

DEDICATED TO HELPING BUSINESS ACHIEVE ITS HIGHEST GOALS.



Central & South America Operations

Thursday, February 09, 2017 | 10:30 a.m. – 11:45 a.m.

Session Coordinators

Cynthia Oliveira & Helmuth Rueckert

Speakers

Ana Paula Martin, Helmuth Rueckert,
Chris Schweinfurth and Keith Dixon

**SCHEDULERS &
DISPATCHERS CONFERENCE**

February 7-10, 2017 | Fort Worth, TX

DEDICATED TO HELPING BUSINESS ACHIEVE ITS HIGHEST GOALS.



Navigating Brazil

Thursday, February 09, 2017 | 10:30 a.m. – 11:45 a.m.

PRESENTED BY:

Ana Paula Martin

**SCHEDULERS &
DISPATCHERS CONFERENCE**

February 7-10, 2017 | Fort Worth, TX

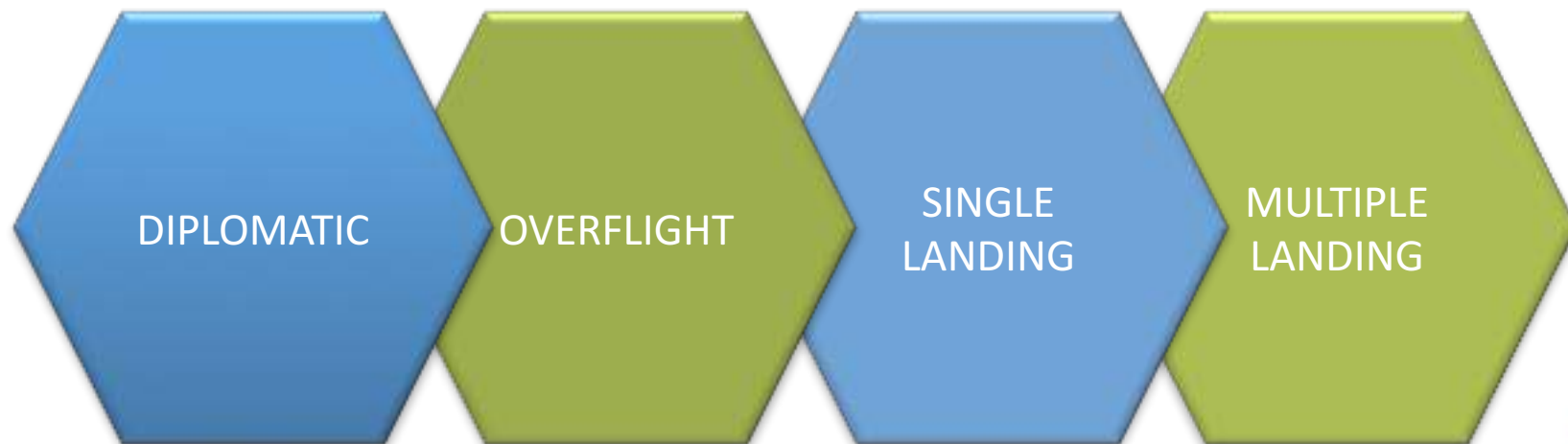
Demographics of Brazil

- **Name:** Federative Republic of Brazil
- **Capital:** Brasilia
- **Language:** Portuguese
- **Population:** 205,823,665, 5th largest in the world
- **Total Area:** 8,515,770 sq km, 5th largest in the world



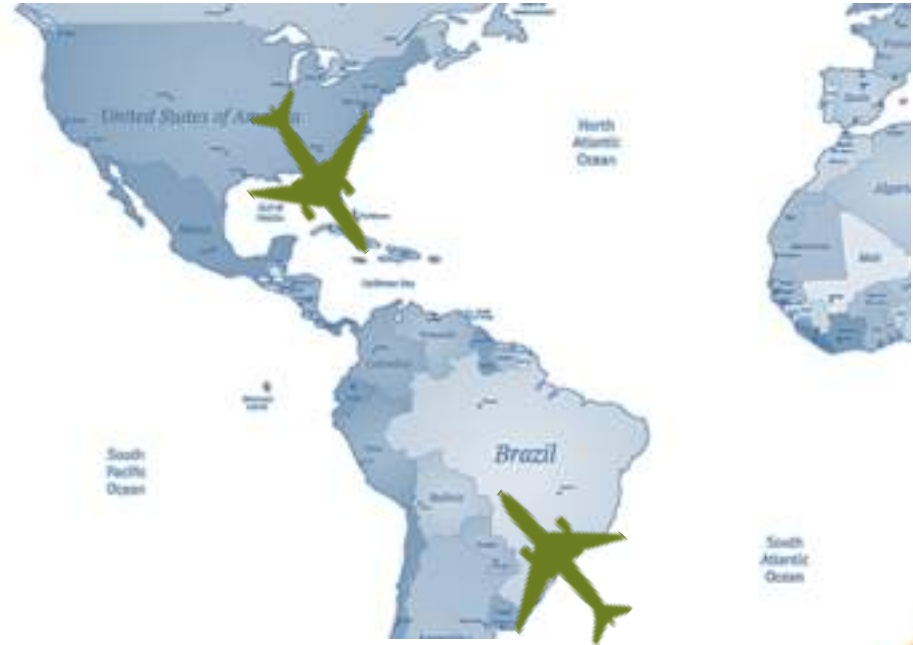
Plan your trip

Brazilian permits



Diplomatic - AVOEM

- For diplomatic flights this permit is issued by the embassies of both countries with no interference of handlers or trip planners
- No changes are allowed
- Military base



Overflight – ANAC notification

ANAC website

- Operation details
- Aircraft Insurance
- Airworthiness Registration
- Crew License
- Medical Certificate
- Air Operator's Certificate (Part 135)
- Operations Specifications (Part 135)



Single Landing – ANAC notification

ANAC website

- Operation details
- Aircraft Insurance
- Airworthiness Registration
- Crew License
- Medical Certificate
- Air Operator's Certificate (Part 135)
- Operations Specifications (Part 135)



Single Landing – ANAC notification

Visas

- Crew: Cockpit crew don't need Visas, if carrying the original and valid license and medical certificate
- Passengers, flight attendants, mechanics or engineers: need Visas depending on the nationality
- CIQ on the ground



Multiple landing – AVANAC

ANAC website; attached for analysis

- Operation details
- Aircraft Insurance
- Airworthiness Registration
- Crew License
- Medical Certificate
- Air Operator's Certificate (Part 135)
- Operations Specifications (Part 135)



Multiple landing – AVANAC

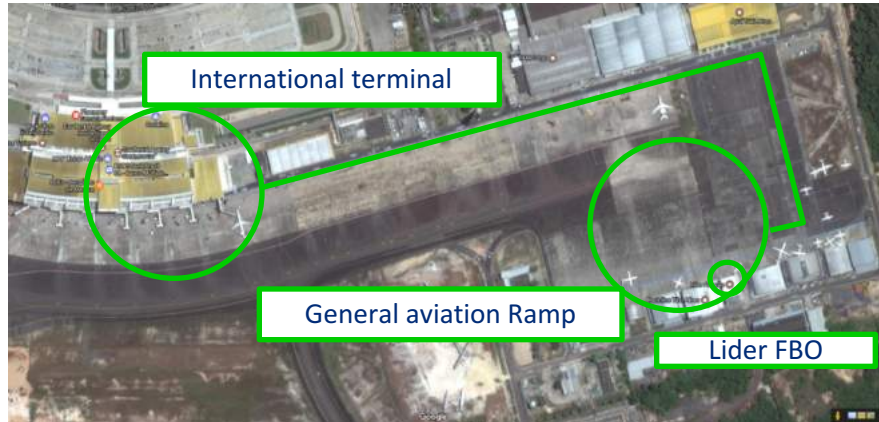
Main Intl Airports

- SBGR – Guarulhos
- SBEG – Manaus
- SBGL – Galeão/ Rio
- SBPA – Porto Alegre
- SBRF – Recife
- SBSV – Salvador
- SBBR – Brasilia



