

Our FBO

Experience moments of personalised delight.

RoyalJet

Our FBO

The RoyalJet full service Fixed Base Operation, recently entirely redesigned and upgraded, is located at Abu Dhabi International Airport. The highlight is our award-winning VIP lounge facility, which has been designed to embrace you in a truly calm and relaxing environment. From the flow to the ambiance, including the color scheme, the lighting, the sound and even the scent, we have purposefully created a space that will enhance your experience and complement your journey – whether you are preparing to depart or arriving at your destination.

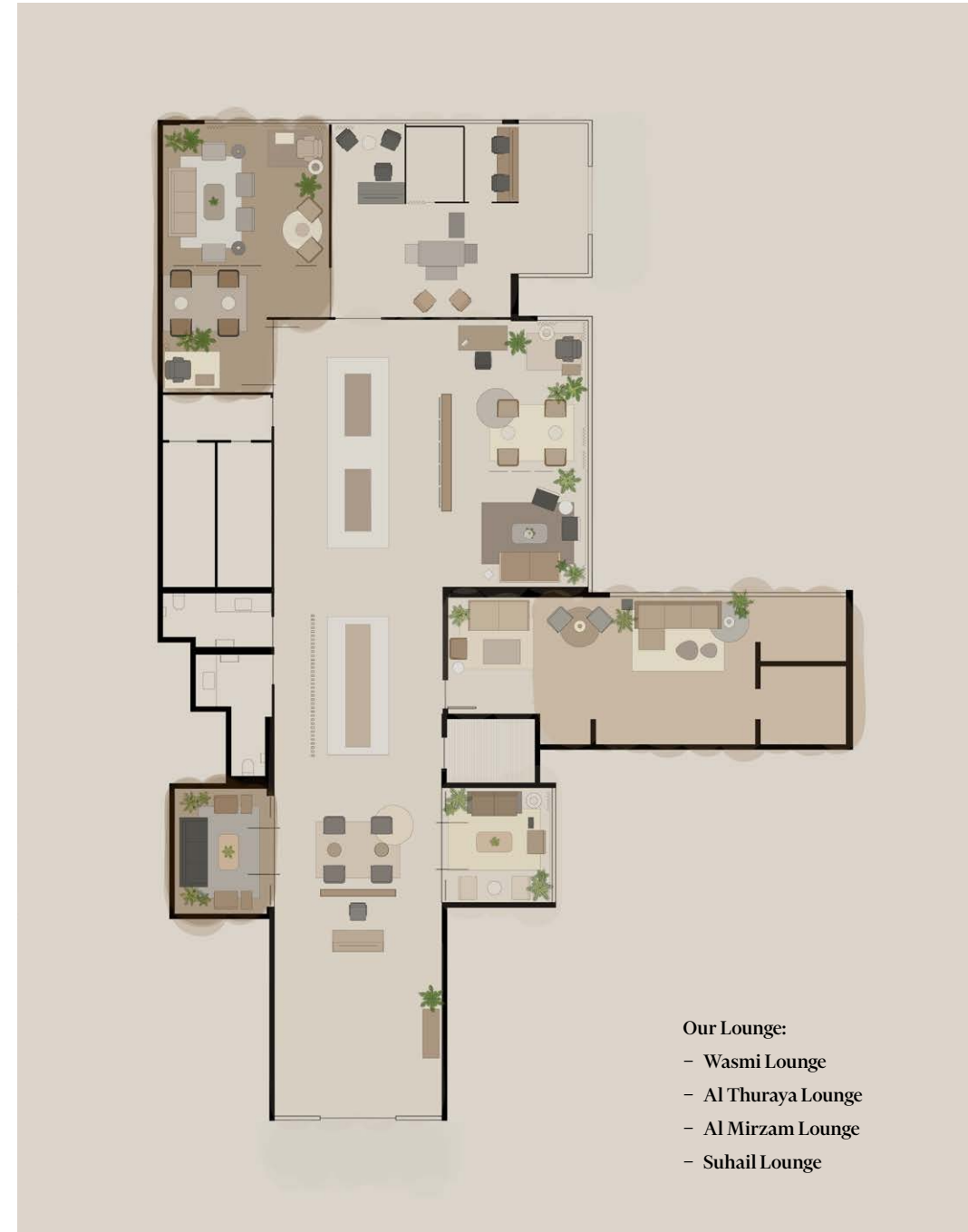
A key element of our vision as an organization is to project the values and identity of our home. As a result, you will see that the design we've chosen focuses on the elegance and sophistication which the leadership of Abu Dhabi has brought to this city over the years and continues to bring through various landmark projects. We have created a timeless space that projects these values, and our choices of local artwork, historical documents, local products, resources and entertainment on display in the lounge were made with this in mind.



