

MAT21 Hybrid Air Flight Program

FREQUENTLY ASKED QUESTIONS

Program Highlights & General Questions	
<p>Why do I need a Flight Program when I could fly commercial?</p>	<p>Hybrid Air combines the best of commercial and private aviation. We are eliminating the complex, burdensome, and costly methods currently associated with commercial aviation while adding the luxury, ease, and comfort of flying privately. All seats are classified as first class seating aboard executive, VIP jets.</p>
<p>Why should I choose the Hybrid Air Program over Competitors?</p>	<p>Hybrid Air represents the most direct source for customers to deal with an experienced operator on the Hybrid Air fleet aircraft and leverage our experience to select premium quality aircraft with preferred pricing nationwide. Our Flight Program prices are among the lowest in the industry when compared to major competitors, with no hidden fees or fuel surcharge fees. M2-1 Business Group does not have any Blackout or Peak Period Days. Flights are offered and booked on a “first come, first serve basis”.</p>
<p>How long has the M2-1 Hybrid Air Flight Program been in service?</p>	<p>Hybrid Air is a new flight program offered to people who would like to experience private aviation without the large price tag often associated with private flying. MAT-21 partners with a number of charter services that have been in operation for over two decades.</p>
<p>What is the membership fee?</p> <p>*Pricing subject to change*</p>	<p>Hybrid Air program has an annual membership fee of \$1000 that is to be paid in full upon signup, monthly subscription fees of \$100, and \$500 flight payments.</p> <p>*Hotel and ground transportation are not a part of this program. Each Hybrid Air member is responsible for his/her own transportation and hotel stay in the destination cities.</p>
<p>Are the payments refundable?</p>	<ul style="list-style-type: none"> • 70% of membership fee is refundable • Subscription fees are nonrefundable • Refunds concerning flight payments will be decided on a case by case basis.

Customer Service & Flight Coordination	
How will I reserve my flights?	The MAT21, LLC Hybrid Air website is the ONLY place you can reserve a flight. The website is available 24/7/365. Reservations can be made as soon as the flights are available. Flights are on a first come, first serve basis. There are no limits on the number of times you can fly annually.
Who will provide me a quote for each trip?	Costs for the program are as stated in the program packages. NO additional quotes are necessary or will be given.
What kind of catering is on board each flight?	All flights in the Hybrid Air Flight program have catering for all participants. We offer a wide selection of high quality food and beverages. No outside food or beverages are permitted on the flights.
Do you charge for additional catering and special requests? Is there a markup?	There are no additional charges for catering or beverages. Special requests outside the usual bids for a newspaper or type of beverage will be considered individually. If additional costs apply, it would be specified at the time of the request.
Do you have 24/7/365-day service?	No. Hybrid Air hours of operation are Monday thru Friday 9 AM – 9 PM and Saturday and Sunday 9 AM-3 PM.
What is CLEAR?	CLEAR is an expedited security program that utilizes biometric authentication (fingerprint or eye scan) to identify you before boarding a flight. All members of Hybrid Air must be enrolled in CLEAR. This is used in lieu of TSA. Passengers do not have to go through TSA to board our aircraft.
Is there television and WiFi provided on the flights?	All aircraft have WiFi. Some aircraft are equipped with televisions for in-flight entertainment. These are not the same as personal televisions seen on some commercial airliners.
Are there baggage limits?	Passengers are allowed to transport one small carry on size-suitcase (9"x14"x22") or equivalent size soft bag weighing not more than fifty (50) pounds, which will be stored in the luggage compartment. In addition, Passengers are allowed to bring one small personal item (9"x10"x17"), such as a brief case or a purse, that can be safely stowed in the cabin-area for take-off and landing. Operator reserves the right to refuse to accept baggage that does not comply with the size and weight limitations described above.

Are there any items we are not permitted to bring aboard aircraft?

Operator will refuse to accept the following articles for transportation: (a) firearms and ammunition; (b) any flammable material or liquid in stowed baggage or otherwise; (c) live animals, except service animals as defined by the Americans with Disabilities Act; and (d) any article designated as hazardous material (“hazmat”) or listed in the ICAO Technical Instruction for the Safe Transport of Dangerous Goods by Air (collectively, the “Prohibited Items”). If notwithstanding this provision, Passenger boards the aircraft with a Prohibited Item, Operator might be required to return an aircraft to the passenger loading area and remove the Prohibited Item and the passenger. In such an event, neither JetSmarter nor Operator would not be responsible for the transportation of the Prohibited Items, associated fines, additional cost or delays that could be incurred. For your safety and the safety of the flight, all luggage, including the carry-on luggage will be subject to search. By confirming the invoice for your flight, you consent to the search of your luggage and your person.