Multiple landing – AVANAC

On the ground



SBEG
10 min. Drive

Multiple landing – AVANAC

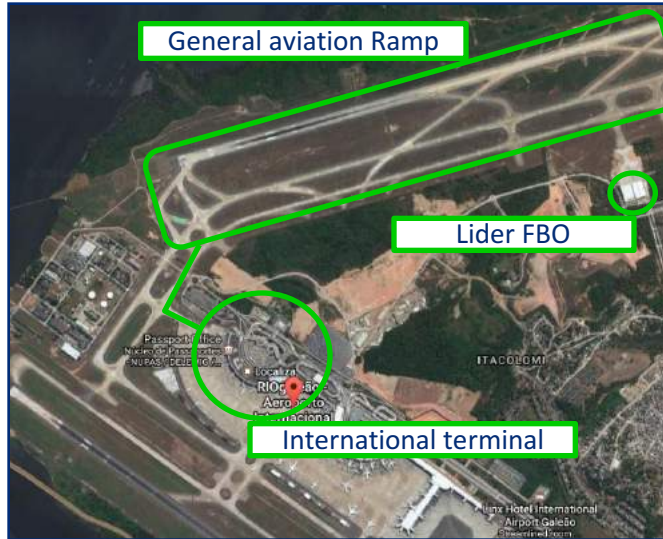
On the ground



Multiple landing – AVANAC

On the ground



SBGL
25 min. Drive



TEAT vs TECAT

Before TECAT	After TECAT
The procedure began upon arrival	Customs procedure begins before arrival
Personally	Electronical
Basic information	Complete information

TECAT

SISTEMA INTEGRADO DE INFORMAÇÕES DA AVIAÇÃO CIVIL

.. Consulta autenticidade AVANAC/Search authenticity AVANAC

Matrícula da Aeronave:
 Aircraft Registration marks:
 Número da autorização: Ex: AVANAC999N11
 Clearance number:

.. AERONAVE (AIRCRAFT)

Matrícula da Aeronave: (marks)	<input type="text"/>	Data de previsão de chegada (estimated date of landing):	<input type="text"/>
Nacionalidade: (nationality)	<input type="text"/>	Número AVANAC: (clearance number):	<input type="text"/>
Modelo: (model)	<input type="text"/>	Data de validade: (expiration date)	<input type="text"/>
Peso máximo de decolagem: (MTOW)	<input type="text"/>	Situação da autorização: (clearance situation)	AVANAC FINALIZADA PELA RFB (FINALIZED)
Operador: (operator)	<input type="text"/>		
Piloto em Comando: (PIC)	<input type="text"/>		

.. OBJETIVO DO VOO (PURPOSE OF FLIGHT)

Viagem de diretor ou representante de sociedade ou firma, quando a aeronave for de sua propriedade
 Transporting a director or a representative of a company or firm which owns the aircraft.

Before landing

At landing

At Departure

At departure

Procedures

- Airport fees must be paid
- CIQ inspection
- Stamped Gendec should be presented
- Filed flight plan 45 min before the flight
- Sigma is the new interface used to file flight Plan, for ANAC licenses
- AFTN adress ICAO followed by YOYX ex. SBGRYOYX

At departure Flight Plan

- At least 45 min in advanced. If coordinated airport, 01h30min
- Check if the route is a preferential route by NOTAM

3 TIPO DE MENSAGEM Message type F P L		7 IDENTIFICAÇÃO DA AERONAVE Aircraft identification N X X X X X		8 REGRAS DE VÔO Flight rules I		TIPO DE VÔO Type of Flight G	
9 NÚMERO Number 1		TIPO DE AERONAVE Type of aircraft GL F 5		CAT. DA ESTEIRA DE TURBULÊNCIA Wake turbulence Cat M		10 EQUIPAMENTO Equipment SDGHIRWXY / S	
13 AERÓDROMO DE PARTIDA Departure Aerodrome S B B E		HORA Time 1 9 0 0					
15 VELOCIDADE DE CRUISE Cruising speed N 0 4 6 9		NÍVEL Level F 3 8 0		ROTA Route DCT KEVAD UZ26 BSI UZ2 ENTIT DCT			

At departure

Flight Plan

On field 18, always include

- PBN
- AVANAC
- SLOT
- From
- EET
- Operator
- DAT
- SIC

16 AERÓDROMO DE DESTINO Destination aerodrome	EET TOTAL Total ett H.R.M.N.	AERÓDROMO ATLN Alt'n aerodrome	2a AERÓDROMO ALTN 2nd Alt'n aerodrome
S B S P	0 3 1 7	→ S B K P →	→ << ≡
18 OUTROS DADOS Other information			
PBN/A1B1C1D1O1S2 DOF/170105 OPR/XXXX EET/SBBS0111 SBCW0315			
FROM/SBRF RMK/AVANAC 0815N12 RMK/DAT *****			
RMK/CLR SPPG987547			
RMK/SIC SMITH 999999			

At departure

Flight Plan

- Inform all fields on Item 19
- For foreign pilots, please fill in the spaces with 999999

19. INFORMAÇÕES SUPLEMENTARES (NÃO SERÁ TRANSMITIDO NA MENSAGEM PPL)
Supplementary information (Not to be transmitted in PPL messages)

AUTONOMIA
Endurance: E / 0 5 3

PESSOAS A BORDO
Persons on board: P / T B N

EQUIPAMENTO DE SOBREVIVÊNCIA / Survival equipment: S

COLETES/Jackets: J

EQUIPAMENTO RÁDIO DE EMERGÊNCIA
Emergency radio: R / U V E

FLUORES
Fluores: F

BRILHANTES
Bright: B

NOTES/Dinghies: D

NUMERO
Number: 3

CAPACIDADE
Capacity: 0 8

ABRIGO
Cover: C

COR
Colour: YELLOW

COR E MARCAS DA PERSONAGEM
Aircraft color and markings: A / WHITE BLUE

PRETUTELA
Parachute: N / FIRST AID KIT

PILOTO/PILOTO
Pilot: C / JOHN 999999

NOME / Name: _____

CÓDIGO DAC: _____

ASSINATURA / Signature: _____

11-50901372

World Cup 2014 & Olympics 2016

How to plan a big event



World Cup 2014 & Olympics 2016



How to plan a big event

	World Cup 2014	Summer Olympics 2016
Federations	32	204
Competitions	54	306
Time lapse	30 days	17 days for Olympics and 11 for Paralympics
Game venues	12 cities	Rio de Janeiro and 05 cities for soccer matches
Our numbers	627 acfts	170 acfts
Acfts reg	30 % foreign 70% domestic	30 % foreign 70% domestic
Schedule revisions	Depending on match's results	Predictable
Price list	Increased substantially	Increased substantially
Quality	Overloaded chain	Overloaded chain

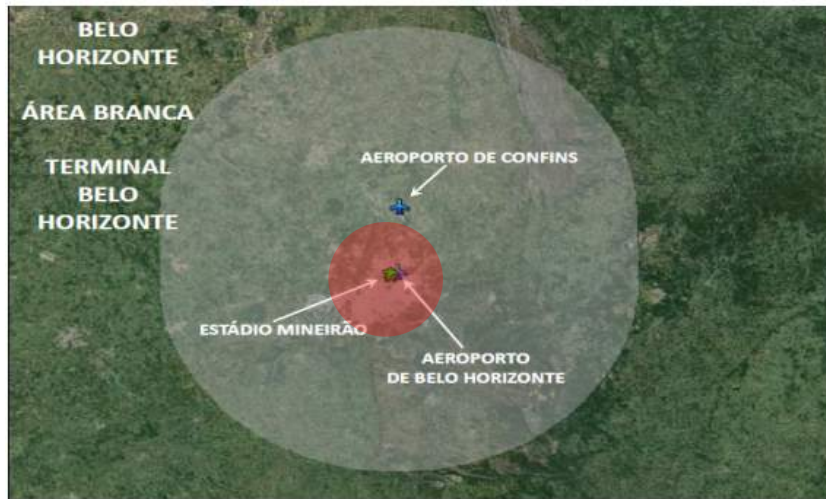
Airspace Restrictions Above the stadium, coinciding with the matches

A small window was available in Rio
In the other cities, above the stadium, coinciding with the matches

