

# Signature Flight Support Guide for Passengers

## NAVIGATING YOUR PRIVATE FLIGHT ON THE GROUND



### WHAT TO EXPECT

Flying privately is the quickest and cleanest way to travel. Unlike commercial airports with long walks, in-depth screenings, and lots of strangers, many travelers commuting via a private airplane spend only seconds in the Signature FBO building, if any time at all.

### YOUR FBO TRIP:

#### FIND OUT WHERE YOU'RE GOING

A charter broker or aircraft operator will provide information on which Signature location you will be departing. Some airports have multiple FBOs, so be sure to include 'Signature FBO' and the airport name in your navigation app.




#### ARRIVING AT THE FBO



##### Via Rideshare/Hired Driver

If you're traveling by a rideshare service, taxi, or limousine, you'll be taken to the front door of the private terminal building. If you're traveling with bags, a Signature team member will bring a cart to the vehicle to assist in transferring your luggage.

 Depending on local regulations, some airports allow limousines to drive to the door of the aircraft.



##### Via Rental Car

Park in a rental car assigned space and bring the keys to the front desk of the FBO. A team member will return the vehicle to the rental company.




##### Via Personal Vehicle

Park in the private parking lot adjacent to the FBO terminal. If planning to leave a vehicle with us overnight, please let the front desk know so we can ensure it is secure.

#### GETTING READY FOR DEPARTURE

Guests of a Signature FBO are welcome to wait in the lobby until their flight is ready to depart. When it is time to depart, a member of the flight crew will greet and escort travelers out to their aircraft. **Signature team members are on hand to help make flight connections: just ask for assistance.**

 Need a private space before departure? Many of our locations feature a private lounge or conference room.




#### ON ARRIVAL

Once the aircraft door is open and stairs are lowered, travelers can embark to their next mode of transportation.

**Rideshare/Hired Vehicle/Taxi:** Some locations allow vehicles directly on the ramp, while others may require you to go through the FBO to leave the airport.

**Rental Car:** National Car Rental will deliver a rental car directly to the FBO parking lot. The Signature team member at the front desk will have your car keys.

 National Car Rental, the preferred rental car partner of Signature Flight Support, details all vehicles to meet their 'Complete Clean Pledge', sanitizing 20 key touchpoints before every rental. Make a reservation at [nationalcar.com](https://nationalcar.com).





The safety and well-being of our customers has always been our top-priority and the SignatureAssure program represents our commitment to providing the cleanest and safest facilities in private aviation. Comprised of standardized protocols that combat the spread of COVID-19, you can trust Signature is taking extra steps at every location across our worldwide network to ensure your health and safety.

## COVID-19 PRECAUTIONS

Signature takes the safety of our guests and team members seriously, and has introduced a number of measures to uniformly stop the spread of COVID-19. No matter where in the world your travels take you, trust every Signature location to treat your health and safety as our top priority.



### SOCIAL DISTANCING

In many jurisdictions, wearing a mask in public is mandatory. Signature requests that all guests wear masks when entering the FBO. Complimentary face masks for travelers are available throughout our network.

FBO terminals have introduced social distancing markers, including signage and floor markings.

Where possible, furniture and tables have been spaced to incorporate greater distance.



### EMPLOYEE READINESS

All Signature Flight Support employees are required to wear a face mask when performing their operational duties.

Signature is using touch-less thermometers and pulse oximeters to monitor the health of all employees before the start of their shift.

All Signature employees are required to be current in their training and accreditations before performing services to aircraft.



### FACILITY READINESS

All locations have implemented a prescriptive approach to common and public area cleaning, frequently disinfecting common touchpoints.

Signature has implemented a 50 point cleaning checklist that is completed multiple times a day.

To prevent food-based transmission of illness, our FBOs are only providing prepackaged food.

Signature staff members will not board an aircraft, conducting all necessary flight preparations (including catering delivery) from a safe distance.

Literature, linens, and non-essential common use items have been removed from public areas.



Learn more about how we're protecting your health and well-being at [signatureflight.com/openforbusiness](https://signatureflight.com/openforbusiness).