates and be aware of cancellation policies, which can vary from 48-72 hours. Clearly mention if late check-in/check-out is required – extensions may not be possible, particularly during the tourist season.

Weather

Weather in India is very varied, with temperatures ranging from 0°C in winter to 45°C in summer. The monsoon season (June to September) can also be severe. During the winter months (November to February) fog is very common, especially in the early morning hours, with visibility dropping to zero.

Fuel

In India, fuel is retailed under an administered price mechanism, hence fuel costs are the same for all aircraft. However, every state in India has its own rate of taxation and so the final price will vary. No additional taxes are levied on foreign-registered aircraft operating in domestic sectors. Although fuel in India is much cheaper than in many other countries, handling costs, airport fees, and nav fees may be approximately 30% higher than in some international sectors.

Fueling in India is of a very high standard. However, there may be delays in the fuel truck reaching the aircraft due to increased driving times within the airport. Not all fueling companies in India accept fueling cards such as WFS, UV Card, AV Card, etc. Therefore inform the handler-supervisor of your fuel requirements, mode of payment, type of fuel card, etc in advance, so they can ensure that the correct fuel agency is notified and available. At military bases, Indian Oil is the only fueling agency. If the aircraft is to operate in domestic sectors within India, customs duty is payable on balance of fuel on arrival at the first international airport.

CBAS

A good handler-supervisor should provide guidance on all the issues related to operating in India. One such company is Commercial & Business Aviation (CBAS), which has been based at Bangalore International Airport since February 1999.

The company was established by B. S. Narayanan and A. M. Ganapathy (pictured below), both of whom have over 40 years' aviation experience.

Narayanan is an ex-Indian Air Force navigator with over 8,700 hours' experience on a plethora of aircraft including



the B-24, Super Constellation, B-707, and various Russian military transport aircraft. A post-graduate in military studies, he has navigated every continent and has considerable experience over the Atlantic and Pacific oceans. His responsibilities include providing aviation services worldwide on a 24/7 basis from the company's operations center in Bangalore. He oversees the planning and execution of trip planning services, including route plans, flight plans, and aircraft dispatch.

Ganapathy is an ex-Indian Air Force pilot with over 4,300 hours' experience on fighter aircraft. A graduate of the Defence Services Staff College and College of Combat, he also has an MPhil and MSc in defence and management studies and is a member of the Aeronautical Society of

India. His prestigious military appointments include examiner of military aircrew, and commander of a military airbase. He is widely traveled and has established close business contacts with aircraft operators in Europe and the USA. His responsibilities include ensuring the company adheres to high standards, and developing the business.

The rest of CBAS's staff are also experienced ex-military personnel, with a minimum of 20 years in the aviation sector. The company, an NBAA member since 2000, is also ISO certified 9001:2008, and has a strong affiliation with Jeppesen, a Boeing company and global provider of aviation products and services. CBAS was awarded the Global Handler 2006 award by Jeppesen at the International Air Show at Bangalore in 2007.





Above: **CBAS recommends asking the hotel travel desk or concierge for transportation alternatives to public taxis and auto-rickshaws**

Right: **CBAS was the recipient of Jeppesen's Global Handler award in 2006**



Filing the ATC plan

ATCs in India require that the IACO flight plan is filed manually at the ATC prior to departure, with either the pilot in command or the first officer present in person.

Customs and immigration

There are no separate CIQ facilitation counters for business jet passengers and crew. However, the handler-supervisor normally arranges to have the passengers and crew cleared on a priority basis. On occasion there may be delays due to peak passenger traffic and shortage of CIQ manpower. Forward crew and passenger passport details to the handler-supervisor well in advance, so that they can prepare all the paperwork and keep it ready for speedy CIQ clearance. On first arrival in India, crew should insist on filling out a crew baggage declaration; declare all cash, laptops, jewelry, and watches, etc; and retain a customs signed copy until departure. A list of all bonded store in the aircraft (alcoholic spirits) needs to be prepared and kept with the handler-supervisor, as customs may sometimes ask to see this.

On first arrival from an international location and prior to an international departure, the aircraft will be sealed by customs officials. Remember to remove all items of baggage and important personal documents from the aircraft before it is sealed – re-opening the aircraft can be a very cumbersome process.

Security at Indian airports is high, due to the prevailing security situation in the region. The crew should therefore be prepared for delays. Also note that photography is strictly forbidden airside at all Indian airports.

Visas

Crew arriving without visas are normally granted a 72-hour temporary landing permit (TLP). Expect a delay of one hour for issue of the TLP. The TLP can be extended to seven days but the procedure would require the crew to present themselves at the local immigration office. At some airports TLP can be denied without any reason being given.



Let the handler-supervisor know in advance if the crew is arriving without an Indian visa. It is recommended that all crew obtain an Indian visa before arrival in India. Passengers must have a valid visa prior to arrival.

Passenger list

Boarding passes issued to passengers for domestic sectors are signed by the airport manager after passenger surcharge fees and user development fees are paid. If additional passengers turn up without notice, the handler-supervisor will have to prepare a fresh passenger manifest and have additional boarding passes made – taking time and resulting in delays.