Privacy, comfort, luxury, and safety

Airport terminals serve a significant amount of traffic, while VVIP facilities, such as ours, serve small numbers of passengers at any one time. Using our facility provides an element of privacy, which prevents customers from interacting with too many different people or sharing common spaces with large groups of people. Our private terminal also has very few touchpoints; particularly compared to the hundreds encountered in an airport terminal.

- Proud recipient of International Standard for Business Aircraft Handling (IS-BAH) Stage 2 Certification
- Award winning Fixed Base Operation at Abu Dhabi International Airport
- Founding member of the Middle East Business Aviation Association (MEBAA)



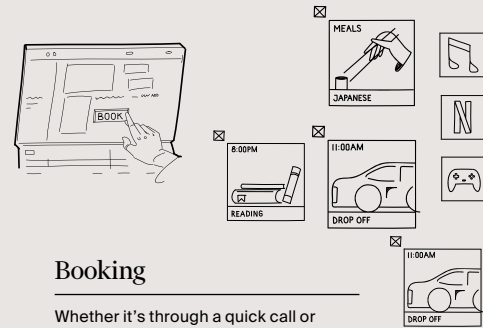
The new RoyalJet Experience

It comes to life through our people and through the core elements of our guest's journey, from before they depart until well after they arrive at their destination.

**Moments
that matter..**

1 Experience personalization

A digital platform to unlock better, more customized and curated experiences for our passengers, while allowing staff and crew to access passenger's expectations and desires, providing founded insights for multi-layered and delightful experiences.



Booking

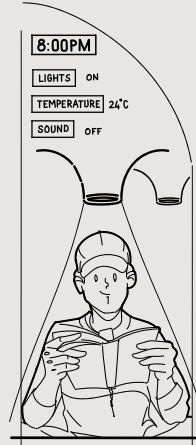
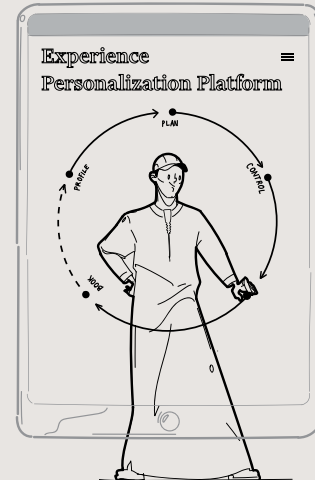
Whether it's through a quick call or special request, once the booking request has been received the team prepares an initial tablet to start the customized trip planning for passengers.

Initial personalization

Configuring the trip and logistics ahead of the flight where passengers provide additional information regarding their preferences and desires, as well as the ideal aircraft layout.

Elevating the experience

Closer to the flight date, our passengers will configure their in-flight journey; defining the moments in the cabin, their meal preferences or their entertainment favorites.



In-flight control

Mid-flight, passengers can continue to tailor their flight journey interacting with the crew but also signaling other preferences through the app.

Engagement at destination

Finally, our experience personalization platform can also play a big role at the destination.

