



# FAQs

## How can I contact customer service?

1-800-393-7035

[bookings@advancedaircharters.com](mailto:bookings@advancedaircharters.com)

## Who is Advanced Airlines?

Advanced Airlines are based out of Los Angeles, CA and have been operating as a private charter and aircraft management company for over 10 years. We run a full service FBO at Hawthorne Municipal Airport and operate a fleet of 8 King Air 350s, 6 Pilatus PC-12s, 2 Lear Jets and 1 Challenger 604. More recently, we have been operating scheduled flights throughout California for multiple different membership-based companies. More information about our leadership team can be found here: <https://www.advancedairlines.com/leadership-team/>

## What is the ticket pricing?

	Non-refundable	Refundable	Block (Refundable)
Silver City - Albuquerque	\$84.90	\$129	\$75.25*
Silver City - Phoenix	\$118.25	\$161.25	N/A
Phoenix - Silver City	\$123.85	\$166.85	N/A

Please note all fares include tax and are valid for one-way tickets. Additional terms and conditions apply.

\*A block of \$1,128.75 for 15 one-way tickets expire 12 months from purchase date.

## How will I receive a flight confirmation?

After booking your flight through our website or over the phone with our customer service team, you'll receive an email confirming your itinerary and a unique confirmation code. Boarding passes can be printed out at home or at the ticket counter when you arrive for your flight.

## Where can I view the flight schedule?

<https://www.advancedairlines.com/shuttles/>

## What is your baggage policy?

Passengers may bring up to 50lbs luggage (max. 48 linear inches). Please call ahead to accommodate oversize luggage (golf bags, etc). Oversize luggage may be subject to fees.

## When do I need to arrive for my flight?

Check-in ends 15 minutes prior to departure time. At Phoenix Sky Harbor, TSA recommends arriving 2 hours prior to departure time. At Silver City and Albuquerque, we recommend planning to arrive at the gate at least 30 minutes prior to departure. Please allow additional time if you are traveling with a firearm, pet, or are disabled or an unaccompanied minor.

## How are passengers notified of flight changes?

Any flight updates will be communicated via email and a courtesy phone call as time allows. If you booked your flight through a travel agent, flight updates will be communicated to your travel agent.

## What kind of aircraft do you use?

Routes will be flown on King Air 350s. The King Air is a 9-seat, twin engine turboprop aircraft with club seating.

## How can you assure that your flights will operate on time?

We plan to keep at least one aircraft based in Silver City, minimizing chances of flight delays. As a company, we have a 98% on-time performance statistic and over 10 years' experience. We keep our aircraft on a 3-day maintenance schedule in addition to regularly scheduled inspections. Since we are based in Southern California, we generally don't have weather-related challenges that stretch our fleet thin. It's in our best interest and in yours for us to operate these flights as reliably as possible.

## What are the terminal locations?

GRANT COUNTY/SILVER CITY AIRPORT (SVC): 188 Airport Road Hurley, NM 88043

ALBUQUERQUE INTERNATIONAL SUNPORT (ABQ): 2200 Sunport Blvd Albuquerque, NM 87106

We are located on the departures level (2nd floor) at gate E2.

PHOENIX SKY HARBOR INTERNATIONAL (PHX): 3400 E Sky Harbor Blvd, Phoenix, AZ 85034

Check-in is located in Terminal 2, and we operate out of Gate 9.

## What parking options are available at each location?

GRANT COUNTY/SILVER CITY AIRPORT (SVC): Free on-site parking. Please call ahead if planning a long term stay.

ALBUQUERQUE INTERNATIONAL SUNPORT (ABQ): Garage parking lot, \$10/day or Economy Lot \$7/day.

PHOENIX SKY HARBOR INTERNATIONAL (PHX): Prepaid discount parking (Terminal 2): \$19/day, Economy Lots \$7-\$15/day.

## What transportation options are available at each location?

Rental cars and Uber are available at Phoenix and Albuquerque. We are working to have a rental car option in Silver City soon.

## If a block of flights is purchased, who can use them?

The purchaser may award tickets to whomever they choose. Reservations should be made through our customer service department. Additional terms and conditions apply.

## Will block ticket vouchers purchased through the previous operator be honored?

In the event that the previous operator does not honor refunds for your unused block purchase flights, we will do our best to accommodate you on a case by case basis.

## What is your firearm policy?

Passengers may travel with unloaded firearms as checked baggage provided they comply with all federal, state and TSA regulations. We will require valid documentation and a declaration of unloaded firearms. Additional detail may be found in our Contract of Carriage.

## Can unaccompanied minors fly?

Yes, if over the age of 7. Additional details may be found in our Contract of Carriage.

## Can animals fly?

Passengers may travel with one service animal or emotional support animal (dog or cat only) with proper documentation and advance notice. Additional may be found in our Contract of Carriage.

## Do you have any agreements with other airlines?

Our immediate priority is launching reliable service in January 2019. At this time, we do not have any interline agreements in place with other airlines, however it is an initiative we're actively pursuing to make our service more valuable.