



Flexjet Direct

Fall 2007 | Issue 2 | Volume 8

A MESSAGE FROM Michael J. McQuay

Flexjet* places great emphasis on providing the best personal owner service in the industry, and our owners consistently tell us they appreciate that one-on-one access.

We know, however, that owners also wanted the ability to check their account status anytime, from anywhere. Responding to that desire, we've launched a new website exclusively for Flexjet owners. Now owners can go online to check billing statements, hour usage and other important account information.

(continued on page 2)



Michael J. McQuay
President

**BOMBARDIER
FLEXJET**



Notre-Dame-de-Bon-Secours Chapel and Museum, Montréal.

Owner Advisory Board Insights A PARTNERSHIP IN QUALITY

Meeting in June for the second time, members of the Flexjet Owner Advisory Board combined inspiring history and insight as they discussed Flexjet service and recommended enhancements that would benefit all owners.

“Board members proved once again that our owners are our most valuable asset,”

says Michael J. McQuay, Flexjet president. “We’re privileged at Flexjet to serve the most capable, sophisticated and business-savvy clientele imaginable. It has been extremely beneficial to tap into that pool of knowledge and experience, and the board continues to exceed our expectations.” *(continued on page 2)*

(continued from cover)

A MESSAGE FROM Michael J. McQuay

The owner website already is proving to be highly popular with owners, and we expect that popularity to grow as we add features and functionality.

We've been proud to report that Flexjet attained profitability and is maintaining a healthy financial position. Now, we're pleased to announce that we are steadily gaining market share in the fractional jet ownership category.

As word of Flexjet's exceptional service, superior Bombardier business aircraft and unparalleled owner benefits spreads, more and more individuals have come to realize that we represent their best personal transportation solution.

This summer, for the second time in the past year, Flexjet Owner Advisory Board members took time out of their busy schedules to offer insights on our performance and suggest improvements.

We're gratified to report that, once again, board members expressed great satisfaction with their Flexjet experiences while at the same time offering a number of excellent suggestions to help us deliver even better service.

We will take their assessments to heart in our never-ending quest to deliver the best ownership experience in the fractional jet industry.

Michael J. McQuay

President

(continued from cover)

Rolling up their sleeves in the Montréal executive offices of Bombardier Aerospace, the advisory board members discussed a range of important issues and offered recommendations intended to further strengthen Flexjet.

Beauty, Old and New

Board members worked hard, but they were able to devote time to enjoy Montréal, that most international of North American cities.

Arriving the evening before the meeting at the Notre-Dame-de-Bon-Secours Chapel and museum – board members and spouses were greeted by the I Musici de Montréal chamber orchestra and choir. The chapel,

originally built in 1655, then rebuilt in 1771 after a fire, is an icon of history and beauty in a city characterized by its historical beauty. After an exquisite meal served in a recently restored remnant of the original chapel, board members were ready for their meeting.

The event included tours of the Bombardier Challenger* assembly line and the Global Express* Completion Center and lunch with Pierre Beaudoin, president and chief operating officer of Bombardier Aerospace and executive vice president of Bombardier Inc. While board members were meeting, their spouses were treated to a VIP tour of Montréal.

Flexjet Captures Increasingly Large Share of Fractional Market

With best-in-class owner service, the best people and aircraft in the business, and constant improvements in owner benefits, Flexjet has nearly doubled its share of the fractional ownership market since 2003.

Rollie Vincent, Flexjet director of strategy and business development, says Flexjet's share of the total fractional market has grown from about 10 percent in 2003 to 18 percent for the fiscal year ended Jan. 31, 2007.

That steady growth has come while the overall market has also grown.

Superior Performance Pays Off

"Flexjet is growing much faster than the market," he says. "In the relatively small universe of fractional jet ownership, reports of our operating performance circulate. Owners speak highly of the flexibility, service and programs Flexjet offers."

That word-of-mouth endorsement has contributed to the market share increase.