Whether arriving to a familiar city, to a new destination or even to Abu Dhabi, the platform becomes the tool of communication between passengers and our experience operations team, who can advise, guide and handle any specific requests.

2 The perfect FBO

Our FBO is the beginning of the immersive experience, completely surrounding our passenger with an environment that is to their expectations and beyond.

Relax and experience

Whilst finding their way, the passenger wanders and settles in an area where they feel the most comfortable.

This area could be private, or shared with others.

Areas dedicated to this moment:

- Lobby
- Lounges
- Bathrooms
- Meeting rooms

Crew lounge

Not part of the passenger's journey, however, just as important because it fulfills the wants and needs of the crew.

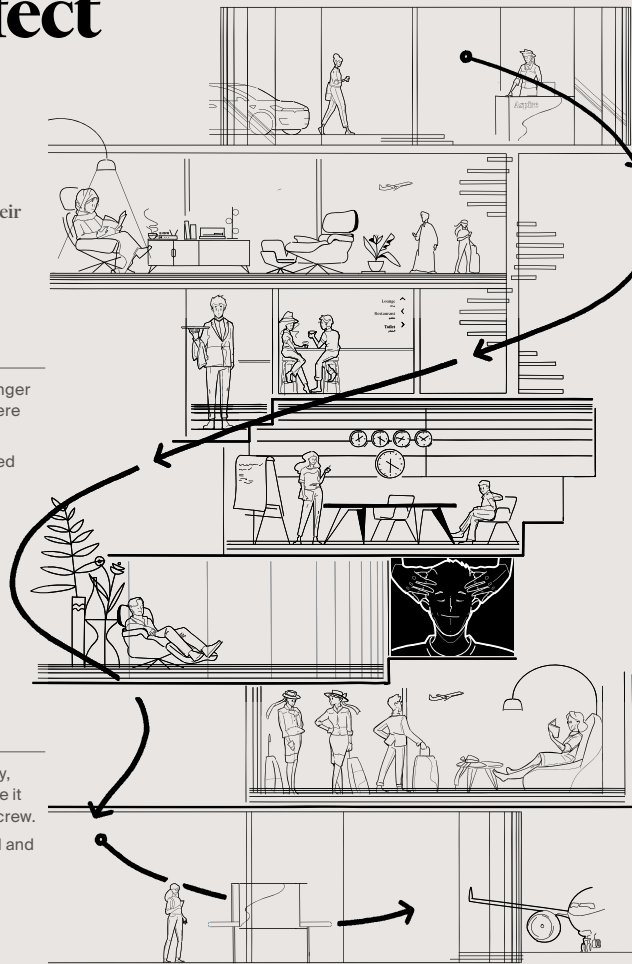
Providing comfort, necessary food and rest for the crew.

Trip to aircraft

A RoyalJet vehicle takes our passenger straight to the aircraft where their flight experience will commence.

Exit the FBO

Once the security check is finished and the bags have been loaded onto the aircraft, the passenger is ready to exit the building to the aircraft.



Welcome and check-in

Welcomed at the entrance, guests are made to feel welcomed and comfortable every step of the way.

Relax and experience

Resting before the flight includes entertainment, meals brought to them directly, or social engagement.

X-Ray and security check

Part of the standard procedure of airports, but we don't want our passenger to feel crowded, stressed, or anxious about it.

Everything is very personal and done to relax and prepare our guest for the journey ahead.

3 The perfect aircraft

Our passenger's experience ramps up once onboard our aircraft, and their first impression will have a lasting impact. They should feel ready and eager to explore our aircraft's layout, almost like it has been designed specifically for their flight journey and experiences that they have requested beforehand.

Seating and take-off

Seating and take-off should offer delight and excitement for the journey ahead; relief of any anxiety accumulated up to this point.

Experience the food

The food is a highlight of the flight, creating a connection between everything the passenger has experienced so far, and what is to come.