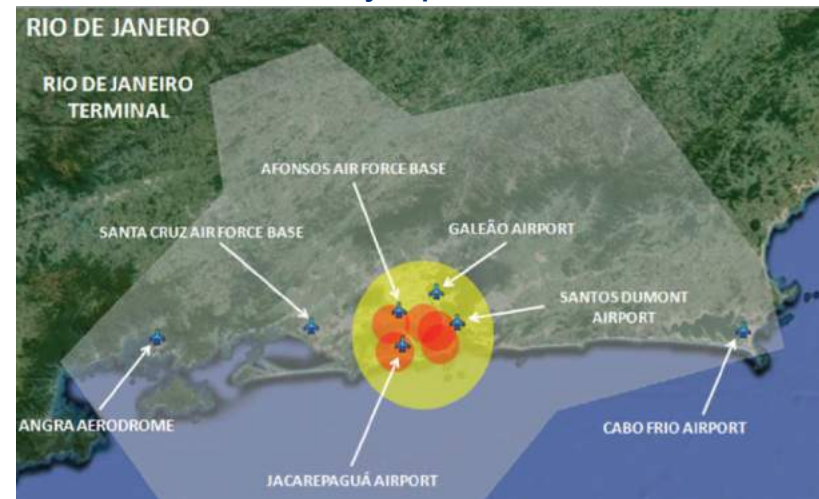
World Cup 2014 & Olympics 2016

How to plan a big event

World Cup



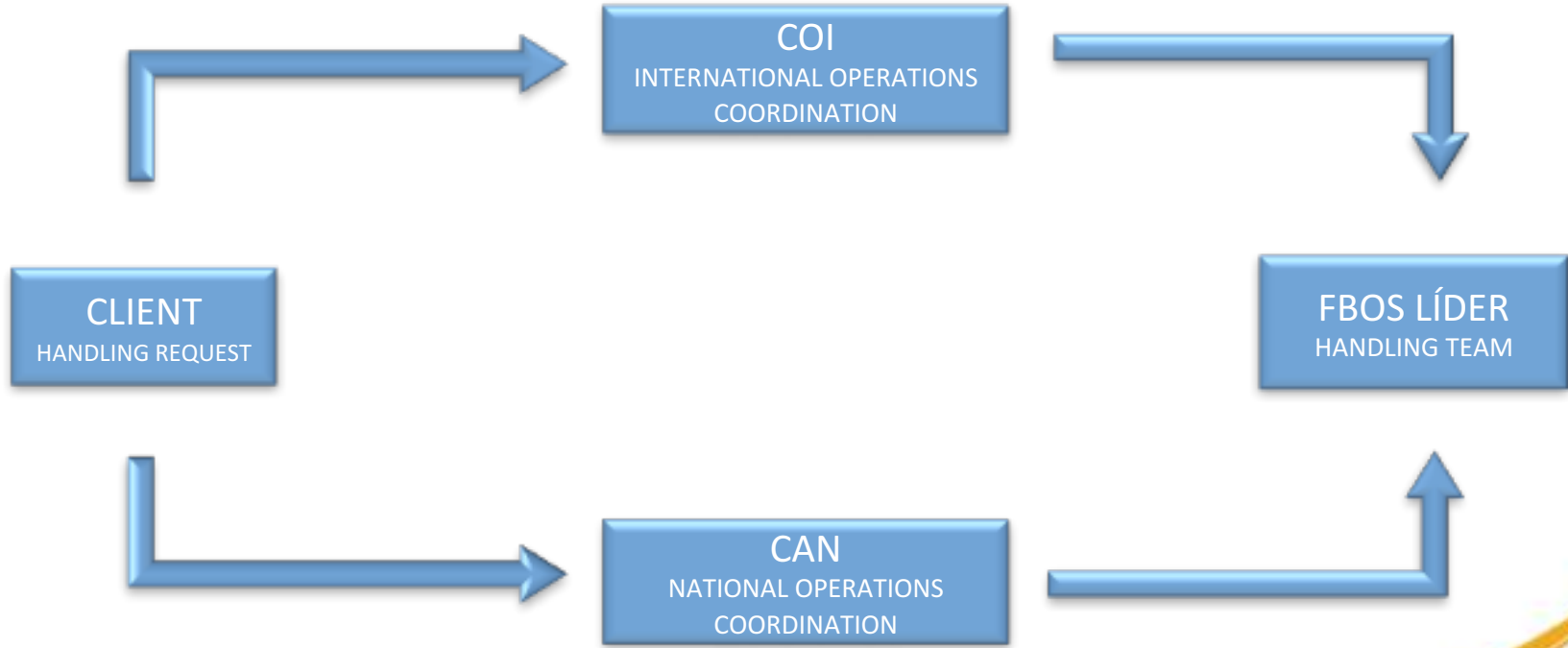
Olympics



Sources: <http://publicacoes.decea.gov.br>

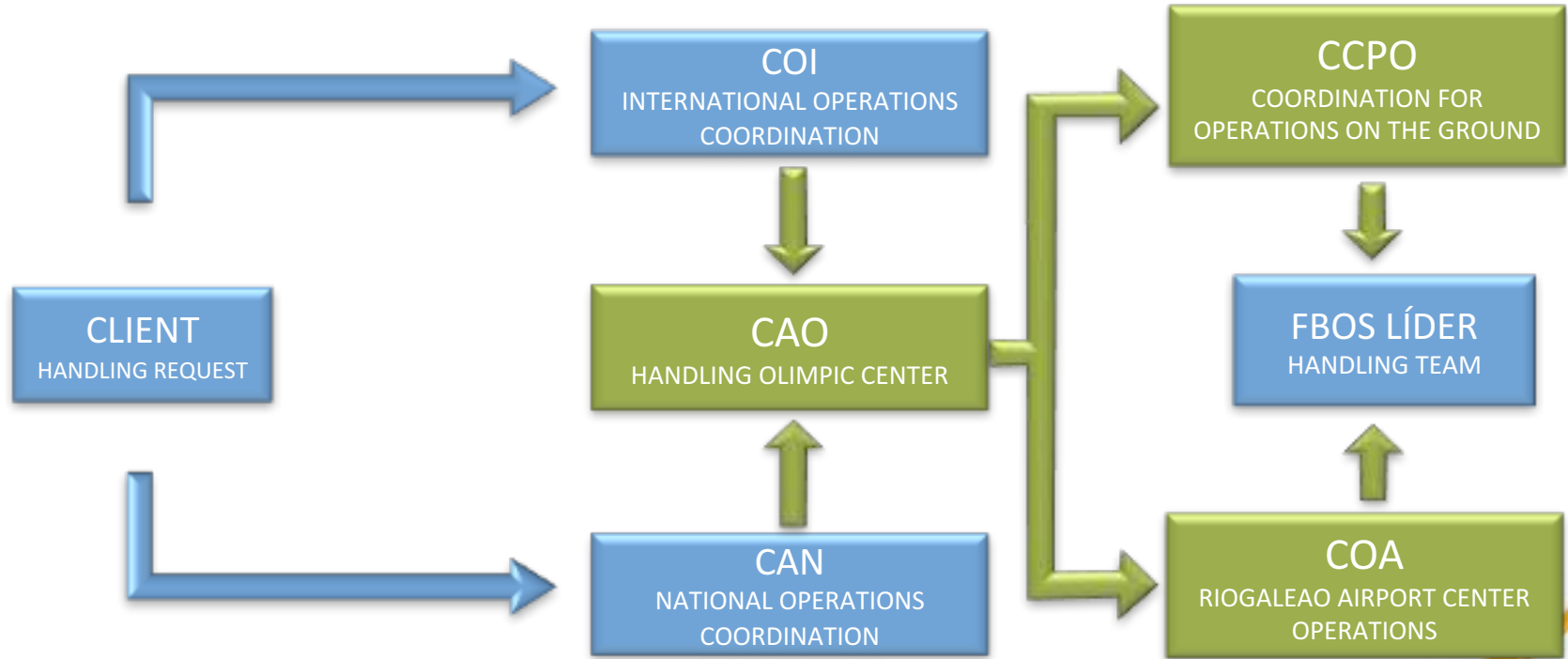
World Cup 2014 & Olympics 2016

How to plan a big event



World Cup 2014 & Olympics 2016

How to plan a big event

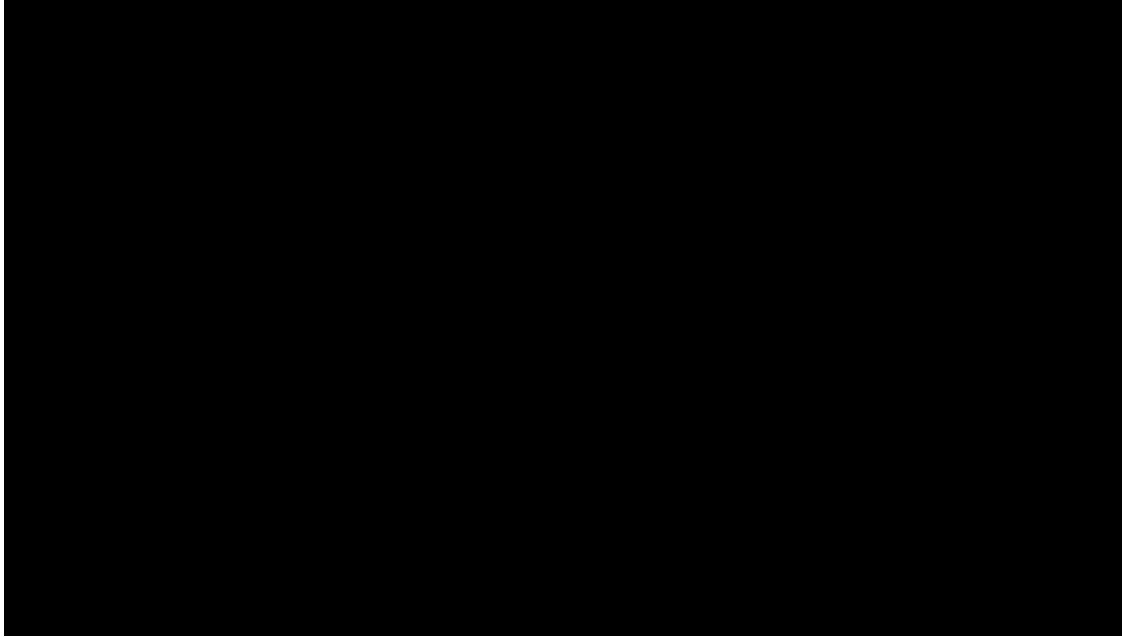


World Cup 2014 & Olympics 2016



How to plan a big event

- Focus on Schedulers, Dispatchers and attendants
- Be fully aware of the local legislation and respect it
- Hire temporary employees in advance
- Proper training
- Avoid busy days
- Keep the original schedule
- Book hotel and transportation in advance
- Fueling upon arrival
- Make catering simple
- Ask for quotes in advance
- Work on the clients expectations



