

# L'Voyage puts its concierge service first

by Chen Chuanren

Charter company L'Voyage (Booth B71) is hoping to expand its service offerings beyond business travel, just as founder and chairperson Diana Chou celebrates her 20th anniversary in business aviation. "In the past, the charter business was mainly used by business travelers for business meetings. Nowadays, there are more travelers flying with private jets for leisure travel, events, and celebrations of family events," said Chou. "We notice that travelers have started putting more emphasis on their time and experience. We are planning to offer pet travel and medical travel packages to our clients."

Chou explained that owners who wish to bring their pets onboard a private jet have to get valid health certificates for their pets with import/export permits endorsed by their destination. To get this "passport," pets have to be vaccinated and undergo antibody testing. This process can take several months. L'Voyage is working with reputable dog trainers who are experienced in handling pets in flight "to provide the best pet travel experience to our clients," she said.

The company's clients are assisted by a dedicated manager to design the



MARK PHELPS

Here at EBACE, L'Voyage marketing executive Coco Chun is ready to explain the company's philosophy on going the extra mile, as articulated by founder and chair Diana Chou.

most suitable chartering solution. These bespoke charters could include spiritual travels, private access to Necker Island, spending an evening with tenor Andrea Bocelli, and attendance at the Met Gala, according to Chou.

"As the leading global charter specialist headquartered in Asia-Pacific, we are happy to collaborate with European operators and brokers. With connections in a network of APAC [Asia-Pacific] operators and clients, as well as a deep understanding of the environment and culture of greater China, L'Voyage serves as a gateway for European operators and brokers for entering the APAC market," Chou said. "Meanwhile, we are exploring different forms of collaborations and partnerships with European operators, brokers, and handlers to deliver seamless service to our clients in their trips to Europe."

Within Europe, Chou said that Milan, London, Paris, and Rome are the popular European cities for its local clients, while from Europe its clientele is usually business travelers who prefer to use its charter broker services. Currently, European clients account for 40 percent of travelers within L'Voyage's B2B portfolio.

Chou started Dragon General Aviation (DGA) two decades ago and set up L'Voyage in 2013 and Jet 8 in 2018. The group will be publishing a 20th anniversary booklet, "Over Hong Kong," featuring the development of the general aviation industry in Hong Kong and DGA during the past two decades.

This week at EBACE, L'Voyage is showcasing its charter brokering and concierge services, along with sister company, Jet 8, which is highlighting its aircraft acquisition and advisory service. ■

# Global Trek opens in Wales

by Curt Epstein

Global Trek Aviation, which opened an FBO at Northern Ireland's Belfast International Airport in 2015, has expanded its operations with the introduction of a new facility at Cardiff International Airport in Wales.

The modern facility on the south side of the airport welcomed its first aircraft, a Jetstream 31, on May 14. It offers a dedicated VIP lounge, private offices, crew briefing center, flight operations facilities, and a fully

integrated security screening suite.

With VIP handling and its own refueling service, the FBO is a suitable location for tech stops. "We are delighted to be opening the all-new facility at Cardiff International Airport as it offers tremendous potential with its ideal strategic location," said CEO David McColm. The airport, which features a 7,850-foot runway, is operational 24 hours a day with no nighttime curfews or slot requirements, and immigration and customs services are available 24 hours a day.

Based on its progress, the company has also expanded its initial FBO, one of three at Belfast, adding to the initial size of its 2,000-sq-ft terminal. "Our Belfast International facility has been seeing increased traffic levels month-on-month, and we took the decision back in 2017 to plan for future growth at an early stage," said Colin Gordon, the company's group commercial director. "Doubling the floor space allows us to provide even greater comfort for our clients, put in additional amenities, a new security suite, and expand our operations control center to increase efficiency and deliver an even higher quality of service to our customers." ■



Global Trek has established its second FBO—at Wales's Cardiff International Airport.

## News Clips

### AviationManuals Does EFVS

To help pilots make safer landings in challenging conditions when using enhanced flight vision systems (EFVS), AviationManuals (Booth N115, with AeroEx) has introduced an EFVS compliance package. It includes a manual with touchdown and rollout procedures, an LOA (letter of acceptance) application for FAA-registered aircraft—which is required at "most international destinations, especially in the European Union"—along with support services. Based at Rockville, Maryland, AviationManuals said it "makes the development of the procedures manual and application for low visibility landings approvals much easier."

"The EFVS technology installed in most business aircraft allows operators to land during certain inclement weather conditions such as haze, smog, smoke, and fog," reported the company. "Our comprehensive EFVS compliance package gets you ready to fly internationally while benefitting from your aircraft's EFVS capabilities."

AviationManuals CEO Mark Baier said, "For a pilot, this means they can land in a greater variety of weather conditions, minimizing delays or risks of being rerouted. Our EFVS package can be delivered in as little as a week, and quickly and efficiently provides pilots the manual and supporting equipment documents needed for approval of their LOA application."

### Elit'Avia Updates Operations Systems with FOS

Elit'Avia has implemented Collins Aerospace's ArincDirect Flight Operations System (FOS), a step that the Slovenia-based charter operator and management services firm says will streamline its operations and enhance its efficiency.

FOS, a flight operations management tool, integrates numerous functions for operators that typically are conducted using different systems, including scheduling and dispatching, flight planning, fuel services, maintenance tracking, and other services. The tool can be tailored to the operation with features such as live, customizable data on a schedule board; a time and distance calculator that computes local arrival or departure time, fuel burn, time en route, time zone change, and cost; quick charter quoting ability; and tracking of flight-log entries, expenses, aircraft and crew records, among others.

"We are pleased to announce the integration of Collins Aerospace ArincDirect FOS," said Elit'Avia CEO Michel Coulomb. "FOS includes a mobile application that allows our dispatchers, pilots, and staff to stay connected and up-to-date on all flight information. By unifying paperless communications, it enhances our operational efficiency. Our investment in FOS represents Elit'Avia's commitment to operational excellence and demonstrates our value to our clientele."