



GENERAL AVIATION INDUSTRY RECOMMENDED
BEST BUSINESS PRACTICES
“Know Before You Go”

The undersigned organizations collectively represent individuals and businesses comprising the vast majority of the general aviation community in the United States.

Included in this uniquely American industry are Fixed Base Operators, or FBOs, which play a key role in enabling access to airports, and the communities they serve, throughout the country. From their airport locations, FBOs provide a critical range of aviation-support services, including but not limited to fueling, parking, tie-downs, aircraft maintenance and flight instruction.

Most operators of general aviation aircraft using FBOs are individuals and small businesses, which strive to optimize the value of their aircraft, as well as their cost efficiencies. That said, FBOs are also used by individuals and organizations involved in law enforcement and other civic services, medevac and humanitarian operations, aerial coverage by local television stations and other news organizations, aircraft sight-seeing and photography and other important functions.

Although these operations may vary widely in type and function, they all rely on FBOs to provide high safety standards and strong professional service. For their part, FBOs actively compete for business on many of these same attributes. Simply put, FBOs and those they serve are components of a complex aviation infrastructure that benefits the economic vitality of a nation.

While retail fuel prices are readily available online at multiple websites, it is presently not common practice for FBOs to make available online other prices and fees. However, ensuring the highest level of customer service and transparency is a longstanding hallmark for FBOs and by expanding online communication of prices and fees, the customer experience for general and business aviation users will only be further enhanced.

Therefore, we, the undersigned, hereby support and encourage the adoption of the following “Know Before You Go” best business practices:

1. Best Communications Practices Fixed-Based Operators (FBOs) will provide for all General Aviation and corporate-configured aircraft types in routine personal or business use a description of available services and a listing of current applicable retail fuel prices, fees and charges. This includes FBO fees and charges for services, pre-planned special events, infrastructure, facility, ramp, parking, handling, and security, as well as airport pass through fees.

2. A Best Communications Practices FBO will make current applicable retail charges and fees, and what they are for, accessible to aircraft operators on-line in a user-friendly manner and with sufficient clarity that a pilot operating a general aviation or corporate-configured aircraft type in routine personal or business use can make an informed decision. This on-line information should have as one focus eliminating any misunderstanding or miscommunication on fees and charges related to the products or services FBOs provide.
3. FBOs should move expeditiously to implement these practices. Some FBOs may require greater flexibility and, depending on their individual circumstances, may need more time to develop on-line display capabilities or develop appropriate alternatives.
4. Best Communications Practices FBOs will invite and encourage customers to contact them prior to visiting so that customers can ask questions, know and evaluate their options, and make informed decisions.

With this declaration, we remain committed to promoting the widespread adoption of these best practices, which will strengthen the flight experience, communication and transparency for general aviation overall.