Sources: <https://www.youtube.com/watch?v=LqhHFd1I3Fo>



Ana Paula Martin
International Operations Manager
Phone: +55 11 5090-4043
ana.martin@lideraviacao.com.br
www.lideraviacao.com.br



Cynthia C. E. de Oliveira
Operations Director
Phone: +55 11 5090-4040
cynthia.oliveira@lideraviacao.com.br
www.lideraviacao.com.br



For more information:
www.lideraviacao.com.br



DEDICATED TO HELPING BUSINESS ACHIEVE ITS HIGHEST GOALS.



Mexico Operations

Thursday, February 09, 2017 | 10:30 a.m. – 11:45 a.m.

PRESENTED BY:

Helmuth Rueckert, ASMCORP

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Mexico Operations

Just a little trivia on Mexico

- There are over 50 major international airports in Mexico
- 2 AOE for flights coming South of Mexico's border and/or the Caribbean
- 1 airport with de-icing capabilities
- 1 airport with pre-mixed Prist

Mexico Operations

Presentation overview

- For my presentation today I'll be reading the PowerPoint slides word by word
- SENEAM Fees
- Permits and Authorizations
- APIS
- Catering
- Safety, Security and Health concerns

Mexico Operations

SENEAM

- SENEAM is the entity that controls Mexico's airspace
- YOU are the only one responsible to track and pay your use of airspace
- You can pay via fuel uplift, the rate varies depending on your wingspan
or
- You can pay via flown distance method, with the rate varying on distance and wingspan
- You might be already in their sights for not paying past uses of airspace

Mexico Operations

Permits

- Companies not subjected to a fixed itinerary and used for Air Taxi, Ambulance, Cargo, Mail or Charter (Above 15 seats or 3500 Kg of cargo)
- Permit is granted for an indefinite amount of time
- Your permit is only valid as long as you keep updating several documents
- You are only allowed to pick up passengers previously transported to Mexico
- Charter is subject to approval of itinerary and must submit the contract between operator and end user

Mexico Operations



Mexico Operations

Authorizations

- Authorities grant the use of airspace, land and take off from Mexican territory to private flights, as long as they have an authorization
- “Private” is defined as non revenue and to meet particular needs and interests of the owner or holder of, including recreational use
- Authorization can be granted at the airport or previously with DGAC
- Demo flights are considered under non revenue flights. An itinerary will be requested and authorization may take up to 10 days

Mexico Operations



Mexico Operations

Additional notes on Permits and Authorizations

- Cabotage is defined as the transportation of pax, cargo, mail or a combination of them between two points in Mexican territory for a fee. There have been exceptions and authorizations
- Air taxi, ambulance and cargo authorizations can be requested for a one time use, lead times on obtaining them can vary
- Private authorizations are granted for one time use and calendar year
- Contact your ISP for more information on the types of permits and authorization as well as documents needed for their procurement

Mexico Operations

APIS (Immigration)

- Authorities require the electronic transmission of information related to crew and pax entering and leaving the country
- The operator is responsible for the verification of documents and transmitted information
- Failure to comply may result in fines of up to \$50K USD
- Format used is UN/EDIFACT PAXLST

Mexico Operations

APIS (Immigration)

Timeline to deliver the information on arrivals and departures

- After doors closed for flights less than 1 hour travel to Mexico
- 30 min before departure and at doors closed for flights greater than 1 hour travel to Mexico
- 30 min before departure from Mexico

Mexico Operations

APIS (Customs)

- Authorities require the electronic transmission of information related to crew and pax entering and leaving the country
- The latest modification became live in April, 2015
- Information includes: Operator, address, tail number, pax and crew names, DOB, nationality, arrival and departing airports
- The information is delivered on June and January containing all operations performed the previous six months

Mexico Operations

Catering

- Planning ahead on this is key to not having “hangry” passengers
- Not all airports have catering or commissary services on site
- Please check with your ISP the feasibility of bringing your own
- Catering may be requested on local hotels that accommodate your aircrafts needs
- Your ISP provider can give you information about your local destination

Mexico Operations

Security and Health concerns

- All airports are considered safe and under surveillance of military and federal officials
- Common sense is key for your security, all cities have wrong side of the tracks
- Mexico will abide by international conventions and treaties in regards to international health. WHO publishes guidance and recommendations to assist Member States to implement Annex 5 of the IHR (2005)

Helmuth Rueckert



+52.81.81225101

ops@asmcorp.com.mx

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South American Operations

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Chris Schweinfurth

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South American Operations

What drives your operation?

- Part 91/91K – Private / Corporate Flights
- Part 135 – Non-scheduled commercial / charter operations
- 5 Star luxury services
- Economical private flights
- Business
- Tourism

South American Operations

Are you prepared?

- Have you verified that your navigation equipment meets the states requirements?
- Have you verified that your crew is properly trained for your operation?
- Do you have the necessary Ops Specs or LOAs?
- Is this your first flight to South America?
- Do you have enough time to plan your operation?
- Are you using a handler?

South American Operations

Planning Checklist

General International operations checklists:

1. Flight Plan sample route	10. English speaking controllers
2. Over flights	11. Crew Transportation/Hotels
3. B450/B050/1v1B050/LOA compliant	12. Catering
4. Handling	13. Required Crew/Pax Docs Visas & PP
5. Landing Permits:	14. FBO Hours &Address Verification
6. Slots/PPR	15. Clearing Outbound Procedures
7. Fuel Release	16. Aircraft Disinfection
8. Parking	17. Payment Method
9. Security (World Watch Report Rate)	

South American Operations

Colombia

- Part 135 permit: 24 hours notice
- Part 91 / 91K: 48 hours notice
 - Various restrictions / regulations based on length of stay
- Age limitations for crew members up to 65 years old
- Medical:
 - Yellow Fever, Malaria, Dengue, ZIKA
- VISA: Required but crews are exempt for up to 72 hour stays

South American Operations

Colombia

- Crews are advised to bring copies of their passport photos
- All passports should have a validity of 6 months after the date of arrival
- Passenger VISAs generally follow reciprocity guidelines

South American Operations

Peru

- Part 135 permit: 5 days notice
- Part 91 / 91K: 3 days notice
 - Peru is not flexible on these notification limits
- Medical:
 - Malaria, Yellow Fever, Dengue, ZIKA
- VISA:
 - Stays over 48 hours require a VISA
 - Business VISAs require an exit VISA inspection before departure

South American Operations

Chile

- Part 135 permit: 3 days notice
- Part 91 / 91K: 24 hours notice
- Medical:
 - Dengue, Swine Flu, Altitude sickness (in high altitude areas)
- VISA:
 - Not required for visits less than 90 days

South American Operations

Chile

- Easter Island
 - The most remote airport on earth
 - Expect delays
 - Required alternates and careful extended over water planning
 - File your flight plans well in advance
 - Limited and restrictive slot and PPR availability
 - Scheduled commercial operations have priority

South American Operations

Argentina

- Part 135 permit: 2 days notice
- Part 91 /91K: 2 days notice
- Medical:
 - Yellow Fever, Malaria, Dengue, ZIKA
- Age limitations for commercial pilots with a program for mitigation
- VISA
 - A 90 VISA can be issued upon arrival

South American Operations

Panama (Technical Stops)

- Panama makes an excellent tech stop en-route to South America
- Panama landing permits can be obtained in 24 hours
- Tocumen (MPTO) is open 24 hours
- Turn times for technical stops are generally under one hour
- No Slots are required
- Excellent fuel supplies and reliability
- Passengers that remain on the aircraft will not need to clear customs and immigration