Cabotage rules are applicable in India. However, Part 91 flights are exempt, provided the number of passengers traveling within India is mentioned in the landing permit.

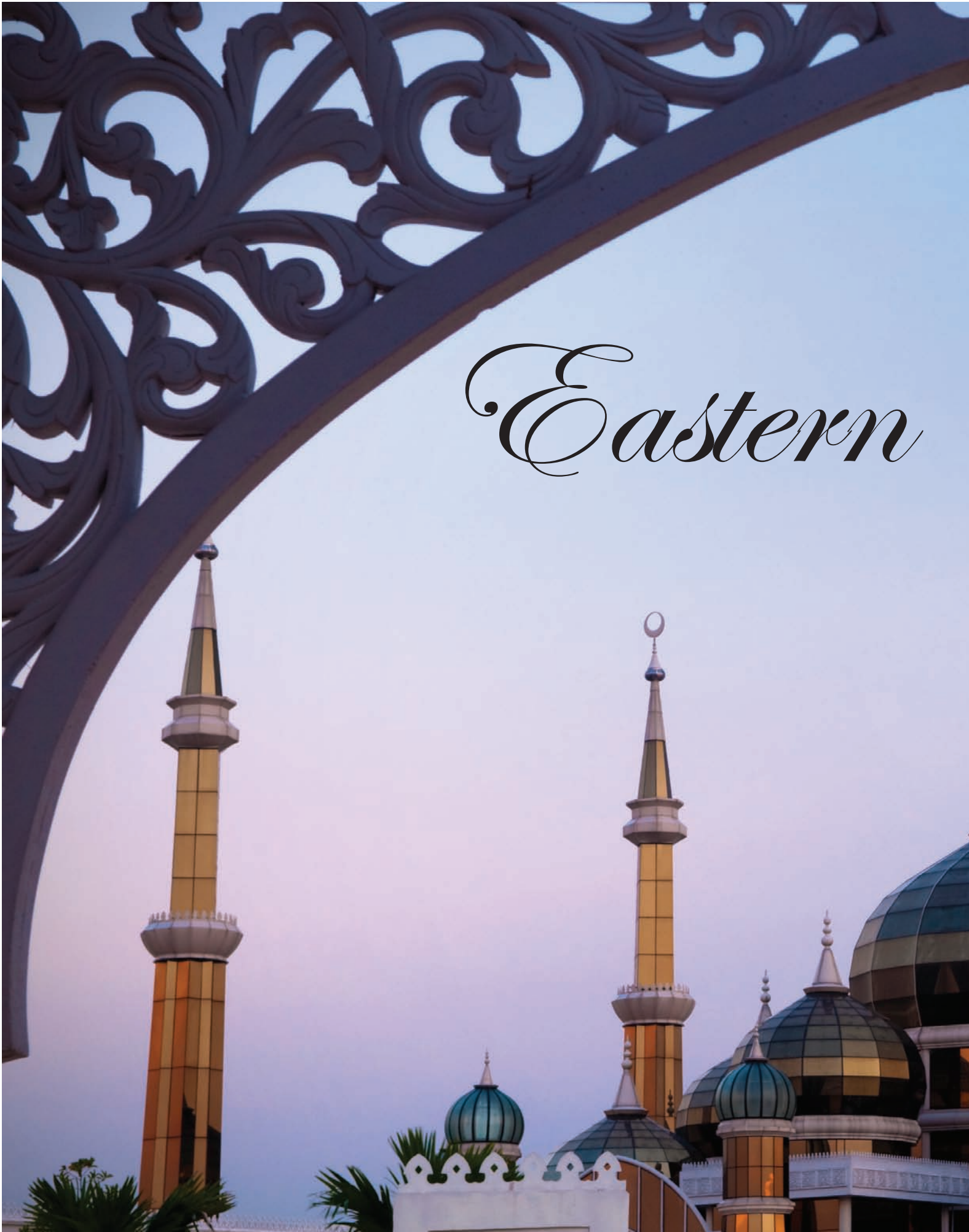
Other recommendations

Do not plan sudden maintenance or checks on your aircraft on a day when no schedule is planned, as it will be extremely difficult to arrange airport entry passes for the crew.

Also note that driving times within airports can be in the range of 20-30 minutes, because of speed restrictions and the movement of aircraft. Do cater for these times when planning your departures.

Tipping is to be avoided – if you wish to show your appreciation for a service rendered, seek the advice of the handler-supervisor. ☞

www.cbasingia.com



promise

The Pacific Rim is playing host to some of the most significant business aviation growth and FBO and airport developments in the world

Words | **John Challen**



Today, the 21 countries within the Pacific Rim account for 40% of the world's population, contribute more than half the world's GDP, and comprise 44% of world trade. China may be responsible for a sizeable chunk of those figures (see *China focus* on page 86), but many of the economies around it are also experiencing growth. It is therefore perhaps not a surprise to learn that Asia is predicted by many to account for around 40% of all air travel by 2026.

