

## Handling Fees

The VIP services of Castle and Cooke Aviation Honolulu offers the upmost of comfort and highest standard for guests that require special attention and discretion in a safe and secure private terminal.

Our ground handling services start well in advance of the arrival of a corporate flight into Honolulu. Upon receipt of a ground handling request, we begin the coordination of the following services:

1. Secure hotel reservations ensuring the best hotel and prices are offered
2. Handle ground transportation for hire to coordinate with crew and passenger's arrival
3. Crew Car – no charge when available
4. Handle rental car reservation and/or delivery of crew and passengers vehicles at planeside
5. Notify State of Hawaii ramp control of the arrival and departure of your aircraft. We report delays and unscheduled aircraft movements to and from the mainland and neighbor islands
6. Handle the formalities of 24/7 USDA inspection for planeside departures to the mainland.
7. Handle the 24/7 USCUSTOMS planeside clearance for international arrivals.
8. Process USCUSTOMS documents and permit to proceed for international departures.
9. Coordinate with our line service for under the wing services to comprise of items that your aircraft requires: aircraft push-back and towing, baggage handling, lavatory and water services, and fueling coordination, as well as provisioning of GSE equipment, including tow bars, stairs, and ground power units.
10. Handle the in-flight catering to be delivered and certified by USDA prior to departure. Catering is stored in a USDA certified kitchen.
11. In house laundry service and dish washing as well as storage for miscellaneous items
12. We allow private vehicles with security passes to access our tarmac for planeside greetings and departures. Transfer of guest while in transient of reception of guest in VIP lounge,
13. We provide fresh leis to all guest on board for arrivals.
14. We keep in contact with the aircraft flight operations and/or crew for updated information regarding your aircraft.
15. Maintain foreign garbage disposal storage certification and arrange for disposal
16. Dispose of all garbage (no charge except foreign trash)
17. Maintain US Customs bond
18. NATA Safety First training
19. Department of Health and Environmental training and requirements
20. Complimentary papers, ice, coffee, juices, water, welcome beverage service, light snacks
21. Comply with all requirements and maintain all documentation for State Airport authority, Department of Health, Department of Homeland Security and Transportation Security Administration.
22. Pilot preflight planning computer and printer.
23. Receiving, printing, copying of all weather and flight plan packages as requested.

24. Lighting and security cameras on ramp and perimeter.
25. 24 hour availability.
26. Collect State required landing fees and taxes and report and remit to airport and taxing authorities (regardless of payment method).
27. Provide elegant lobby facility for waiting (crew and/or passengers) with full service janitorial for restrooms and customer areas.
28. Local ground transportation via van as needed.
29. Avtrip points for customers registered and participating in the program.
30. Acceptance of virtually all major credit cards (commercial and fuel) along with accepting virtually all contract fuel providers.
31. State of the art refueling trucks for capacity and reliability.
32. Follow-me truck as requested.
33. Air-to-ground radio capability.
34. Inventory of aircraft consumables such as international insecticides, Prist and major oils.
35. Disposal of sump fuel and waste oil.

We are the liaison with the government and airport entities and your aircraft and serve as the coordinator of 3<sup>rd</sup> party services for your aircraft.

You can be assured that we have the appropriate licenses, insurance and training as well as meet all compliance regulations to handle your aircraft at Castle & Cooke Aviation.

We look forward to your next trip to the Hawaiian Islands.

Aloha and Mahalo from your Castle & Cooke Aviation Honolulu Team