South American Operations



Country	Mandatory Vaccination	Overflight Permit Required	Overflight Permit Time	Landing Permit Required	Landing Permit Time	Visa	Highlight Information
French Guiana	Yellow Fever	No		Yes	10 Days	Yes	Crew members over 60 are not permitted to exercise commercial license privileges. Corporate aircraft over 12,500lbs require 48 hours notice PPR. Crew members must have a French VISA
Suriname	Yellow Fever	No		Yes	3 Days	Yes	VISAs can be issued upon arrival for most nationals. Passports must hold 6 month of validity from the date of arrival.
Guyana	None	No		Yes	2 Days	No	Caricom APIS required
Ecuador	None	Yes	24 Hours	Yes	3 Days	No	Baltra is now usable as an airport of entry with a permit. Make requests a minimum of 15 days in advance. All Galapagos flights require disinfection procedures
Bolivia	None	Yes	2 Days	Yes	2 Days	Yes	Crew are VISA exempt for up to 30 days. All passports should have 6 months validity at the date of arrival
Paraguay	Yellow Fever	Yes	24 Hours	Yes	2 Days	No	Passports should hold 6 months validity at the date of arrival. Arrival and Departure from Paraguay must be from a international airport with customs

South American Operations



Country	Mandatory Vaccination	Overflight Permitted	Permit Time	Landing Permit Required	Permit Time	Visa	Highlight Information
Uruguay	None	Yes	24 Hours	Yes	24 Hours	Yes	Be sure to confirm that your intended destination has english speaking controllers. All inbound flights are expected to follow disinfection procedures
Aruba	None	No		Yes	5 Days	No	US Preclearance is available
Curacao	None	No		Yes	2 Days	No	Passports should hold 6 months validity at the date of arrival
Falkland Islands	None	Yes	7 Days	Yes	7 Days	Yes	Plan well in advance for operations to the Falkland Islands, Allow at least 2 weeks notice as extensive information is requested by the local authorities
Trinidad and Tobago	None	No		Yes	24 Hours	No	CARICOM APIS required and passports must hold 6 months validity from the date of arrival. Age restrictions for crew members over 60 operating large aircraft

South American Operations

Documents

- Always carry multiple copies of your GENDEC's
- Insurance paperwork and Customs bonds
- Copies of passport photos
- Keep your maintenance records up to date
- Correctly code your flight plans to your flight rule

South American Operations

Catering expectations



South American Operations

Catering Expectations

- Use a recognized professional catering service
- Food Allergy issues
- Can you bring food into the country with you?
- Do you have the capability or service to re-heat food on the aircraft?

South American Operations

Aircraft disinfection

- Know and understand the W.H.O. aircraft disinfection recommendations
- Use a disinfection affidavit
- Carry a supply of pre-departure and top of climb disinfection cans
- You may be asked to provide proof of aircraft disinfection or be subject to disinfection by the airport authorities and experience higher costs and travel delays
- If you have a number of stops in South America you may be able to disinfect the aircraft once and present the same documents for the next ten days of travel

South American Operations

Jet A Fuel

- Best business practice for good quality Jet A fuel in South America is to utilize a reputable fuel management company
 - Ensures a fair market price
 - Ensures a quality product
 - Reduces potential fuel delays

South American Operations

Planning

- When requesting permits, ask if they are date/time flexible
 - Can you make changes to the operation during the application process?
 - What will happen if you add passengers or change the crew and aircraft?
 - Is handling required for your operation?

South American Operations

Crew swaps

- Crew swaps in some locations may be problematic
- Countries that allow crew members a VISA exemption when they arrive on a private aircraft may not afford the same latitude to that crew arriving or departing on commercial airlines

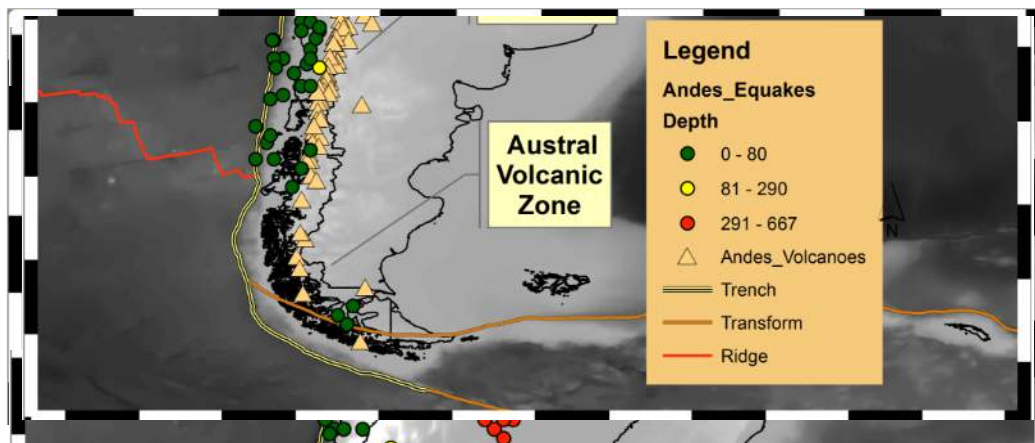
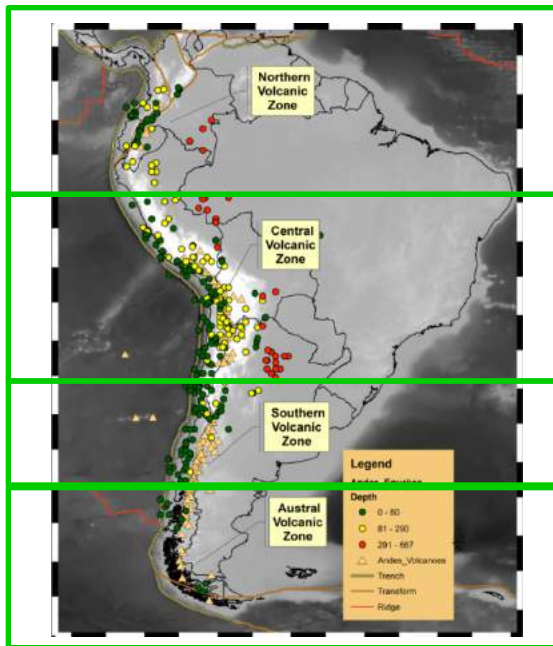
South American Operations

Safety Concerns

- Have you adopted ISBAO standard or have an SMS program?
- Do you have security protocols for unattended aircraft such as security tape and additional pre-flight inspections?
- Do you have protocols for armed and unarmed security for your personnel and property?
- Do you use references like the World Watch Report or State.gov?

South American Operations

Active Volcanoes



South American Operations

Active Volcanoes

- There are 196 active volcanoes in South America
- Ensure that you reference real time forecasts and plan appropriately

Chris Schweinfurth

Senior OCC Manager of Operations Support

Flexjet LLC / Flight Options LLC

216-261-3500

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Navigating Cuba and Venezuela

Thursday, February 09, 2017 | 10:30 a.m. – 11:45 a.m.

PRESENTED BY:

Keith Dixon

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Cuba Sanctions Overview

Hopefully since our presidential inauguration on January 20th, this Cuba information has not changed too dramatically!



General tips

Carry \$400-\$500 cash per day for food and transportation

Verizon seems to work the best in Cuba

Wi-Fi is not reliable or fast

Keep a copy of your hotel vouchers and of the photo page and passport in case your documents are stolen

Take repellent, products that contain 50% Deet

Use offline maps or preload your Google Maps - Galileo Offline Maps <https://galileo-app.com/> allows you to use your phone's GPS to show your location on regular and pre-uploaded maps from other sites. Of course, you'll download these before going to Cuba. It is a paid app, but it is worth it

Make sure your Insurance Provider WILL honor your policy should you need medical treatment in Cuba

Mobile Phones: Most Mobiles work in Cuba, it does not depend on the 'band' of your phone but on your network provider, it is best to phone your service provider and check whether your particular phone will work in Cuba

Cuba Sanctions Overview

Office of Foreign Asset Control (OFAC)

- In September 2015, the Office of Foreign Asset Control (OFAC) loosened the US embargo on Cuba

Cuban Assets Control Regulations (CACR),

- The Cuban Assets Control Regulations (CACR), permit US companies to support certain OFAC authorized travel to and from Cuba



Cuba Sanctions Overview

In this regard, your service provider should be authorized to provide fuel and/or services to Aviation and Marine customers for travel, meeting the following conditions:

- Customer must be a “**US person**” as defined by OFAC
- Meeting authorized travel exceptions of a general or specific license
- Travel must be to/from Cuba and the United States



Cuba Sanctions Overview

Per 31 CFR 515.548(b) your service provider (ISP) may be permitted to support travel for **medical emergencies** for US and non-US persons from Cuba to US and non-US (e.g. Canada) locations

CAUTION: *Cuba remains a high risk jurisdiction for US companies given the narrow scope of applicable OFAC authorizations. You should always seek legal advice before doing business with Cuba*



U.S. Person as Defined by OFAC

560.314 United States person; U.S. person.

The term United States person or U.S. person means any United States citizen, permanent resident alien, entity organized under the laws of the United States or any jurisdiction within the United States (including foreign branches), or any person in the United States