Joe Wilson is the managing director of Aviation Services Asia Group (ASA Group) a consultancy that operates in more than 20 markets in the Asia Pacific region and beyond. Wilson's company handles every aspect of business aviation for clients – namely dealing with FBOs, permits, visas, charters, VIP meet and greets, and concierge services – and is based in Hong Kong, so he has witnessed the growth of the industry on his doorstep. And he says there are still many expansion opportunities in the Pacific region: "There is almost a monopoly in Hong Kong, so Singapore is the best place for expansion because western operators have more confidence here than in other places such as China. Singapore is a key business hub, as seen in the last 10 years when US and European companies moved their regional base in Asia Pacific from Hong Kong, or set up offices in both locations. A couple of our biggest clients are involved in the casino operations, so we are getting a lot of people going backwards and forwards from Singapore that are either opening or building casinos down there."

Singapore

In the coming months, private charter passengers can expect to pass through the new business aviation centre that is being built at Seletar airport in Singapore. The facility will support the Seletar Aerospace Park and will open in mid-2010. Hawker Pacific will provide an FBO presence and VIP lounge with a gymnasium and large bar, along with an accredited MRO operation on the newly extended site. Under the terms of the expansion, existing FBO Jet Aviation Singapore, which set up at the airport in 1995, has been allocated an additional 1.5 hectares to add to its existing 2-hectare operation. Plans also include a new hangar that is double the size of its existing one, allowing it to accommodate two BBJs. Outside the terminal, the runway is to be extended from 1,200m to 1,800m to accommodate Airbus A320s, and Boeing 737s and 757s. Such aircraft currently use Singapore's Changi International Airport, where Jet Aviation Singapore also operates an FBO, helping it to win FBO of the Year 2009 for the quality of its services both in Changi and Seletar.

Another operator at Changi is JetQuay, whose terminal opened in 2006. JetQuay now not only offers services such as limo transfers, secure parking, business centre and board room, but also the chance to view a contemporary Asian art exhibition. Each passenger is individually taken care of by a guest relations officer, who deals with customs and immigration on arrival, or drives him or her to the departure gate.



Top and above: **SkyCare International's corporate terminal in Auckland, New Zealand**

Malaysia

Things are also hotting up in Malaysia with the development of the Sultan Abdul Aziz Shah Airport in Subang, Kuala Lumpur. Part of a US\$90 million redevelopment to attract more business and general aviation custom, the new 'Subang Skypark' was the former Terminal 3 at Subang Airport and opened in October 2009. "The facility comprises a fully equipped business center, relaxation facilities, food and beverage services plus dedicated crew amenities," says Subang Skypark executive director Datuk Ravindran Menon.

The new FBO offering, known as SkyPark FBO, is run by ExecuJet and Hawker Pacific and comprises an 2,438m² facility containing a VIP lounge and fuel provision. Under the terms of the contract signed by both ExecuJet and Hawker, the two have exclusive rights to move to another new building, which is set for completion in 2010. Other developments within the FBO are individual MRO hangars for each company, expected to be open in 2010. SkyPark FBO is ExecuJet's sixth FBO, and enables users to transfer to Kuala Lumpur in under half an hour, Petaling Jaya in 17 minutes, and Shah Alam in nine minutes. Wilson



Above: **Brisbane Jet Base offers ground handling and VIP services in Brisbane, Australia**



confirms that the new facilities in both Malaysia and Singapore are "looking after the big boys" by accommodating BBJs, and even Dreamliners should the need arise.

Australia

Despite investing overseas, Hawker is keen to maintain the facilities connected to Sydney, Brisbane Perth and Cairns airports. The largest FBO company in Australia (see page 102) has ensured that every one of its facilities in Australia is equipped with VIP rooms, vehicle airside access, and a crew room with TV, DVD and internet access. Andy Gahan, national operations manager, FBO, at Hawker Pacific, ensures that each port can handle anything from a light prop plane up to a 350-seat 747, and the range of movements can range from 40 to 400, depending on location.



"The FBO department is relatively new; our Sydney FBO was opened in 2003, Brisbane 2005, Cairns 2005, and Perth came online in 2009," says Gahan. "From a development point of view, at our facility in Sydney we are in talks with the airport about purchasing land on the airfield to build a new facility in the next four to five years."

Hawker is not alone in being attracted to Australia's business aviation market: Houston-headquartered Air Routing International (ARI) has set up an operation in Sydney to handle incoming flights. It's not an FBO, but ARI is putting time and investment into a location that it thinks will grow over the next two years. "From my point of view," says Wilson, "I am certainly seeing more flights arrive in Hong Kong from Australia, whereas typically they tended to just be domestic trips, partly due to the size of the country."

New Zealand

New Zealand's business aviation industry is also benefiting from development. Monique Oomen from Christchurch Airport says they are in talks about establishing an FBO in the next two to four years. "As far as corporate and business aircraft are concerned at the moment, they are parked on stand-off positions that require vehicle transport to the terminal etc. We have four stands on the Post Apron and seven on the US Antarctic Apron, however, access to these is subject to working around the activities of resident operators [this is a commercial airport after all]." The airport does already cater for corporate activities and these are mostly facilitated by Capital Jets and Pacific Jets, both Christchurch-based operations.