Owner Recommendations

- Strongly emphasize average fleet age – low in comparison to competitors – and stress that owners never fly on an aircraft that’s more than 7 years old.
- Continue to leverage the Learjet* and Bombardier Challenger brands – by leveraging superior performance and quality, available in a fractional program exclusively through Flexjet.
- Maintain the strong, companywide emphasis on consistent exceptional service and customer advocacy that has played such a key role in Flexjet’s remarkable growth.



The I Musici de Montréal performs for Flexjet owners.



Advisory Board members meet for an elegant meal.



Terrace on Place Jacques-Cartier in Old Montréal.



Bombardier Global Express Completion Center, Montréal.

The total fractional sales market has grown by 32 percent since 2003. During that same time period, Flexjet sales have grown 133 percent.

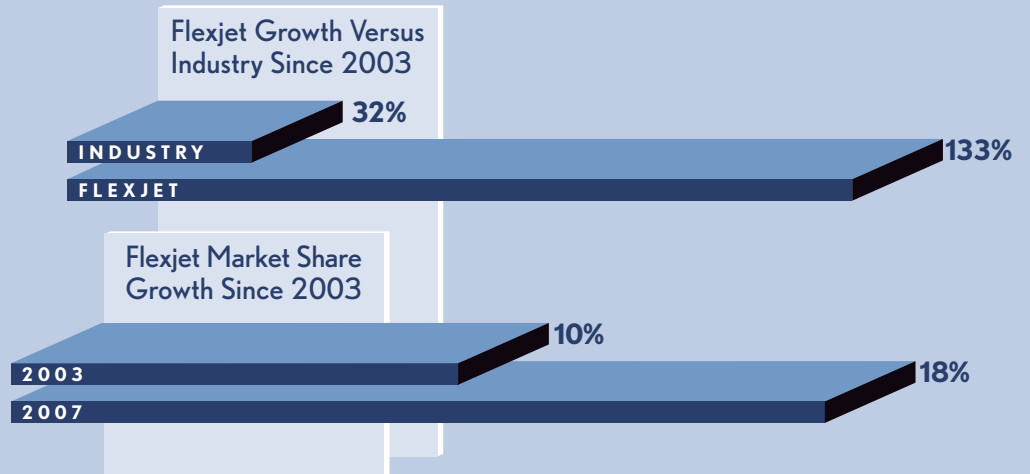
“We hear continually about the professionalism of our flight crews and our owner services teams,” Vincent says. “These are the people who come in closest contact with our owners. We deliver flawless flights a very high percentage of the time.”

In addition, innovative programs such as ferry fee waivers for desirable destinations and guaranteed limits on the use of charter jets keep Flexjet positioned well ahead of the competition.

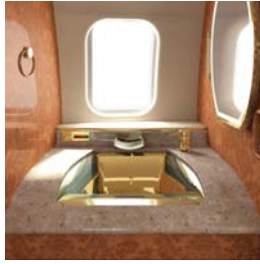
Always Seeking Perfection

“The Flexjet team strives always to perfect the Flexjet experience,” Vincent says. “Our satisfying growth in market share is validation both of our efforts and of our owners’ decisions to invest their

transportation dollars with us. As Flexjet remains financially strong and continues to grow, we will be able to continue our efforts to introduce the kind of new, innovative programs that make us the market leader in service and flexibility.”



The Learjet 60 XR incorporates all of the superior characteristics of the Learjet 60 while pushing the envelope on owner comfort and aircraft safety.



Superior Function, Inspired Form

Flexjet Welcomes the Learjet 60 XR

In yet another fractional jet ownership exclusive, Flexjet owners now can enjoy the latest in Bombardier performance, sophistication and space – the Learjet 60 XR. Flexjet is the only fractional jet ownership provider that offers the Bombardier Learjet line of superior business jets.

This aviation aristocrat has much to offer. With a new seating configuration that makes the most of its nearly 6-foot-wide cabin, the Learjet 60 XR adds increased baggage capacity and greater interior comfort to a powerful, proven thoroughbred of a mid-size jet. Keeping with a long tradition of technological improvement, the avionics have been upgraded.