OFAC Authorized Travel to Cuba

- Activities of private foundations or research or educational institutes
- Educational activities
- Family visits
- Humanitarian projects
- Journalistic activity
- Official business of the U.S. government, foreign governments, and certain intergovernmental organizations
- Professional research and professional meetings
- Public performances, clinics, workshops, athletic and other competitions, and exhibitions
- Religious activities
- Support for the Cuban people

CAUTION: Travel-related transactions for other purposes, including tourism, remain prohibited

Authorized Customer Travel - AVIATION

Your service provider may only be able to provide fuel or services for flights to/from Cuba to U.S. persons, flying to/from the United States pursuant to a general or specific license to the Cuba sanctions



Cuba Authorized Airports

IATA	ICAO	Airport	Country	Fuel
BCA	MUBA	BARACOA	CUBA	Jet A
CCC	MUCC	CAYO COCO	CUBA	Jet A
CFG	MUCF	CIENFUEGOS	CUBA	Jet A
CMW	MUCM	IGNACIO AGRAMONTE	CUBA	Jet A/AVGAS
CYO	MUCL	CAYO LARGO DEL SUR	CUBA	Jet A
GAO	MUGT	GUANTANAMO	CUBA	Jet A
HOG	MUHG	HOLGUIN	CUBA	Jet A
MZO	MUMZ	MANZANILLO	CUBA	Jet A
SCU	MUCU	ANTONIO MACEO	CUBA	Jet A
SNU	MUSC	SANTA CLARA	CUBA	Jet A
VRA	MUVR	JUAN GUALBERTO GÓMEZ	CUBA	Jet A/AVGAS
HAV	MUHA	JOSE MARTI AIRPORT	CUBA	Jet A/AVGAS

Cuba Supplier / Vendors

Specially Designated Nationals and Blocked Person List (SDN List)

- Your service provider cannot transact with Cuban companies on the Specially Designated National list (SDN)
- So everyone must conduct heightened due diligence on each new entity and its ownership
- All vendors (suppliers, ground handlers or otherwise) in Cuba require proper vetting



Authorized Cuba Supplier / Vendors

ECASA S.A.

- Ground Handler is available 24 hours per day
- ECASA Handling Manager:
Marilis Romero Nunez
Jefa de Dpto Acuerdos de Asistencia en Tierra
Direccion de Operaciones Tierra

For Air Ambulance Flights

Cuba Asistur is to be used in conjunction with ECASA



U.S. Authorized Airports

Old	New
<ul style="list-style-type: none">As per the Interim final rule as outlined in the Federal Register (Vol. 81, No. 54) Rules and Regulations, dated March 21, 201 Removes 19 CFR part 122, subpart O, section 122.53This section limited the approved airports (currently 22) in which a U.S. operator was able to operate from the U.S. to Cuba and back	<p>With the removal of this section, a U.S. operator is able to operate into and out of Cuba from any U.S. airport, as long as it is in compliance with standard entry, exit, and CBP protocols</p>

Crew Visas

Crew Visas are required

- Crew Visas can be obtained on arrival
- If it is a general aviation flight (Cuban Term), there is no difference between Crew and Passengers, they have to have a Tourist Visa
- With the Tourist Visa the Crew and Passengers have the right to stay 30 days and stay and an additional 30 days with an additional payment

Crew Visas

Cuban born American crew member traveling to Cuba

If a Cuban born American crew member left the country before 1971

- They will need a H11 from the embassy in Washington D.C. to be able to stay in Cuba. Without the H11, the crew will only be allowed to drop the passengers and leave the country

If a Cuban born American crew member defected Cuba by leaving after 1971

- They will need a Visa **prior to arrival**. This Visa can take up to 45 days to secure. The Cuban government also conducts additional research on this person

Havana airport / MUHA



Havana airport / MUHA

Terminal 1

is used for Heads of State arrivals, Domestic and certain VIP's. this is the terminal where Obama arrived. Lots of security.

Terminal 2

is used for Commercial Charters from the US and abroad. Now they are using the terminal for some US Commercial Airline business such as Alaska, Southwest and now they are considering on bring some American Airlines flights over.

Terminal 3

is the main International Terminal for all Commercial flights. This terminal is saturated with Flights, hence the reason why the recent US airline expansion flights have them considering sending some flights to Terminal 2

Havana airport / MUHA

Terminal 4

This terminal and ramp is mainly used for aircraft overflow from other terminal parking and cargo such as Aerovaradero and expected for FedEx and UPS to start flying here when approved by IACC.

Terminal 5

this terminal is used for all corporate general aviation flights.

They have a terminal setup for this and immigration is also in this building. All is done through ECASA.

Frequently Asked Questions

Are sanctions on Cuba still in place following the President's announcement on December 17, 2014?

Yes

the Cuba embargo remains in place.

Most transactions between the United States, or persons subject to U.S. jurisdiction, and Cuba continue to be prohibited, and OFAC continues to enforce the prohibitions of the CACR. The regulatory changes, effective in January, June, and September 2015, as well as in January and March 2016, respectively, are targeted to further engage and empower the Cuban people by facilitating authorized travel to Cuba by persons subject to U.S. jurisdiction; certain authorized commerce and financial transactions; and the flow of information to, from, and within Cuba

Frequently Asked Questions

What if the trip/voyage is making an intermediary stop?

The general licenses only apply to travel between the US and Cuba. No intermediary stops are allowed

Can a USA ITPS provide services for a diplomatic flight from non-US country (e.g., Colombia) to Cuba?

No

Unless the flight involves carriage of a foreign diplomat between the U.S. and Cuba, there is no general license that authorizes any person subject to U.S. jurisdiction to support such flights

Frequently Asked Questions

Do travelers who fall within the scope of a general license need to submit a written request to OFAC for permission to travel or conduct transactions?

No

No further permission from OFAC is required to engage in transactions by a person who meets all criteria in a general license. Individuals wishing to engage in activities that may fall within the scope of a general license should review the relevant general licenses contained in the CACR to determine whether their travel-related transactions are covered by such general licenses. Persons subject to U.S. jurisdiction who wish to engage in any travel within the 12 categories of activities specified in the CACR that **does not meet** the requirements of a general license will need to apply for a specific license from OFAC

Frequently Asked Questions

Do air carriers or vessel operators need to obtain specific licenses from OFAC to provide services?

No

A general license authorizes persons subject to U.S. jurisdiction to provide carrier services by vessel or aircraft to, from, or within Cuba, in connection with authorized travel, without the need for a specific license from OFAC. However, while no additional license is required from OFAC, persons providing carrier services may still need to secure regulatory approvals from other concerned U.S. government agencies, including the Department of Commerce's Bureau of Industry and Security, the Department of Transportation's Office of the Secretary and the Federal Aviation Administration, and the Department of Homeland Security. For a complete description of what the OFAC general license authorizes and the restrictions that apply, see 31 CFR § 515.572

Frequently Asked Questions

Is travel to Cuba for tourist activities permitted?

No

Consistent with the Trade Sanctions Reform and Export Enhancement Act of 2000 (TSRA)

Travel-related transactions involving Cuba are only permitted for the categories of activities identified in the CACR. Travel-related transactions for other purposes remain prohibited



Frequently Asked Questions

Air Ambulance flights

Currently your service provider may only be able to support Air Ambulance flights carrying a person **out of Cuba**

Air Ambulance Flights can carry passengers (of any nationality) out of Cuba, not into Cuba

The destination can be anywhere in the world outside of Cuba and as long as the destination is not a sanctioned location

The service provider can support the empty leg into Cuba in support of the Air Ambulance departure

When requesting services through ECASA for an Air Ambulance flight, Cuba Asistur must be included in the handling requests and they provide ECASA approval for the Air Ambulance to operate prior to ECASA releasing all approvals

Frequently Asked Questions

Do travel service providers (such as travel agents and tour group operators) need to obtain specific licenses from OFAC to provide services for travel to Cuba?

No

A general license authorizes persons subject to U.S. jurisdiction, including travel agents and tour group operators, to provide travel services in connection with authorized travel without the need for specific licenses from OFAC. For a complete description of what this general license authorizes and the restrictions that apply, see 31 CFR § 515.572(a)(1). The provision of services related to travel for tourist or other unauthorized travel to Cuba remains prohibited

Frequently Asked Questions

USA Customs – is it still only the 22 approved U.S. airports of entry

No

This airport limitation as originally established by the CBP has been removed.

- As per the Interim final rule as outlined in the Federal Register (Vol. 81, No. 54) Rules and Regulations, dated March 21, 2016
- Removes 19 CFR part 122, subpart O, section 122.53
 - With the removal of this section, a U.S. operator is able to operate into and out of Cuba from any U.S. airport, as long as it is in compliance with standard entry and exit protocols

Frequently Asked Questions

Are service providers able to file flight plans with routes over Cuba if you the customer, secured their own Cuban overflight permit?