Be entertained

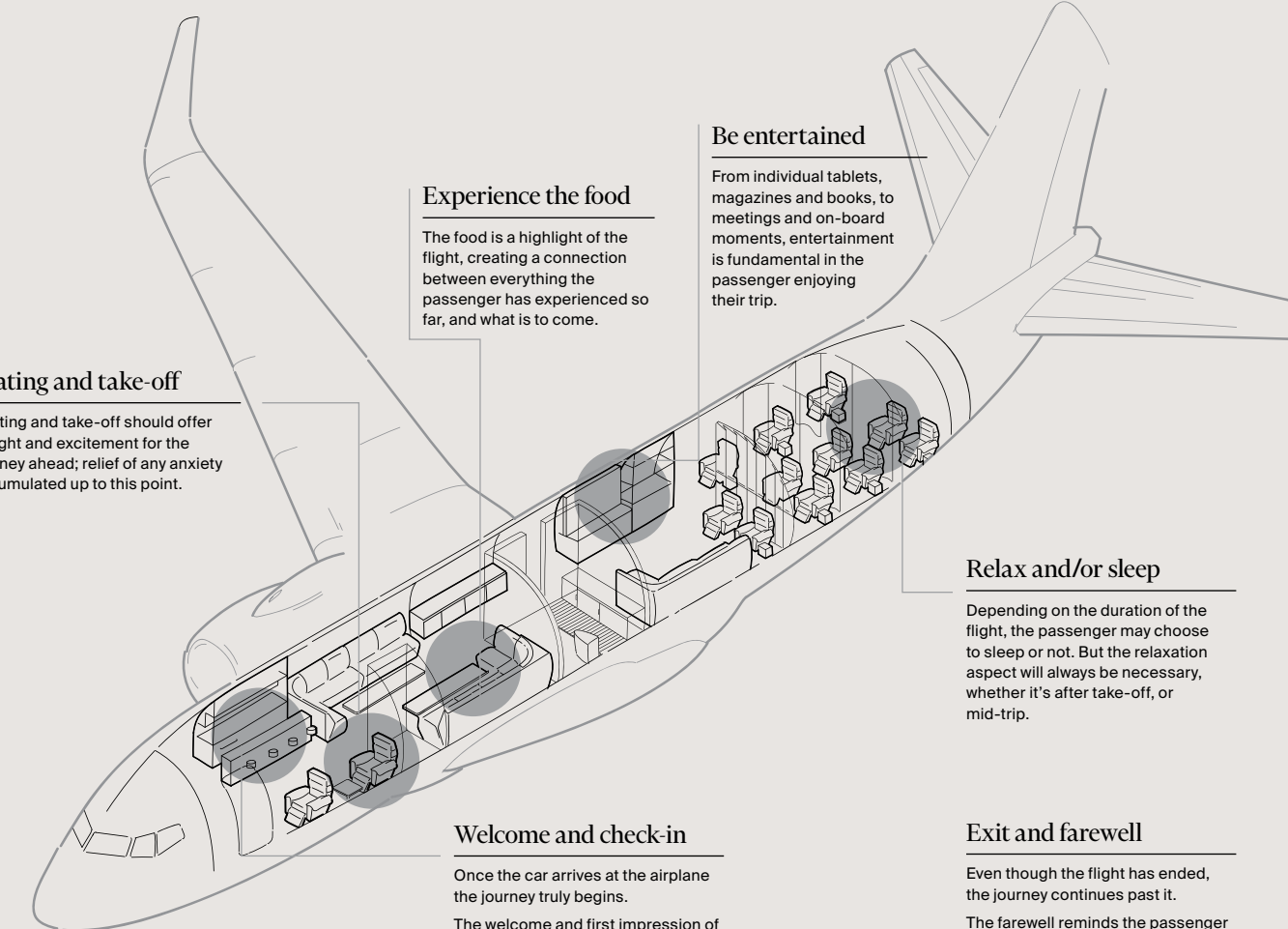
From individual tablets, magazines and books, to meetings and on-board moments, entertainment is fundamental in the passenger enjoying their trip.