A Classic – Perfected

Time and again, the Bombardier Learjet 60, the largest aircraft in the Learjet series, has demonstrated its advantages over its mid-size competition with its cross-country range, fuel efficiency, best-in-class cruise speed and stand-up cabin. The 60 XR incorporates all of the Learjet 60's superior characteristics while pushing the envelope on owner comfort and aircraft safety.

A new seating configuration is the most obvious interior enhancement of the Learjet 60 XR. The forward three-passenger divan affords owners more legroom, more comfort and a feeling of spaciousness, while the aft four-passenger club configuration features redesigned seatbacks. Beautiful new upholstery throughout accentuates and

elevates the new seating arrangement. As an added advantage, the redesign increases cabin space, a greatly appreciated benefit on longer flights.

Larger, More Elegant

The 20 percent increase in baggage capacity provides much more room for golf bags, skis and other necessities for an enjoyable trip.

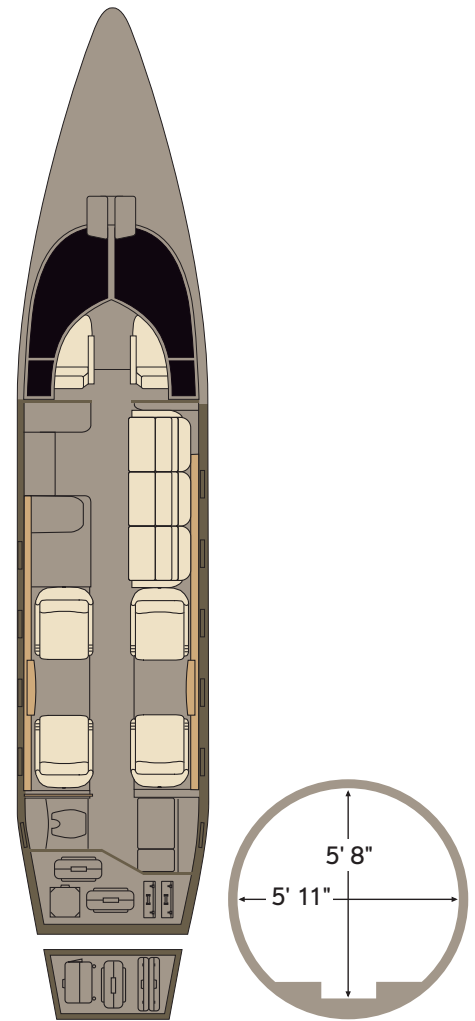
Redesigned cabinets throughout the 60 XR reveal graceful rounded curves. The improved galley is easier to use, consolidated into one location with 80 percent more functional room. The reconfigured lavatory now includes a window and a sink with heated water.

High-tech Accommodations

As electronic devices grow increasingly indispensable for both business and pleasure, the Learjet 60 XR accommodates the latest trends with inputs for iPods, laptop computers, DVD players and other carry-on devices. At the same time, new indirect and direct LED lighting makes it easier and more pleasant to use those devices.

Flight Deck Safety, Efficiency

New flight avionics – upgraded from the Collins Pro Line 4 to the all-digital Collins Pro Line 21 – lower pilot workload and boost situational awareness. Pilots benefit from better system integration and better positioning of critical flight information – all of which increases efficiency and aircraft safety. For more information about the Learjet 60 XR, please call 1-800-FLEXJET or visit flexjet.com.



Bombardier Learjet 60 XR Performance & Specifications

Max number of passengers	7
Max Range	
2 passengers	2,685 sm
4 passengers	2,603 sm
7 passengers	2,300 sm
Normal Cruise Speed	515 mph
Passenger Cabin Length	17' 8"
Cabin Height	5' 8"
Cabin Width	5' 11"
Baggage Volume	66 ft ³

Flexjet Online – Secure, Convenient

You finally have a moment to catch up on personal business, and you want to check the status of your Flexjet account. But it's 11:30 p.m. Saturday.