No

Your service provider (the company) cannot incur charges for flights that we'd otherwise not be permitted to support under the applicable specific or general license

The ITSP have to ensure they have secured the Cuban overflight permit on the customer's behalf
When filing flight plans over Cuba



Frequently Asked Questions

Are service providers able to create flight plans with routes over Cuba, and provide to customer, if the customer secured their own Cuban overflight permit?

Yes

However, the company cannot file the flight plan on behalf of the customer

The customer must file the flight plan themselves to ensure all Cuba related flight plan invoices are directed to the customer and not the company

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PLAN FOR:      MIAMI INTL / KMIA - OWEN ROBERTS INTL/GRAND CAYMAN / MWCR
PLAN NUMBER:   009784
PLANNER NAME:  KEITH DIXON

DEPARTURE DATE/TIME  ARRIVAL DATE/TIME - INCLUDES TAXI TIMES
05/22.00 (ZULU)      05/23.12 (ZULU)
05/17.00 (LOCAL)     05/18.12 (LOCAL)

RMSGS /

FLT PLAN          KMIA/MWCR MACH:MB3 A/C:NCOLE2      GLF5      PMT 24
ETD: 05/22.00Z
ORG KMIA      DEST MWCR                      FUEL RMNG AT DEST 5000 LBS

      FUEL  TIME  CORR  TOGWT  LDGWT  AVG W/C
DEST MWCR 003211 00.59 . . . . 057111 053900  M014
REQV      002991 00.45 . . . . T/O ALTN NIL
ALTN      001765 00.31 . . . . ALTN  MKJS 0201NM P034
HOLD      000000 00.00 . . . . ALTN2  NIL
ADTL      000000 00.00 . . . .
REQD      007067 02.15 . . . . BOW 048300  PAYLOAD 000600
EXTRA      001144 00.25 . . . .
TAXI      000400 00.10 . . . .
TTL AT BO 008611 02.50 . . . . RTE MAN  DIST 0414  GC 0394

EMISSIONS TRADING SCHEME REPORTING DISTANCE: 0923 NM

KMIA DCT MNATE DCT MTH G448 TADPO UG448 GCM DCT MWCR
KMIA/0380/TADPO/0390
    
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Frequently Asked Questions

Are service providers able to create flight plans and file into and out of Cuba, for U.S. based operators?

Yes

USA to Cuba

Your service provider is able to create flight plans for U.S. based operators into Cuba, if the leg originates in the U.S., as per the General license

Cuba to the USA

For departure they are able to create flight plans for U.S. based operators out of Cuba if the leg terminates within the U.S., as per the General license



Frequently Asked Questions

Are service providers able to create flight plans into and out of Cuba, for NON U.S. based operators?

Yes

ITPS are only able to create flight plans for Non-U.S. based operators into and out of Cuba

Are service providers able to FILE the flight plan with ATC into and out of Cuba, for NON U.S. based operators?

No

Your ITPS cannot file flight plans for Non-U.S. based operators into or out of Cuba

Frequently Asked Questions

May the U.S. dollar be used to conduct transactions in Cuba or with Cuban Nationals?

Yes

Persons subject to U.S. jurisdiction may engage in transactions in U.S. dollars in Cuba or with Cuban nationals with respect to activity that is authorized pursuant to the CACR

- For example, payments for telecommunications services in Cuba provided pursuant to 31 CFR § 515.542 may be made in U.S. dollars. Further, the use of U.S. dollars for transactions that are exempt from the prohibitions of or not otherwise prohibited by the CACR is also authorized
- For example, payments related to the importation or exportation of informational materials as defined in 31 CFR § 515.332, such as books or musical recordings, may be made in U.S. dollars

Frequently Asked Questions

Are authorized travelers in Cuba permitted to use credit or debit cards issued by a U.S. financial institution?

Yes

Travelers are advised to check with their financial institution before traveling to Cuba to determine whether the institution has established the necessary mechanisms for its issued credit or debit cards to be used in Cuba.

See 31 CFR § 515.560(c)(5) and 515.584(c)

Hotels

Booking hotels

- Book hotels thru their website before you go if possible, you can use your U.S. credit card and the only difference is that any incidental charges have to be paid locally at the hotel.
- But in terms of the hotel booking and payment for the rooms, you can do it direct on the hotel website.
- If paying locally U.S. credit cards are not accepted.
- A lot of the hotels are in current talks with US name hotel (Sheraton, Hilton, etc.) but they are still in negotiations.

Hotels

Here's a useful list of hotels

Crew hotel options in Old Havana include the ***Iberostar Parque Central*** or the ***Nacional De Cuba***.

New Havana options are the ***Melia Cohiba***, the ***Melia Habana*** or the ***TRYP Habana Libre***.

These hotels *may* provide an all inclusive package to include your meals.

MUHA/HAV – Havana, Cuba

1. Melia Cohiba - Ave. Paseo entre 1ª y 3ª Vedado, 10400, Havana Cuba
i. General Manager: Juan Tunon
2. Melia Habana - Ave. 3Era. E/ 76 Y 80 Miramar, 00000, Havana Cuba
i. General Manager: Dario Fernandez Estrany
3. TRYP Habana Libre - 23 Calle L E 23 Y 25, 00000, Havana Cuba
i. General Manager: Louis Basterra

MUVR/VRA – Varadero, Cuba

- Melia Las Americas - Playa de Las Americas, 00000, Varadero Cuba
General Manager: Rene Garcia Bello
- Melia Las Antillas - Autopista Sur, Carretera las Morlas, Km 14, 42200, Varadero Cuba
General Manager: Jose Carlos Sanchez
- Melia Marina Varadero - Autopista del Sur y Final, Punta Hicacos, 42200, Varadero Cuba
GM not provided in travel42
- Melia Marina Varadero Apartments - Autopista del Sur y Final, Punta Hicacos, 42200, Varadero Cuba
No Hotel by this name in travel42
- Melia Peninsula Varadero - Parque Natural de Punta Hicacos, Varadero Cuba
General Manager: Alvar Ojeda
- Melia Varadero - Ctra. de Las Morlas Varadero, 00000, Varadero Cuba
General Manager: Francisco Silva
- Paradisus Princesa del Mar Resort & Spa - Autopista Sur, Carretera las Morlas, Km 19 1/2, 42200, Varadero Cuba
General Manager: Frederick Anderson
- Paradisus Varadero Resort & Spa - Punta Francés, 00000, Varadero Cuba
General Manager: Vito Pascual
- Sol Palmeras - Carretera de Las Morlas, 00000, Varadero Cuba
General Manager: Tomeu Aisina
- Sol Sirenas Coral - Avda. Las Americas y Calle K, 00000, Varadero Cuba
GM not provided in travel42

Hotels

MUCC/CCC – Cayo Coco, Cuba

Melia Cayo Coco - Jardines del Rey, 00000, Cayo Coco Cuba

General Manager: Teresa Pont

Melia Jardines del Rey - Jardines del Rey; Morón, 69400, Cayo Coco Cuba

GM not provided in travel42

Sol Cayo Coco - Jardines del Rey, s/n, 00000, Cayo Coco Cuba

No Hotel by this name in travel42

TRYP Cayo Coco - Jardines Del Rey Moron, 00000, Cayo Coco Cuba

No Hotel by this name in travel42

MUCC/CCC – Cayo Guillermo, Cuba – 45 km / 27.96 miles from MUCC/CCC

Melia Cayo Guillermo - Cayo Guillermo - Jardines del Rey - Morón, 00000, Cayo Guillermo Cuba

General Manager: Francisco Benito

Sol Cayo Guillermo - Cayo Guillermo, 00000, Cayo Guillermo Cuba

Takes me to Melia Cayo Guillermo

MUCL/CYO – Cayo Largo, Cuba

Sol Cayo Largo - Cayo Largo del Sur, 00000, Cayo Largo Cuba

General Manager: Thomas

No last name provided – 83-45248260

Sol Pelicano - Cayo Largo del Sur - Archipiélago Canarrereos, 00000, Cayo Largo Cuba

GM not provided in travel42

MUSC/SNU – Cayo Santa Maria, Cuba

Melia Buenavista - Cuba, No 6, 00000, Cayo Santa Maria Cuba

GM not provided in travel42

Melia Cayo Santa Maria - Cayo Santa Maria - Jardines del Rey, 52610, Cayo Santa Maria Cuba

General Manager: Marco Mazzucchelli

Melia Las Dunas - Cayo Santa Maria, Jardines del Rey, 52610, Cayo Santa Maria Cuba

General Manager: Antonio Montes

Sol Cayo Santa Maria - Cayo Santa Maria, 00000, Cayo Santa Maria Cuba

General Manager: Javier Rusimo

MUHG/HOG – Holguin, Cuba

Paradisus Rio de Oro Resort & Spa - Playa Esmeralda - Crta. Guardalavaca, AP 007, Holguin Cuba