Sticking with New Zealand travel, SkyCare International's FBO facility in Auckland is currently undergoing an interior refurbishment that will result in an expanded guest lounge with more facilities and visiting crew planning areas, according to Raynor Simich, operations manager at the company. A new 2,000m² hangar has also been commissioned, joining the 1,000m² facility already in place. Meanwhile, the company will refurbish its FBO facilities at Wellington in the middle of 2010, as well as provide more guest parking and modernized facilities. Simich says the improvements will mean that the number of passengers handled at any one time in Auckland and Wellington will be 40 and 16 respectively, the number of flights for each location throughout the year being 2,000 and 750. Both facilities currently have the capacity to handle jet sizes up to BBJs.

Fiji

Nadi International Airport in Fiji is another commercial airport in the Pacific that is contemplating gaining an FBO presence. The facility hopes to have an operation established, along with a new business aviation terminal, within five years. At the moment, those arriving via private charters are serviced by Air Terminal Services (Fiji) (ATS), which, explains team leader Abdul Sahim, operates 24/7 and can handle aircraft up to A380-size: "We arrange landing permits, transport crew to respective hotels on arrival and provide all the catering needs of the customers." ATS has a reputation for culinary excellence, with a team of 65 chefs who can prepare dishes from any region, at short notice.



Above: **Hawker Pacific and ExecuJet run SkyPark FBO at Sultan Abdul Aziz Shah Airport**

The company is said to have the only 145 repair station in the South Pacific, with engineering and maintenance staff on hand.

Japan

Moving into the North Pacific, Japan's general aviation industry is on the rapid rise – finally. "Generally speaking, the people at Japanese airports [at FBOs or MROs or ground handlers] are very helpful," Wilson explains. "The whole view of general aviation is improving in the country, so the Japanese are willing to be a bit more flexible – but they are still very strict on slot timing and curfews. General aviation is now being seen as a good revenue earner both for them and for the country as a whole."

Among some of the more notable developments in Japan are those occurring at Tokyo Narita International Airport. For example, Aeroworks has expanded its ground handling operation and has also been granted some increased parking space for its charter operations at the airport. Pre-flight support services offered by Aeroworks include hotel arrangement and securing slot times.

Nagoya, meanwhile, is being tipped as one of the country's airports to watch. The airport is located in the south of the country and was established as a hub for business aviation in 2005. Features include the ramp area for vehicles just 100m away from the arriving jet, and the location – Nagoya's city centre is just a 20-minute drive away. There is a lounge within the terminal, as well as three conference rooms, and a customs, immigration and quarantine room.

Thailand

Returning to Wilson, the industry expert highlights developments in Thailand, especially the potential for the establishment of an FBO that could be run by his team at ASA. He says Phuket is considering an FBO, which could become operational during 2010 and points to the fact that Airports of Thailand (AOT) recently announced an investment of US\$150,000 to expand the airport, bringing capacity to 11.5 million passengers by 2016, an increase of over 75% on current numbers. More significantly, plans for the business aviation portion of the expansion include VIP security lanes, concierge services, inflight catering, marshaling, parking, aircraft valet, limousine transfers and hotel accommodation. ☞

Growth market

With fixed base operations throughout Australia and Asia, Hawker Pacific continues to invest and expand, and will soon open a facility in Shanghai

Words | **Ellie Chong, Hawker Pacific**



As a provider of aviation sales and product support for 30 years, Hawker Pacific has developed an enviable reputation in Australia, New Zealand, Asia, the Pacific, and the Middle East. The company's core activities include aircraft sales; aircraft maintenance, modification and equipment support; and an extensive network of fixed base operations (FBO), which cover aircraft management and private jet charter services. Its FBO locations include Brisbane, Cairns, Perth, Singapore, and Sydney, as well as a joint venture facility, SkyPark FBO Malaysia, which opened in 2008 at Sultan Abdul Aziz Shah Airport in Subang, Kuala Lumpur.

The company's most exciting development to date is a purpose-built FBO facility in Shanghai. The Shanghai Hawker Pacific Business Aviation

Centre is designed to provide world-class facilities at Hongqiao Airport, designated by Shanghai's government to become the city's main business-orientated airport. Construction is nearing completion and the facility is expected to commence operations in early 2010.

The company has witnessed strong growth in the use of private and corporate aircraft in the region. Corporate owners and operators generally demand a greater level of support for their aircraft, as well as world-class facilities for passengers and crew.

Hawker Pacific's FBO services include: trip planning and scheduling to any port in the region; transport security program approvals; visa requirements; on-site customs/immigration and quarantine clearance; ground handling services

Main image: **SkyPark FBO Malaysia** at Sultan Abdul Aziz Shah Airport in Subang, Kuala Lumpur



Above: **The lounge at SkyPark FBO Malaysia**

such as refueling, catering and hangarage; ground transportation for passengers and crew; concierge services; and passenger lounges and facilities for VIPs.