No problem. Just log on to the new secure-access Flexjet owner website and have your account information at your fingertips. Anytime. Anywhere.

The owner website went live this spring. Use it to check billing statements, hour usage or any other pertinent owner information.

"Owners have responded enthusiastically to this new service," says Sylvain Levesque, vice president,

Flexjet. "They appreciate the ability to get online and see the status of their account any time of day, no matter where they are."

Continually Improved

While a great deal of key information owners might need is available now on the website, he says, "We will continue to add important information and increase the functionality of the site to meet owner needs and expectations."

As always, Flexjet values owners' thoughts and suggestions and will work to incorporate them. "We're already proceeding with Phase II of the website, with improvements and additions based on owner comments," he says.

Owners also may designate others (such as spouse, executive assistant or financial adviser) to have access to their online information.

Unmatched For Flexjet Owner,

Douglas J. Wood grew up within the Bill Lear sphere of influence, so when it came time for him to invest in an aircraft of his own, a Learjet aircraft was an obvious choice.

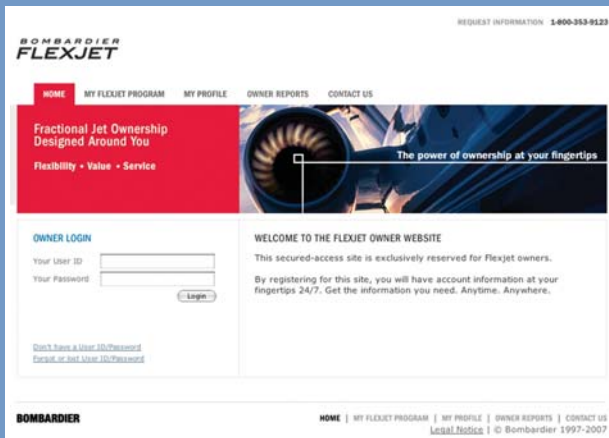
Wood's father worked with Bill Lear during World War II and was part of the team that sold Lear's autopilot to the likes of Howard Hughes and Trans World Airlines. As a child, Wood says, he flew in a number of different planes, including some of the first Learjets.

That familiarity with Learjet got Wood through the door at Flexjet, but his satisfaction with Flexjet's service is what keeps him a loyal owner.

Professional Throughout

"We've had a great experience with Flexjet," Wood says. "The flight crews are great. They're always extremely professional and competent. Rarely is there an issue with scheduling. I've just been very impressed with the professionalism of the entire organization, from the sales crews to the owner services team to accounting. They're absolutely first-rate."

Wood started his career as a financial analyst, then chief financial analyst, for Rockwell. He managed several different divisions for Kennametal Inc. before becoming co-owner and president of Carrera Corp., a world-class provider



HERE'S HOW TO GET STARTED

To access the Flexjet owner website for the first time, contact Mark Smith in the owner services department at 866-720-4567, Monday through Friday between 9 a.m. and 6 p.m. Central Time. Mark will provide you with step-by-step access instructions, as well as your user ID and temporary password. He also can answer any questions you may have related to the site.

Service, Learjet Aircraft It's a Winning Combination

of custom injection molding manufacturing services. After selling Carrera, Wood helped establish Astro Instrumentation LLC, a leading provider of manufacturing solutions. He now owns D. Wood Holdings LLC in Latrobe, Pa., specializing in private equity investments.

Wood and three partners formed a small company, Convenient Aviation, to procure private jet transportation to meet their needs. But he says there was no question what type of service would work best.

Fractional Was the Answer

“Fractional really was the best of all worlds for the group we had,” he says. “We don’t have enough need to justify

owning an aircraft, and charter really didn’t make much sense because of the deadheads. Also, I was attracted to Flexjet because it’s part of Bombardier. As the manufacturer, Bombardier has a vested interest in maintaining the quality of its fleet. That gives me a higher level of confidence.”

Plus there’s the convenience of being able to direct the pickup point. “I’ve had times when I needed to get a customer from their office to mine quickly. I just call up Flexjet and it’s taken care of.”