For additional information concerning Members’ behavior, review MAT21’s Passenger Rules of Conduct.

Reservations/Scheduling	
How do you handle ground transportation (rental cars or driver services)?	Ground transportation is not included in the Hybrid Air program.
How do Peak Days work?	There are no peak days. Service does not change during holidays, etc. All flights in this program are “first come, first served”.
If the plane has a mechanical problem, how will it be handled?	MAT21, LLC the parent company of the Hybrid Air program will make every effort to recover the trip with another aircraft without affecting the price of the trip. Recoveries are guaranteed for Flight Program Members, at no additional cost.
Are memberships transferrable?	No, memberships are not transferrable. Each member of Hybrid Air is thoroughly vetted for membership in this program including biometrics. Each membership is specific to the holder.
What happens if I am late and miss a flight?	Passengers must be boarded no later than 15 minutes before flight time. If a passenger is not there within the allotted time frame he/she will miss the flight. There is no additional charge or penalty for missing a flight. MAT21 understands that delays and the unexpected happens. Contact a representative and reschedule your flight for the next shuttle.
What is MAT21’s cancellation policy?	In the event of an emergency, MAT21 reserves the right to cancel flights with limited notice. Emergencies include but are not limited to weather, mechanical, and “world” issues. It is our intention to notify clients as quickly as possible. All flights will be rescheduled as soon as the emergency is resolved.
What happens if I forget or lose my Hybrid Air badge?	No member can board a plane without their Hybrid Air badge. Badges must be worn during takeoff to ensure that all passengers are Hybrid Air members. MAT21 should be notified immediately if a badge is lost. A replacement badge will be provided at cost to the member. No badge means no flight. Members will be rescheduled on the next available flight.

Children/Pets/Confidentiality/Weapons	
Are children allowed in the Hybrid Air Program?	No one under the age of 18 is permitted in the program or on any Hybrid Air Program flights. This is a program geared towards adults. Contact us regarding our future family friendly flight program.
Are pets allowed on the aircraft?	No, pets are not allowed on any Hybrid Air Flights. Exceptions would be service animals with the appropriate documentation presented upon joining the flight program.
What are your confidentiality and privacy policies? What are your social media policies?	MAT21 does not post any pictures or information regarding our clients on <u>ANY</u> social media platform. We will not post any likeness of anyone utilizing our services. Additionally, participants agree that they will not take or post any pictures of fellow passengers on any MAT21 flight. MAT21 has a strict confidentiality policy. Maintaining the trust and confidence of our clients is our top priority
Are weapons permitted on aircraft? Are there security or airport restrictions?	Operators refuse to accept fire arms and ammunition, flammable liquids, live animals

Pilots & Safety Information	
What kind of training do your pilots have?	All pilots far exceed the minimum standards of the FAA, with Captains having a minimum of 3,500 hours flight experience, and First-Officers having a minimum of 2,000 hours of flight experience. Each captain on any network aircraft is type rated in their aircraft with a minimum PIC time of 150 hours.
Has your service had any accidents?	No – our operating record is impeccable and has been verified by our Wyvern safety audit that has only been earned by the top 10% passenger charter operators.
Have any of your network operators had any accidents?	The Wyvern and ARG/US audits are based on an operator’s previous 10 years of operating history. No operator in our network will be exempt from these same criteria.
Where do your pilots do their training? How often do they go?	Pilots train at Flight Safety International. Another well-known training center is Simuflite. To retain our Wyvern approval rating both the Captain and Copilot must train at the training facility every six months.
What is the minimum experience your pilots have in type?	The Wyvern safety standards set the highest standards for operations and maintenance. These standards are much higher than those required by the Federal Aviation Administration. In very general terms the crewmembers must have as a minimum: Captain: 3,000 total hours, 1,500 PIC, ATP and a type rating; Co-Pilot: 1,500 total hours, 500 PIC and a type rating. The combined time in type between Captain and Co-Pilot must be at least 250 hours.
What kind of insurance coverage do you have for this program?	We maintain aircraft liability insurance with a combined single limited liability minimum of \$50M/\$75M/\$100M depending on size of aircraft.

www.flymat21.com

P.O. Box 913 Gainesville, VA 20155
Telephone: 703.477.3374 Fax: 571.248.0504

7930 Airport Blvd – Houston, TX 77061