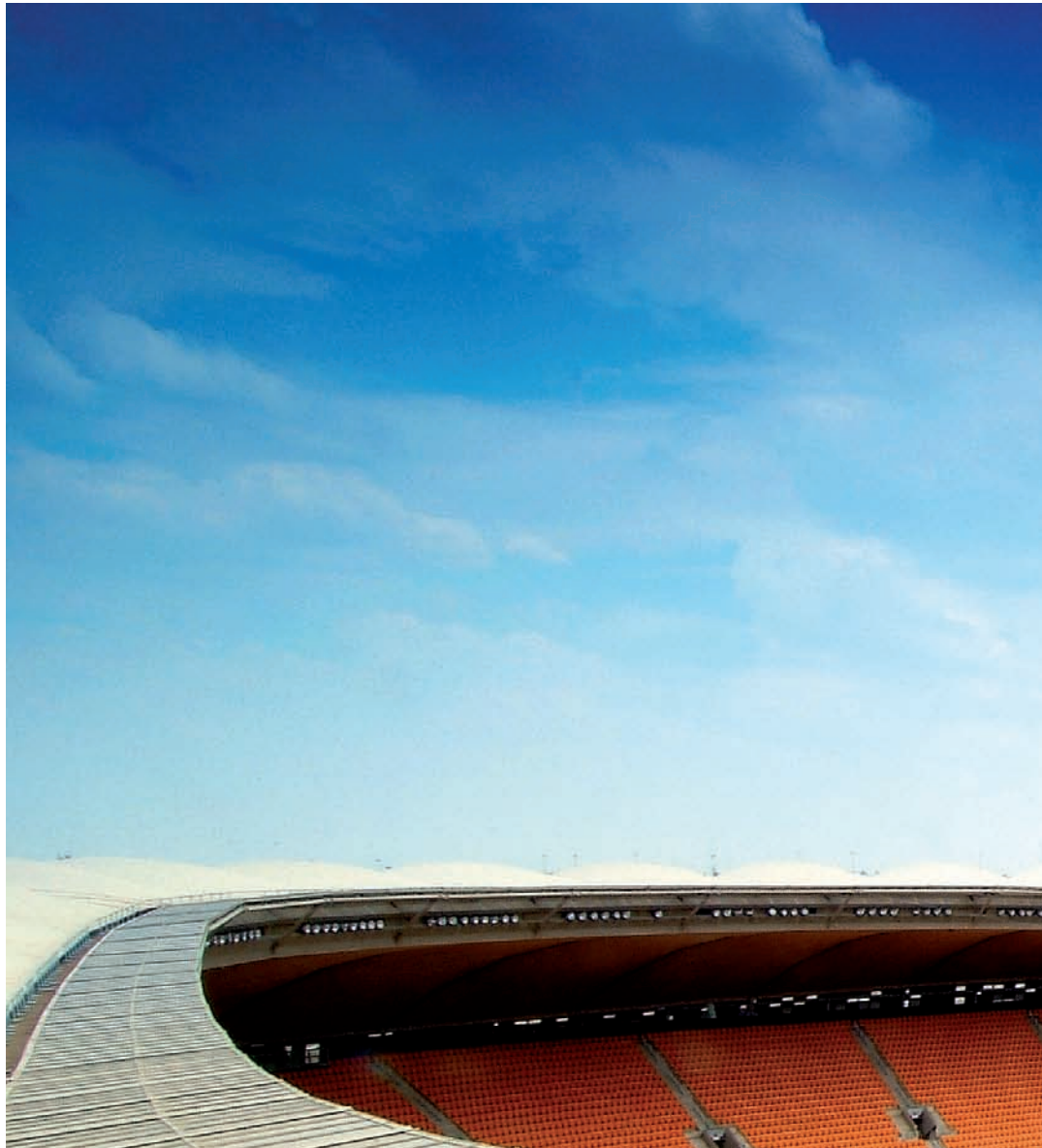
Premium lounges

Hawker Pacific's premium lounges are designed to provide a complete five-star experience, a relaxing environment for transiting passengers and flight crew. The lounges are complemented with catering facilities, private bathrooms, gymnasium, cable TV, and communication facilities (including high-speed internet) to suit both leisure and business travel needs. All lounges are hosted by highly trained personnel and offer a range of concierge services 24 hours a day, seven days a week.

Hawker Pacific also offers aircraft charter, embracing the highest standards of service, safety and compliance to existing aviation regulations. With access to a modern aircraft fleet, an experienced flight operations department and aircraft management service, the company offers a complete private travel solution for clients.

Hawker Pacific expects sales in the business aircraft segment in the Asia-Pacific region to grow, especially in India, and therefore continues to look for new opportunities to expand its regional network, and to refine and evolve its services to meet the requirements of its growing list of clientele. ↗

www.hawkerpacific.com



Ahead of the game

With the FIFA World Cup being held in South Africa this year, we take a look at what the local airports receiving private charter aircraft are doing to gear up for the tournament

Words | **Saul Wordsworth**

Between June 11 and July 11, 2010, South Africa will host the 19th FIFA World Cup, the first time the football tournament has been held in Africa. With 10 stadia being used to host 64 games across the country, all airports will be on red alert in anticipation of an influx of passengers. For now only Cape Town, Durban and Johannesburg have been named as international points of entry for the tournament, although this may change at the behest of the Airports Company of South Africa in the run-up to June.