Relax and/or sleep

Depending on the duration of the flight, the passenger may choose to sleep or not. But the relaxation aspect will always be necessary, whether it's after take-off, or mid-trip.

Exit and farewell

Even though the flight has ended, the journey continues past it. The farewell reminds the passenger of their experience onboard and encourages future flights.



4 Tailored environment

The flight journey is the biggest portion of the RoyalJet experience and it is important to make sure passengers are feeling comfortable and connected at all times.

We have the possibility to customize the experience in the cabin but furthermore, we can give our passengers intuitive control over their experience and the ambient elements that surround them.

Relaxing moments

A comfortable experience tailored around the perfect seat, materials, lighting, temperature and small accessories that give the passenger the perfect comfort.

Entertainment moments

Every passenger's device will be enhanced either before the journey or before take off.

In-flight entertainment is available for each passenger through tablets such as iPads.

Configuring the journey

Through our experience personalization platform, passengers can tailor some of their preferences ahead of the flight. Passengers can choose the sequence of moments along their journey, selecting if they would rather start with a meal, a relaxing pause or a productive moment.

Meal moments

Meals are exciting moments in the flight journey, occasionally the highlight of the entire flight.

To ensure a great experience, our environment is set and configured upon passenger's request to create a fine-dining experience.

Productive moments

For RoyalJet's guests - today's leaders - it's common to take the opportunity of traveling to be productive, either in groups (meetings), or alone.

This requires an interior setting that allows the passenger to work or to meet, while having the flexibility to do both.

Staying connected

Our passengers get to connect their devices to the cabin wifi - allowing them to interact with their own content and internal systems such as lighting, sound and curtains.

5 Customized meal

1

A touch of your destination

For an added delight, the touch of your destination is a box that is delivered before the flight journey. This box is a reflection of the best sweets, culinary tastes, or bites from the city that passengers will travel to.

2

Dining in the lounge

At the lounge, passengers can have a fine dining experience with fellow travelers or even people staying behind. It's an exclusive service which enhances the journey with a tasty beginning.

3

Amuse bouche

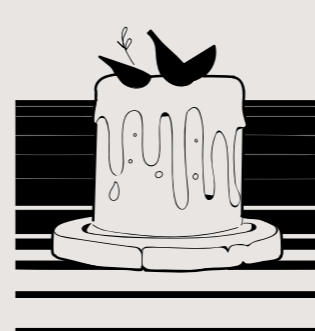
The amuse bouche is the first thing which will be served by the crew members to the passenger on the flight.

4

Main meal

Before the flight, passengers are asked to personalize their meal preferences.

By creating a customized meal option there is a chance to select from a range of experiences that also align to the passenger's diet and taste.



5

Dessert, coffee and tea

Desserts will be inspired by the craft of our pastry chef to meet expectations of passengers, whether for a sweet moment or a special celebration on board.

6

Snack give-away

The experience culminates with a giveaway of a packaged snack from samples of pralines and chocolate bonbons to a range of options in a goodie basket to delight flyers right before landing.

6 Extended delight

The engagement beyond the flight unlocks experiences for passengers in different cities and helps unveil the best places and events the passenger may be unaware of. Discovering these new places, whether it's locally or in different cities around the world adds an additional layer of well curated delight.

1

Landing in Abu Dhabi

Landing in Abu Dhabi allows an opportunity to extend the experience beyond the flight. For some passengers this moment can be their first interaction with Abu Dhabi or the UAE.

The lounge is ready to welcome all passengers and the required security and luggage management services are complemented with a warm welcome, carefully selected food options, and an elegant sensorial experience.