Ferry Fee Waiver a Big Plus

Wood and his partners use their Bombardier Learjet 40 XR and 45 XR

“I was attracted to Flexjet because it’s part of Bombardier. As the manufacturer, Bombardier has a vested interest in maintaining the quality of its fleet.”

– Douglas J. Wood, Owner of D. Wood Holdings LLC

aircraft for personal trips more than for business, traveling both within the continental United States and to vacation destinations outside the U.S.

“The ferry fee waiver is great,” he says. “We’ve taken trips to the Caribbean, and it just is a really nice benefit to not have that ferry fee. That really adds to Flexjet’s competitive advantage. Our experience has been very positive, and we have all watched as Flexjet has developed and flourished in the changing aviation environment.”



Douglas J. Wood’s father worked with Bill Lear, above left, in the 1940s marketing Lear’s autopilot. Bill Lear was awarded the Collier Trophy in 1949 for his F-5 autopilot. Above right, Lear on the tarmac with seven early model Learjets. Familiar with the Lear mystique as a child, Wood naturally opted for Learjets as an adult.



Fly the Challenger Skip the Ferry Fees Plan

From Molokai to the slopes of Mauna Loa, from Wailea Beach to a Honolulu boardroom, Hawaii beckons. As a Bombardier Flexjet owner, you enjoy the exclusive freedom to fly the renowned Bombardier Challenger series of aircraft from the continental United States to your favorite island destination and home again without being charged a ferry fee to reposition your aircraft.

Flexjet is the only program that gives you the option to fly to Hawaii year round, while enjoying substantial savings on our ferry fee waiver, on the best-selling Challenger 300 or Challenger 604/605 aircraft.

Luxury and Superior Capability

Whether you're flying for business or pleasure, the comfort and performance of the Bombardier Challenger series will meet and exceed your needs.

The Challenger 300 is the world's best-selling super mid-size aircraft with a large, functional-yet-luxurious cabin, impressive speed and transcontinental range. The Challenger 604 and the soon-to-arrive Challenger 605 aircraft extend and enhance the legacy of one of the most proven aircraft designs in business aviation history. The market's widest cabin and ocean-crossing range have made this Challenger the best-selling

Caribbean Craving

Indulge Your Desires With a Trip to the Tropics

Crisp late summer air, fall colors, accelerating social pace. All leading to thoughts of – winter. Which translate rapidly to thoughts of – the Caribbean.

Flexjet owners busy with the usual press of work and transitioning into the more demanding autumn schedule often take that rare free moment to plan their winter getaway. Whether business or pleasure pulls you south, a moment is all it takes with Flexjet's owner services staff and your trip is arranged, every detail handled by

the industry's best people following the highest standards of service.

Next stop, paradise. Without ferry fees. No other fractional jet ownership provider offers as much travel flexibility and service excellence or as extensive a Secondary Service Area. From Aruba to Antigua, Jamaica to Grenada, you fly the jet of your choice to the destination you desire on a schedule tailored to your needs. All while realizing substantial savings thanks to our year-round jet repositioning fee waiver.

As always, your journey to the sun will be in unmatched comfort aboard a Bombardier jet aircraft, to the most convenient airport near your favorite destination. With Flexjet, paradise begins with the journey.



a Hawaiian Getaway

large business jet in the world.

For Challenger flights to Hawaii, just schedule your trip at least 72 hours in advance, and allow for some leeway in your departure time.

You'll always be able to depart on the day of your choice, and you'll know your exact departure time at least 18 hours in advance. We'll do our best to schedule your departure as close to your preferred time as possible.

Hawaii with no ferry fees – just another ownership benefit from Flexjet, which provides you more travel options and flexibility than any other fractional jet ownership program.