Main image: **Johannesburg's Soccer City**, venue for the tournament's opening and final matches



Image courtesy of Mike Schmukler/Populous

BHISHO

Based in the Eastern Cape, this Cat 2 domestic airport (which can be upgraded to Cat 6 if required) is situated approximately 200km (124 miles) north of Port Elizabeth's Nelson Mandela Bay Stadium. Principally used as a training school, Bhisho's stand-out feature is its 2,500m runway, the longest in the state and capable of accommodating any size of aircraft. Airside can take five Boeing 737-200s, while secure bays are available landside for 200 cars. Facilities are minimal, although there is an executive lounge with a capacity of 20. Maintenance must be arranged in advance.

**BLOEMFONTEIN**

One of the few international airports in South Africa, Bloemfontein is capital of the Free State province. The Free State Stadium, location for five first-round games and two in the second round, is only a 12km (7.5 mile) drive away. The airport has two runways – 2,555m and 2,195m – and the airside apron can accommodate seven Boeing 737-400s. Additional space can be secured from the nearby air force base if required. Landside capacity is 620, including under-cover bays and lock-up garages. The main diversion airport in the country, a temporary terminal building will be created for the tournament to accommodate up to 12,000 passengers per day. Having recently been upgraded, the airport now possesses sizeable business and VIP lounges, as well as seven car rental firms, three restaurants and a 66-room hotel. It is also a WiFi hotspot.

**CAPE TOWN INTERNATIONAL**

One of only three international entry points for the tournament, this airport is only 20km (12.5 miles) from Cape Town Stadium. The airport recently underwent a large-scale upgrade to improve the passenger experience. A new five-storey central terminal building has been constructed, complete with 74 retailers and restaurants, including renowned South African seafood chain Ocean Basket. Road upgrades include a new drop-off situated directly in front of the terminal building. The numerous executive lounges include a VIP lounge operated by the Department of Foreign Affairs. WiFi is available throughout the airport and at the on-site hotel. Charter passengers are processed through the terminal, except when they request to be handled through specialist business aviation FBOs ExecuJet and Signature. Special arrangements may be requested in advance.

**EAST LONDON**

Based in the Eastern Cape province, this coastal airport is situated approximately 300km (186 miles) from Durban by road (or 30 minutes by air) and is the support airport for Port Elizabeth. Often seen as the gateway to the unspoilt Wild Coast, East London's profile is 80% business people and politicians. With runways measuring 1,935m and 1,589m long, this Cat 7 airport can receive anything up to the Boeing 737-800. Airside there are seven apron bays, while the recently expanded car parking has 600 spaces, plus 300 for rental vehicles. East London's Terminal Building Project should be completed by March 2010. The project includes air-conditioning for added comfort in the summer, new food and beverage outlets, and a new 76m² VIP lounge.

**GEORGE**

Situated at the heart of the Western Cape's Garden Route, George Airport is approximately 400km (249 miles) from both Cape Town and Port Elizabeth. An area of great natural beauty, the affluent district of Eden is expected to be a base camp for a number of teams. This Cat 7 airport boasts a 2,000m runway, a restaurant that serves traditional South African fare, and three executive lounges. The apron can accommodate six Boeing 737-800s, and there are 330 public parking bays.

**KIMBERLEY**

The most central airport in the country, the city of Kimberley in the Northern Cape province is best known for its diamonds. The closest stadium is Bloemfontein, around 150km (93 miles) to the south. The airport has runways of 3,000m and 2,439m and is listed as Cat 5. The old terminal building is currently undergoing a long-term upgrade, which is due to be completed in February 2010. The upgrade is designed to enhance the passenger experience through the introduction of air conditioning, improved passenger flow, a new restaurant and bar, and a new VIP facility. There are 150 parking bays and four airside bays, plus an apron for general aviation that can accommodate an additional 20 aircraft. This airport is a WiFi hotspot.



KLERKSDORP

Based in the North West province, approximately 140km (87 miles) away from Johannesburg, Klerksdorp attracts general aviation and occasional charter aircraft. This rural airport has one simple terminal building plus two runways – a 1,500m tar runway and a secondary grass strip. No maintenance or Jet A1 is available.

**KRUGER MPUMALANGA INTERNATIONAL**

Situated around 25km (15.5 miles) from the Mbombela Stadium in Nelspruit, this airport traditionally serves passengers for Kruger National Park. The airport will be operating 24/7 for the duration of the tournament and plans to install two temporary tents either side of its terminal building to accommodate extra passengers. A bus service will be in constant operation to ferry passengers to and from the games in Nelspruit. Inside the terminal there are four high-quality business lounges. The runway is 3,100m and the apron has five Boeing 737-800-sized bays, plus nine for general aviation.

**LA MERCY**

Set to replace Durban International, which will be decommissioned, this new airport is being constructed to manage the influx of passengers for the tournament. It is expected to open on May 1, 2010, just over a month before the tournament. Located in La Mercy, around 35km (22 miles) north of Durban's Moses Mabhida Stadium, the new airport – also known as King Shaka International – promises excellent and comprehensive facilities for charter passengers.