GM not provided in travel42

Sol Rio De Luna y Mares - Playa esmeralda - Crta. De Guardalavaca, ., Holguin Cuba

GM not provided in travel42

MUCU/SCU – Santiago de Cuba, Cuba – 16 km / 9.94 miles from MUCU/SCU

Melia Santiago de Cuba - Avd. de las Américas y Calle M, 90400, Santiago de Cuba Cuba

General Manager: Ignacio Morcillo

Useful websites

U.S. Department of The Treasury; Cuba Sanctions

<https://www.treasury.gov/resource-center/sanctions/Programs/pages/cuba.aspx>

U.S. Department of The Treasury; Cuba Sanctions; Guidance Regarding Travel Between the United States and Cuba:

https://www.treasury.gov/resource-center/sanctions/Programs/Documents/guidance_cuba_travel.pdf

U.S. Department of The Treasury; Cuba Sanctions; FAQ on Changes to the Cuba Sanctions Program:

https://www.treasury.gov/resource-center/sanctions/Programs/Documents/cuba_faqs_new.pdf

“U.S. Person” as defined by OFAC:

http://www.ecfr.gov/cgi-bin/text-idx?SID=e4ce5f2fefb3515c7028deff8e92bcff&mc=true&node=se31.3.560_1314&rgn=div8

U.S. Customs and Border Protection: Approved U.S. Ports of Entry for Flights to and from Cuba:

<http://www.cbp.gov/travel/us-citizens/know-before-you-go/united-states-cuba-travel/approved-us-ports-entry-flights-and-cuba>

Code of Federal Regulations (CFR's)

<https://www.law.cornell.edu/cfr/text>

Venezuela

General Information

- NOTE: Please keep in mind that the situation of the country is chaotic, you spend less than 1USD to fully refill your car tank but pay more than 2USD for a simple small cup of coffee
- Security is important, ground transportation has to be taken very seriously, do not trust anyone and let the handler always arrange everything for the crew and passengers
- They have special agreements with trustworthy security and car companies to minimize the risk of kidnapping, assault, etc

Caracas / SVMI

Locations



Ramp 1 with about 16 parking positions is the best one to use. Ramp 2 and 3, located a bit more far away from the building, in front of the Cargo companies

Caracas / SVMI

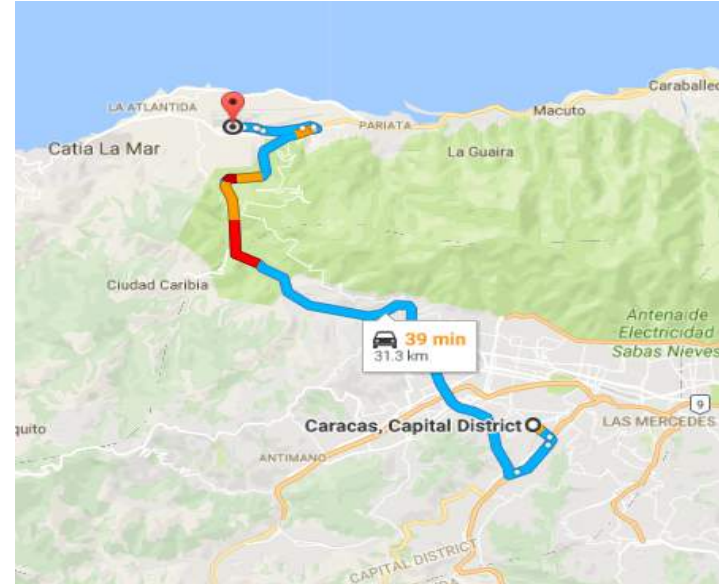
Arrivals

- The aircraft has to drop off the pax in Ramp 1, those pax are driven to the Arrivals door, where they have to pass the security arch again (please remind crews), immigration, etc
- They follow the corridor (around 50meters / 55 yards) and are outside the building where the car should be waiting for them
- Again depending on the company used, the aircraft may be parked on Ramp 1 or it is pushed to Ramp 2 or 3. This may have an extra cost

Caracas / SVMI

Travel to business center

- “Aeropuerto Internacional Maiquetia, Simon Bolivar” it’s located 32kms/20miles far away from the city center on the North side on the seaside, following highway Caracas – La Guaira. It takes about 40mins with no traffic
- The airport has 2 Runways crossed, see picture, two Commercial Terminals, National and International and a General Aviation Terminal, Called “Terminal Auxiliar”, it’s where all the military and General Aviation traffic is handled
- It is a 24 hour airport



Caracas / SVMI

Other services

- **Fuel suppliers**, there is only one fuel supplier in the whole country. PDVSA, Petroleos de Venezuela, S.A
- **Ground Transportation.** It's currently a very important issue in Venezuela. Your ground handler or service provider should have agreements with Security and car companies to work with. The Security is being a big concerned for the handlers, please order the transportation throughout the handlers. Sometimes the handlers might use their own cars to transport the crews
- **Catering.** It's a challenge some times, for example, **the week before Christmas there was no bread in Venezuela.** So inform your crews about the special situation the country is going through. Sometimes catering is thru mainly small restaurants, some delicatessen companies like Reidabi

Caracas / SVMI

Other services

- **De-icing.** None available
- **Hangar.** There are several hangars, but all of them are fully booked. The best one is the one used by the President, the rest of the hangars are only used for maintenance. There is no hangar space for parking
- **Maintenance.** There are several maintenance companies in Caracas, all of them fully dedicated to Commercial. Conviasa, Aeropostal, Laser, etc
- **Diplomatic flights,** depending on the embassy they use one or another handler, but most of them they use a private handler

Caracas / SVMI

Departures



- Departures, the customers drop off is in front of the main entrance of the terminal, on the left there is a long corridor 100mts that leads to the Security Arch, where the immigration Authorities, Customs and Guardia Nacional (police) is located. It's about 100mts/110 Yards from the entrance
- At the right hand side of the corridor are the ground handlers offices

Caracas / SVMI

Departures

- Once passengers pass the security arch in two meters and there is a door that leads Airside, the Vans are waiting to take them directly to the aircraft
- Depending on the handler used, the aircraft may be parked in Ramp 1 or Ramp 2 or 3
- The pax can't walk from the Terminal to the aircraft. The whole process should not take more than 10 – 15 minutes
- The handler is the one in charge of dealing with the authorities, all the paperwork, permits, etc
- It's a very tedious job and sometimes not easy. It's necessary to have some good connections to manage properly

Permit Requirements

- Venezuela does not require landing permits for private aircraft staying less than 72 hours. So Caracas / SVMI can still be used for a fuel stop if required
- Permit is required if you land there twice within one calendar month or want to stay longer
- Call your service provider to get latest updates
- Permit requirement have been known to change quite often and with the documentation required as much lead time as possible should be considered (it can take up to a month for landing permission)

Venezuela

Over flying Venezuelan airspace

Miami



Sao Paulo

Distance
3661 NM

Speed
M.80

Time
Enroute
08.09



Avoiding Venezuelan airspace

Miami

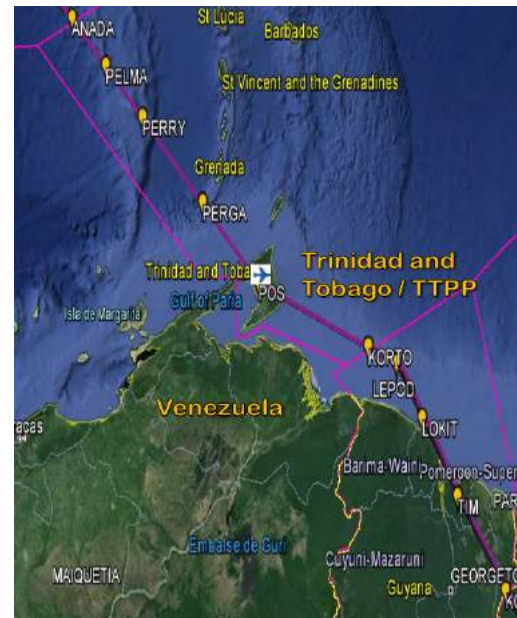


Sao Paulo

Distance
3714 NM

Speed
M.80

Time
Enroute
08.25



Navigation fee payments

- Like Mexico and Cenamer, Venezuela keeps a record of any outstanding navigation fees.
- If navigation fees have not been paid you will not be allowed to overfly Venezuelan airspace.
- To operate to some domestic airports within Venezuela you will require special permission

Websites

- Here is the website for INAC overflight information, good luck on getting into it as it is often 'down'
- <http://overflight.inac.gob.ve/index.htm>

Keith Dixon

281.280.2126

kdixon@wfscorp.com

