



Frequently Asked Questions

What is Ultimate Air Shuttle?

Ultimate Air Shuttle offers public charter service. Public charters are flights offering members of the public a charter experience including free parking, quick, easy boarding and VIP flight service with many amenities. Additional benefits include no baggage fees, no cancellation penalty for changes made at least 24-hours in advance, and late check-in up to 15 minutes before time of departure, all courtesy of Ultimate Air Shuttle.

I have heard Ultimate Air caters to corporations. Can anyone buy a ticket on the airline?

Both business and leisure passengers have the opportunity to experience the Ultimate Air Shuttle by purchasing a ticket at www.ultimateairshuttle.com, or by calling 800-437-3931, with 24-hour phone support.

What are the advantages of flying Ultimate Air?

Passengers park for free, board quickly without going through a TSA security check point and take a comfortable, direct flight via charter service. Additional benefits include free snacks and drinks on flight, free concierge service, no baggage fees, no cancellation penalty for changes made at least 24-hours in advance, and late check-in up to 15 minutes before time of departure, all courtesy of Ultimate Air Shuttle.

Will I have to go through the TSA security checkpoint when using Ultimate Air Shuttle?

No. Once you purchase your ticket online at www.ultimateairshuttle.com, follow the signs upon arrival to LUK, park and then go to the Ultimate Air Shuttle Facility. **You will be required to present a government-issued I.D.**

What are public charters?

Public Charters are a way of providing air transportation services that are subject to Department of Transportation regulations. These regulations, published in Title 14 CFR Part 380, provide enhanced consumer protection by specifying minimum contract terms and imposing requirements for handling of passenger funds.

The air carrier that performs Ultimate Air Shuttle flights is Ultimate JetCharters, LLC. As the direct air carrier, Ultimate JetCharters, LLC. is responsible for all aspects of the flight services.

The Department of Transportation advises passengers that:

“Charter flights can provide excellent value, and they often operate nonstop in markets where scheduled flights would be less direct. In addition, many charters don’t have all of the restrictions of scheduled service discount fares, e.g., advance-purchase, stay over a Saturday night, stay no more than 30 days, etc. Finally, most charter fares are not ‘capacity-controlled’ like scheduled-service discount fares; every seat on the airplane is usually available at the advertised fare.”

<https://www.transportation.gov/policy/aviation-policy/licensing/public-charters>

Unlike many public charters, Ultimate Air Shuttle provides a level of service that exceeds the minimum DOT regulatory requirements. On Ultimate Air Shuttle public charters:

- No parking fees
- No baggage fees
- No cancellation penalty for changes made at least 24 hours in advance
- Late check-in up to 15 minutes before time of departure

Who is Atlantic Aviation, Signature Flight Support and Wilson Air Center?

They are the companies that operate the building and assist our crews with many aspects of preparation and logistics at each of the airports.

How long is the flight?

Chicago 1 hour from Cincinnati

Charlotte 1 hour 15 minutes from Cincinnati and 45 minutes from Atlanta

Cleveland 42 minutes from Cincinnati

Atlanta 1 hour from Cincinnati and 45 minutes from Charlotte

Where are you located?

Please visit the Destinations section on our website for exact driving directions and locations.

Do we have seat waiting lists?

Yes, we do. Please call 1 (800) 437-3931 to be added to a waiting list.

Can we fly out and back on different days?

You can depart and return anytime you like according to our departures on our Flight Information page of the website.

How can I get into the city?

See the Ground Transportation page for both pre-arranged transportation as well as information of public and private car service.

Where do we land?

Please click on any address on the Flight Information Page for exact driving directions and locations.

Why Midway?

Strategically placed so that taxis and the train are easy to obtain and we avoid the delays that can occur in and out of O'Hare

How far are we from the city?

Cincinnati – Approx. 12 minutes to downtown Cincinnati

Chicago – Approx. 25 minutes to downtown Chicago

Charlotte – Approx. 15 minutes to downtown Charlotte

Cleveland – Approx. 5 minutes to downtown Cleveland

Atlanta – Approx. 15 minutes to downtown Atlanta

Where is the train station at Atlantic Aviation in comparison to Midway Airport?

Less than a 4 minute drive by our complimentary shuttle van.

Is the aircraft handicap accessible?

Yes. Call for information and particular needs. Visit the following page on our website for more information on regulations:

https://ultimateairshuttle.com/wp-content/uploads/2013/06/regulation_information.pdf

What limitations are there for luggage?

Each customer may bring one suitcase not to weigh over 46 lbs. to be stowed in the cargo hold area of the aircraft, and one standard carry-on that must fit in the overhead compartment or under the seat. Customers may also bring one personal item (ex. Laptop bag or purse).

What do I do if I think my baggage was damaged?

Though Ultimate JetCharters, carefully handles and transports our customer's luggage, your checked baggage may show evidence of wear based on normal handling. If you believe Ultimate JetCharters damaged your checked baggage, please review this page to see how to report your claim. Damaged baggage cannot be reported via email or through the website.

Ultimate JetCharters is not liable for the destruction, loss or damage of any baggage caused by:

- Inherent defect of baggage
- Poor quality of baggage
- Baggage being over-packed
- Ordinary wear and tear

Reporting damaged baggage

When reporting damaged baggage, please make sure to leave your bag tags attached to your luggage.