**LANSERIA**

North west of Johannesburg, Lanseria is South Africa's premiere business airport. It is situated within 70km (44 miles) of four of the 10 host stadia, including Johannesburg's Soccer City, the location for the final. Despite one low-cost terminal, Lanseria's main business is corporate flying. This fully international airport is well versed in handling even the most particular VIP demands and boasts four of the most outstanding executive lounges in South Africa. Limousine and bodyguard services are available on request. During the tournament, shuttle services will be available from Lanseria to all local stadia. Landside parking bays are currently being extended to 1,800, with 12 dedicated airside bays for Boeing 737-400s and below. "Compared to OR Tambo International our processing time is so much quicker," says airport manager, Gavin Sayce.

**MARGATE**

Margate, situated approximately 130km (81 miles) south of Durban, is a small general aviation Cat 2 airport with very few facilities. The airport has five apron bays and a 1,300m runway, and can receive aircraft up to the size of a Learjet.

**NEW TEMPE**

This Cat 1 airfield is based in Bloemfontein, close to its international counterpart. Only 12km (7.5 miles) from the Free State Stadium, New Tempe handles civilian light aircraft and has runways of 1,300m and 1,200m. Terminal facilities include a bar, swimming pool and a 'braai' or barbecue. Airside the airport can accommodate 20 light aircraft and 10 more on grass.



NEWCASTLE

Based in KwaZulu Natal and 4,000ft above sea level, this small country airfield is around 330km (205 miles) from Durban. With no passenger comforts the airport offers little other than access to Zululand and the site of Rourke's Drift. It has a 1,500m runway and can accommodate small business jets.

**OR TAMBO INTERNATIONAL**

South Africa's busiest airport and one of only three international entry zones for the tournament, OR Tambo is 25km (15.5 miles) from Ellis Park in Johannesburg. Major developments have taken place at OR Tambo in advance of the FIFA World Cup, including the expansion of the international terminal, the creation of a new central terminal, extra car parking space and a duty-free shopping mall. There are over 40 shops and 18 restaurants on offer, as well as two on-site hotels with 300 rooms between them. WiFi, massage and chapel and prayer areas are also available.

**OUTDSHOORN**

Situated close to George Airport in a mountainous region of Western Cape, Oudtshoorn is approximately 460km (286 miles) from Cape Town. The runway is 1,700m long and can accommodate the Boeing 737-400. There is apron capacity for three Boeing 737s "at a push". This Cat 1 airport is used mainly by the South African Air Force. Comforts and facilities are minimal, although AvGas and Jet A1 are available, and the town of Oudtshoorn boasts several hotels.

**PIETERMARITZBURG**

Already earmarked as one of the FIFA World Cup training cities, Pietermaritzburg is in the state of KwaZulu Natal, some 90km (96 miles) from Durban's Moses Mabhida Stadium – or a 10-minute flight. Based 8km (5 miles) from the city centre, the runway is 1,500m in length and the main apron can accommodate four BAE 146s. Recently upgraded to a Cat 6 aerodrome, Pietermaritzburg installed runway approach lights in September 2009 to improve landing facilities. Plans for early 2010 include a newly refurbished VIP lounge and public parking for 200.

**POLOKWANE INTERNATIONAL**

Just a 10-minute drive from the Peter Mokaba Stadium, Polokwane is easily the best placed airport for games at this ground. Its current restoration, due to be complete by the time of the tournament, includes full refurbishment of the terminal building, expansion of passenger capacity, increased car parking bays and the widening of the airport access road from two lanes to four. Its runways are 2,800m and 2,300m, while its apron can house 10 Boeing 747-400s. This Cat 7 airport boasts three smart VIP lounges, and a restaurant serving traditional South African cuisine.

**PORT ELIZABETH**

Located roughly 3km (2 miles) from the beachfront and 8km (5 miles) from Nelson Mandela Bay Stadium, Port Elizabeth is known as the '10-minute airport' on account of being a 10-minute drive from most major areas of the city. The airport recently started reconfiguring its terminal to add operational space in advance of the event. A Roadlodge hotel with 90 rooms is also due to be completed in time for the tournament. The airport has two asphalt runways – the longer at 2,000m – and one grass. Airside parking is available for 12 full-sized aircraft, with the nearby Air Force base providing an additional four commercial bays and 18 spaces for business jets. There are two VIP lounges managed by Airports Company South Africa and two by airlines.




POTCHEFSTROOM

 This modest airfield is based in the North West province, approximately 150km (93 miles) west of Johannesburg and Soccer City. It has a runway of 1,500m and airside parking for six small business jets. Currently processing only 200 passengers per year, it is considering an expansion prior to the tournament that would include a runway extension and improved terminal facilities.




RAND

 Only around 11km (7 miles) from Johannesburg's Ellis Park Stadium, this Cat 6 airport is roughly 20km (12 miles) closer than Johannesburg's OR Tambo International, and is hoping to receive international status for the FIFA World Cup. Although it is expecting an influx of local jets and private charters for the tournament, the airport will not be making any changes in advance. Its runways are 1,800m and 1,500m – long enough to accommodate a Boeing 737-800. 10 apron bays are available, with space for a further 15 smaller aircraft on grass. There is secure parking for 300 cars as well as car hire. The airport offers full air traffic control 24/7, plus fuel and lubricants. There is also a lively restaurant/bar on site, with live music on at weekends.