FLEXJET OWNER

News & Notes

Traveling Internationally With a Minor

Flexjet owners: Please be advised, a notarized authorization letter is required for any passenger under the age of 18 ("minor") traveling internationally without one or both custodial parents or legal guardians. The notarized authorization letter(s) must come from the custodial parent(s) or guardian(s) not traveling with the minor(s). Flexjet Owner Services must receive a copy of the notarized letter(s) by 5 p.m. CST the day prior to the scheduled departure. The trip will be canceled if the letter or letters are not received by this time and you may be subject to cancellation fees if the aircraft has already positioned for the trip. Please fax letter(s) to 972-720-2511.

Researching to Reach the Next Level of Service

In our inexorable quest for the best possible service to our owners, Flexjet asked research experts at The Harrison Group to survey current and potential fractional jet owners about their transportation preferences and expectations. The detailed and highly reliable results will prove extremely useful as we continue our work to elevate the Flexjet brand to a new level and move forward with service improvements, innovative ventures and new programs to make our industry-leading flexibility even more flexible.

Referral Rewards

Bombardier Flexjet owners who feel strongly enough about their private jet service to recommend it to friends and colleagues deserve more than just a thank you when a referral is successful. The Flexjet Referral Rewards program is our way of acknowledging your assistance. From a luxurious Silversea cruise to credit on your monthly management fee, you're sure to find a reward from among our eight exquisite choices that appeals to your discerning taste.

To register a referral, simply call Ivanny Sheehan at 972-720-2451 and leave the referral's name and contact information. To qualify, the individual must be a new contact for Flexjet.‡ When the person you refer becomes a new Flexjet owner, we will contact you with the good news. Then, simply choose your reward from our exclusive catalog of Flexjet Rewards. Each time you make a successful referral, you may choose a new reward.

‡Flexjet Referral Rewards Program terms and conditions apply. Program is subject to change without notice.

Charities

Flexjet Mercy Flight Allows Lifesaving Surgery for Infant

A Bombardier Flexjet flight played a key role this summer in life-saving heart surgery for an infant from the Dominican Republic.

The infant, 8-month-old Yafriesy Vargas, was born with just half a heart and without the normal connection to her lungs. The condition led to very low level of oxygen in her blood – as a result she was blue in color, her growth was stunted and she had little energy.

At Jackson Health System Holtz Children's Hospital in Miami, Yafriesy underwent surgery to repair her heart and

properly connect her heart to her lungs. The procedure and recovery went so well that she was discharged to the Ronald McDonald House just four days later.

Strong and Healthy

“Yafriesy’s surgery was a success; she did very well and is continuing to show signs of improvement. Her mother is very happy and relieved that she will now have a healthy, strong child,” said Eliot Rosenkranz, director of congenital heart surgery at the University of Miami/Jackson Memorial Medical Center.

Help came from several sources to make the operation possible. Flexjet donated the flight to the Jackson Memorial Foundation Gala 2007 silent auction. The flight was secured and sponsored by

Sherie Swerdlow, 2007 Gala chairwoman, along with several other benefactors. Each benefactor contributed \$10,000 to sponsor the air travel, which was later donated to the International Kids Fund (IKF) as a mercy flight for the sick child.

The \$20,000 needed for Yafriesy’s operation was raised from several donors through the IKF. The IKF is a program of the Jackson Memorial Foundation that seeks to provide medical care to needy children from around the world who suffer from serious illnesses that cannot be treated in their home countries.

Donations Benefit More Children

According to the American Heart Association, congenital heart defects are the most common birth abnormality and are the No. 1 cause of death during the first year of life.

“We are extremely grateful to the donors, Flexjet and the gala benefactors’ generosity,” said María Luisa Chea, executive director of the IKF. “By contributing to our Congenital Heart Program, the community has the opportunity to save many more children with heart defects.”



Take Flight With Flexjet

Coast-to-Coast Getaway Benefits Napa Programs

Health, youth and housing programs in Napa County, Calif., received a major boost from the annual Auction Napa Valley, including the successful auction of a “Sea to Shining Sea” getaway sponsored in part by Bombardier Flexjet.

More than 1,800 people attended the 2007 auction, one of the few truly wine-focused charity auctions in the United States. The annual event celebrates the wines, people and land of Napa Valley, with hundreds of wine auction lots and scores of vintner-hosted events.