2

World

When landing abroad, the service is maintained through ambassadors of the experience team, responsible for engaging with the passengers from the moment they land and guiding them through the lounge and FBO services.



At destination.

Enhancing the journey

The experience operations team will proactively recommend bespoke happenings specifically identified for the passenger, thus enhancing the stay-away experience.

At home base.

Curated experiences

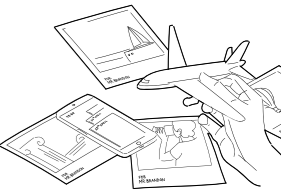
Being back at home base, the passenger becomes a client of our experience team and our team of experts become lifestyle concierges, keeping a pulse of the passenger's preferences and on the most unique and exclusive experiences that match that profile.

Exclusive bookings

The experience operations team will help passengers discover their destination. Knowing what each passenger or group of passengers might enjoy doing while abroad allows RoyalJet to curate extended experiences.

Elevating experiences

In addition to curating unforgettable experiences the team is devoted to gaining access to special experiences like existing global happenings, cultural events, exhibitions and shows, conferences and talks, exclusive backstage tours with world-renowned artists and much more.





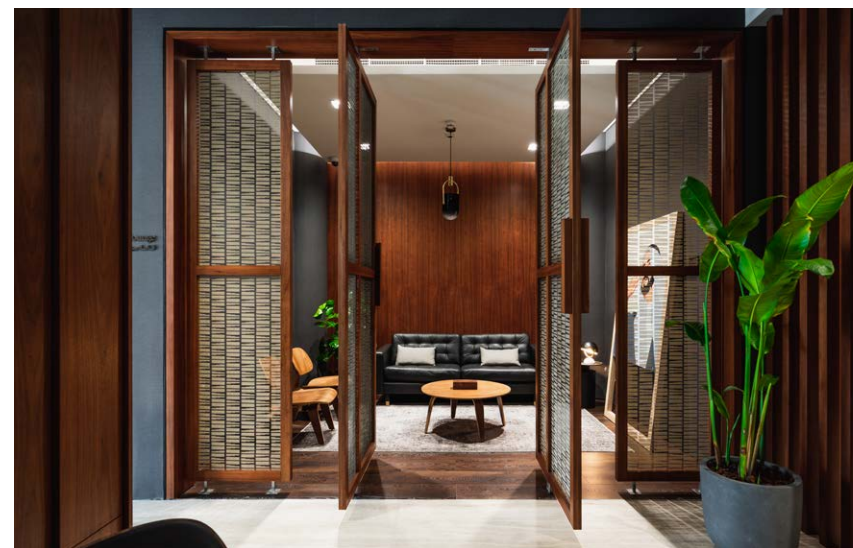
Our 'Quick Transfer' Service

This service allows customers to undergo all pre-boarding procedures in our VVIP lounge when flying commercially. The check-in process in our beautiful redesigned and upgraded space takes only five to ten minutes, compared to the hour or two it takes in a regular airport. After we get everything sorted, passengers will be able to relax in our private lounges until it's time to board. At that point, we will have a private car take all passengers straight to the aircraft's door.

RoyalJet has everything prepared in advance: boarding passes, luggage tags, seat numbers, etc. so passengers can check-in at any time and still arrive on time to board their flights. We cater to customers that are looking for a faster and smoother process due to busy schedules.

Other services:

- Catering
- Childcare
- Concierge



Our experience

Refined details

Delight is found in the details and there are a few key points which help bring the RoyalJet experience to life.



The scent

Le Labo's Baie 19 is used in our lounge, onboard our aircraft and as a personal takeaway for our guests.



The sound

A customized ambient sound designed to provide an audio experience in our lounge and onboard our aircraft.





**An FBO experience
for people - and
from people -
we believe that
whether you're
traveling private,
business class,
or first class, you
deserve to have a
luxurious experience
from start to finish.**



We look forward to welcoming you soon.

ROYALJET FBO

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