UPINGTON INTERNATIONAL

 Situated within the beauty of the Green Kalahari in the Northern Cape province, Upington is an international airport approximately 620km (385 miles) from the nearest stadium – Bloemfontein. The airport, which can upgrade from Cat 7 to Cat 9, has runways of 4,900m and 2,400m, and an apron with capacity for three Boeing 737-400s. Once its refurbishment is completed in April 2010, Upington will have a much larger terminal facility, including its own distinctive VIP facilities and restaurant. All 58 car parking bays are free.



VIRGINIA

 This beautifully positioned airport is only 50m from the beach and around 9km (5.5 miles) from Durban's Moses Mabhida Stadium, the location for six World Cup games. It is also 4km (2.5 miles) from the popular Umhlanga Rocks holiday resort. Despite its small proportions – the runway is 925m and the terminal building is “very small” – a charter under the guise of FIFA looks set to use the strip during the tournament. The airport is a Cat 2, soon to be raised to a Cat 3, and can fit up to 50 small jets on its premises.



WONDERBOOM

 Positioned 16km (10 miles) from the centre of Pretoria and 12km (7.5 miles) from the Loftus Versveld Stadium, Wonderboom is expecting extensive use during the tournament. Recently revamped, the airport has strengthened and remodelled its apron to accommodate seven Boeing 737-200s. The new arrival and departure halls are designed to ease congestion and make travel more pleasurable. Temporary infrastructures may also be installed during matches to cope with additional passenger influx. Wonderboom has a 1,830m runway, 270 car parking bays, three car rental businesses and 24-hour security. The new VIP lounge is available on request and there are 11 bedrooms in the terminal building itself. Check-in is only 15 minutes prior to departure.



THE STADIA


Soccer City, Johannesburg – opening and final matches
Nelson Mandela Bay Stadium, Nelson Mandela Bay/Port Elizabeth – third place playoff venue
Moses Mabhida Stadium, Durban – semi-final venue
Green Point Stadium, Cape Town – semi-final venue
Ellis Park Stadium, Johannesburg
Peter Mokaba Stadium, Polokwane
Loftus Versfeld Stadium, Tshwane/Pretoria
Royal Bafokeng Stadium, Rustenburg
Mbombela Stadium, Nelspruit
Free State Stadium, Mangaung/Bloemfontein 



Image courtesy of Mike Schmukler/Populous

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Words | **Keith Norris, Hadley Executive Chauffeur Service**



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Above: **Hadley tracks flights to ensure its cars are on hand at the precise time of arrival**

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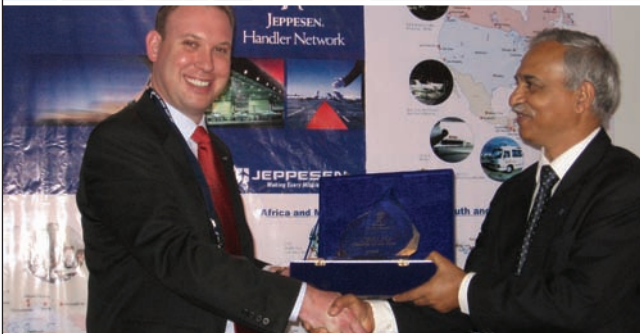
Above: **Hadley's chauffeur fleet includes luxurious 7 Series BMWs**

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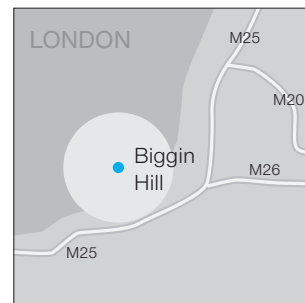
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History in the making



Biggin Hill Airport, now a business airport, is famous for its role as a Royal Air Force base during World War II

Words | **Christine Velarde**

Biggin Hill Airport, just outside London, UK, served as one of the principal Royal Air Force fighter bases during World War II, protecting London and the south-eastern part of England from attack from enemy bombers. Over the course of the war, fighters based at Biggin Hill claimed 1,400 enemy aircraft, at the cost of the lives of 453 Biggin Hill based aircrew.

The airfield was originally opened by the Royal Flying Corps (RFC) during the First World War. At first it was used for wireless experiments, but in 1917, the base was established as part of the London Air Defence Area, and became responsible for defending the capital against

attacks by Zeppelins and Gotha bombers. After the end of the First World War, the airfield was used by several experimental units, which worked on instrument design, ground-based anti-aircraft defenses, and night flying.

During World War II, Biggin Hill was one of the commanding bases for the Battle of Britain, with both Spitfires and Hurricanes from a variety of squadrons being based there. Because of its location and its importance in defending the London, Biggin Hill became a primary enemy target. Between August 1940 and January 1941, the airfield was attacked 12 times, the worst of which killed 39 people on the ground.

Now, London Biggin Hill Airport is a business and general aviation airport. Just 12 miles outside London, the airport provides quick and easy access to the city center. Biggin Hill is used by a large number of business flights, using business jets and similar sized aircraft. The airport has a passenger terminal, which provides facilities for travelers, including departure lounges, a licensed café bar, and customs and immigration. The airport's two runways can handle a wide variety of aircraft – from the smallest single engined private Piper up to jets of various sizes including Gulfstream, Embraer, Dassault Falcon, Cessna and Bombardier.

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