If you're still at the airport...

Report damaged baggage to the airport customer service representative or flight crew, located near the baggage claim area, immediately after your flight. An Ultimate JetCharters representative will examine your damaged baggage. You may be asked to complete a damaged baggage claim form.

If you've left the airport...

For Ultimate JetCharters-operated flights, damaged baggage must be viewed by and reported in person with an Ultimate JetCharters representative immediately after flight arrival to be eligible for repair or replacement.

If Ultimate JetCharters did not operate your flight, please contact the airline that operated your flight.

If you have additional questions about damaged baggage, please contact Ultimate Jetcharters at 1-800-437-3931.

Can we have a carry-on?

One carry-on for overhead storage and one small carry on that can be stowed under the seat in front of you. Visit the following page on our website for a list of prohibited and permitted items:

<https://ultimateairshuttle.com/wp-content/uploads/2011/06/ProhibitedPermittedItems.pdf>

Do you serve snacks and drinks?

Yes, we serve non-alcoholic and alcoholic complimentary drinks and complimentary snacks on each flight.

What is your reliability rating?



What is your policy in regards to flying with children?

If a child is under the age of 2 years, they can fly as a lap child for free. If they want an additional seat for the child, or the child to be locked in a car seat, they must pay full price.

If a child is 2 years or older, they must be in their own seat and pay full price.

Unaccompanied minors – A child traveling without a parent and/or guardian between the ages of 12 and 18 must travel with completed unaccompanied minor paperwork and must present a birth certificate and/or government-issued photo ID (ex. State ID, Driver

License, Student ID). A copy of the form must be completed by the parent/guardian and scanned to us prior to travel date.

UAS does not require proof of age in the form of a passport or birth certificate for all children younger than two. UAS does not require a form completed if one legal parent/guardian is traveling with the child.

What is the cancellation and change policy?

Visit the following page on our website for the cancellation policy:

<https://ultimateairshuttle.com/wp-content/uploads/2017/10/ua-cancellation-flyer-2017-1.pdf>

Can I bring a pet on board?

We do allow pets to fly as long as they fit comfortably under your seat in a pet carrier. At no point can the pet be outside of the carrier while on the aircraft. For pets traveling in the cabin, pet carriers may be either hard- or soft-sided and must prevent escape of your pet into the cabin. Your pet must remain inside the pet carrier while in the UAS lobby and lounge areas, during boarding and deboarding, as well as throughout the duration of each flight.

In order to fit under the seat, the carrier must be of the following dimension or smaller: 17 inches wide, 18 inches deep, 10.5 inches in height.

One pet per passenger. Limited to domesticated cats and dogs only.

Can service animals fly?

Ultimate Air Shuttle can accept a service dog with the following documentation provided by the passenger at least 48 hrs prior to travel.

Service Dog

- Certification proving the dog is a trained and certified service dog.
- Must have documentation from veterinarian for up to date vaccinations.

Emotional Support or Psychiatric Assist Animal

- A letter from their mental health provider on letter head containing the following:
 - Confirmation that the passenger has a mental or emotional disability recognized in the Diagnostic and Statistical Manual of Mental Disorders-Fourth Edition(DSMIV)
 - The passenger needs the animal for air travel and/or activity at the passenger's destination.

- The individual providing the assessment is a licensed mental health professional and that passenger is under his/her care.
- The date and type of mental health professional's license and the state or other jurisdiction in which it was issued.
- Must have documentation from veterinarian for up to date vaccinations.
- The ESA may sit on your lap or under the seat in front of you. Your animal cannot block a space that must remain unobstructed for safety reasons.
- The pilot and the flight crew has the discretion to have the ESA animal sit on the floor in front of the passenger during takeoff and landing for the safety of all passengers.

What is your policy for delays?

Visit the following page on our website to read our policy on delays:
<https://ultimateairshuttle.com/wp-content/uploads/2015/09/Delays.pdf>

Can I bring a Samsung Galaxy Note7 on board?

No. Ultimate Air Shuttle has been notified by the U.S. Department of Transportation (DOT), with the Federal Aviation and Administration (FAA) and the Pipeline and Hazardous Materials Safety Administration (PHMSA), effective on Saturday, October 15, 2016, at noon ET, that it is issuing an emergency order to ban all Samsung Galaxy Note7 smartphone devices from air transportation in the United States. Individuals who own or possess a Samsung Galaxy Note7 device may not transport the device on their person, in carry-on baggage, or in checked baggage on flights to, from, or within the United States. This prohibition includes all Samsung Galaxy Note7 devices. The phones also cannot be shipped as air cargo. Read the following notice to learn more about his restriction:

<https://ultimateairshuttle.com/wp-content/uploads/2016/10/101416-Samsung-Ban-DRAFT-DOT2.pdf>

How does your pricing structure work?

View the flight schedule from our website with our pricing structure at the following URL:
https://ultimateairshuttle.com/wp-content/uploads/2019/10/ALL-CITY_101419.pdf

What items are prohibited by the TSA?

Visit the Transportation Security Administration's website at <https://www.tsa.gov> for more information.