Flexjet partnered with Robert Mondavi Winery, *Departures* magazine, The Mandarin Oriental-New York and Tiffany & Co. to offer the Sea to Shining Sea getaway. The successful bidders won a weeklong experience for four that begins in Napa Valley, then moves to New York. The lot includes a week filled with unparalleled private jet travel on

Flexjet, plus a collection of award-winning specialty and reserve wines.

The getaway attracted a winning bid of \$160,000 for Napa charities. In all, this year’s auction raised \$9.8 million.

Getaway Highlights

- Private jet flights provided by Flexjet.
- Dinner with Robert and Margrit Mondavi.
- Three-night suite hotel stay at the Mandarin Oriental-New York.
- Private dinner prepared by Chef Daniel Boulud at one of his top New York restaurants.
- A behind-the-scenes tour of Tiffany & Co. in New York with a champagne reception and private shopping opportunity.



Top, prospective bidders hold up their paddles to kick off the live bidding at Auction Napa Valley 2007. Above, vintner Michael Mondavi pours samples of one of his family’s newer offerings.

Peak Days Scheduled for Early 2008



Peak Days for Early 2008

JANUARY

1-2

FEBRUARY

14-15

18-19

If you have questions about scheduling a trip, call your Owner Services representative at 1-800-FLEX123 (353-9123).

In our unrelenting effort to maximize your convenience and ease of travel, we have designated six peak travel days in early 2008. The first peak days will be Jan. 1-2, Feb. 14-15 and Feb. 18-19.

Additional peak days for later in the year will be determined as we complete our annual travel calendar.

Peak days comprise a small group of dates in which travel requests are the highest. To accommodate the increased demand on those days, we simply ask that you book and finalize your trip arrangements 48 hours prior to

12:01 a.m. on the peak day, and allow for some departure time flexibility.

By contrast, there are many more low-season dates, when trip demand is typically lighter than average. On those days, you may use your low-season upgrades and downgrades as specified in your contract guidelines for even greater flexibility. Your Owner Services representative is ready to assist you at 1-800-FLEX123 (353-9123).

Watch for the complete 2008 Peak and Low-Season Days Calendar in the next issue of your Flexjet Direct.

BOMBARDIER
FLEXJET

To find out more about Flexjet or to obtain additional copies of *Flexjet Direct*, contact us at the following:

Toll-free: 1-800-FLEXJET

Facsimile: 1-877-225-7329

Website: www.flexjet.com

© 2007 Bombardier Inc. *Trademark(s) of Bombardier Inc. or its subsidiaries.

Or write to:

Flexjet Direct

3400 Waterview Parkway, Suite 400

Richardson, TX 75080 USA

07-BOMFLE-12410907



Flexjet Direct

F A X R E S P O N S E F O R M

Please provide your contact information below:

NAME	TITLE	COMPANY	TYPE OF BUSINESS
STREET ADDRESS	CITY	STATE	ZIP
PHONE	FAX	EMAIL	

I am interested in the following aircraft:

- Learjet* 40 XR Challenger* 300
- Learjet 45 XR Challenger 605
- Learjet 60 XR

I am interested in learning more about the following programs:

- Ferry Fee Waivers to Europe and Hawaii
- Bombardier Flexjet* Travel in Europe
- Versatility Plus*

Please send me additional information about the following:

- General information about Bombardier Flexjet
- Bombardier Skyjet*
- Flexjet 25 Jet Card
- Other _____

If you would like to refer someone to Flexjet, please complete the following:

NAME	TITLE	COMPANY	TYPE OF BUSINESS
STREET ADDRESS	CITY	STATE	ZIP
PHONE	FAX	EMAIL	

- Contact my referral directly.
- Call me first.

Simply fax this completed form to 1-877-225-7329.

Or contact us at: 1-800-FLEXJET • www.flexjet.com
 Or mail to: Bombardier Flexjet • 3400 Waterview Parkway, Suite 400
 Richardson, TX 75080 USA