



Pilot's Guide to Cape Town

April 2010

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Introduction: Why Signature?

- With SFS CPT being part of the Signature / BBA Aviation group, your clients benefit from the vast experience and resources of the largest FBO chain in the world.
- Based in the General Aviation Area (GAA) at Cape Town International Airport, SFS CPT is located closest to the main terminal buildings and parking areas, shortening travelling time for pax and crew. This also means you have the benefit of the services offered by a number of companies within the GAA should your clients have requirements for any specialized services.
 - These services include:
 - Aircraft Charter
 - Helicopter Charters / Transfers
 - Aircraft Maintenance
 - Avionics Repairs
 - Aircraft Cleaning (Specialised Cleaning)
 - Red Cross Air Mercy Service
 - Aviation Training (Dangerous Goods Training, CRM's etc)
 - Jet A1 & Avgas (Available on-site at SFS)

SFS CPT Staff:

- **TRAINING:**

- SFS CPT has a very stringent training program for all staff.
- All Operations and Hangar staff have undergone Dangerous Goods awareness training.
- Operations staff are monitored closely by Management, to ensure that we deliver through the Signature Service Promise.
- Staff attend First Aid courses.
- All SFS CPT operational staff, as well as fueling staff are holders of airside vehicle operating permits (which allows SFS vehicles airside).
- They also have “all area” airport security permits, which allow them access to all areas of the airport terminal buildings as well as aprons.
- Our 6 operations controllers (Incl. Sr.. ops controller) are also holders of radio licenses, enabling them to speak directly to ATC / GND when towing / pushing back an aircraft on the main apron.
- For the SWC, we will have additional staff from our London Luton branch to assist us with our operation. The staff members that have been selected are experts in tugging, operations, marshalling and parking of aircraft during big events.

(3) Equipment & Vehicles:

- **TRANSPORT VEHICLES:**

- SFS CPT has a fleet of vehicles, all late models, that are used for passenger, crew and cargo transport.
- All SFS CPT's vehicles (2 x VW Transporters, 1 x Ford Pick up) are fully licensed to drive on the Airside at the main terminal. This allows us to handle all our flights with our own vehicles, eliminating the need for 3rd party service providers.
- All our vehicles have "Inner Lane" access, allowing them to park right outside the airport doors for an unlimited time.
- Our vehicles are all meticulously maintained, both in terms of cleanliness and service readiness.
- For the SWC, additional transport vehicles will be ready to guarantee that our crew / passenger transport needs around the airport are met.



- **TUGS:**

- SFS CPT currently has tugs capable of handling aircraft up to a Boeing 757.
- All tugs are licensed to operate Airside at the main terminal.

Equipment & Vehicles: (Continued)

- **TOW BARS:**

- We have a full range of tow bars with interchangeable heads, capable of handling aircraft from Cessna 150 to Gulfstream 550 / Global Express.
- All tow bars are inspected daily for serviceability.
- Tow bars for larger aircraft are available on request.

- **GPU:**

- SFS CPT offers GPU's for aircraft sizes up to G550 / GLEX. We have multiple GPU access points in our hangars.

- **WATER / LAV CARTS:**

- SFS CPT has water / lav carts for aircraft to G550 / GLEX.



Equipment & Vehicles: (Continued)

- **MISCELLANEOUS EQUIPMENT:**
- **WHEEL CHOCKS & CONES:**
- **STATIC WICK COVERS:**
 - SFS CPT has acquired additional static wick covers (High visibility).
- **MARSHALLING WANDS:**
- **REFRIDGERATORS / FREEZERS:**
 - Additional fridges and freezers will be made available before the SWC to ensure ample storage space for aircraft catering

(4) Services & Facilities:

- **HANDLING:**

- We offer full handling for aircraft from Cessna 150 to Boeing 747 or equivalents.
- Helicopter Transfers (See affiliations) are available on request.
- Full bill back for any airport charges.

- **LANDING PERMITS:**

- We are able to assist with the obtaining overflight / landing permits on your behalf.

- **HOTELS & TRANSPORT:**

- HOTAC Bookings (See affiliations)
- Crew transport to / from hotel (See affiliations)
- VIP chauffeur drive (See affiliations)

- **FUEL:**

- Jet A-1 and Avgas available on-site
- Accepted forms of payment:
 - UVAIR CARD
 - MULTISERVICE CARD
 - BP CARD
 - AVCARD
 - MAJOR CREDIT CARDS
 - CASH (Local currency or U.S. Dollars)



Services & Facilities: (Continued)

- **PARKING / HANGARAGE:**

- SFS has two parking aprons, able to accommodate aircraft up to BBJ / A319
- SFS has three hangars, able to accommodate aircraft up to G550 / GLEX
- SFS has secured additional parking and hangarage at private hangars within the GAA.
- Please note that parking and hangarage is limited. This will be on a first come, first serve basis.

- **PASSENGER LOUNGE:**

- SFS CPT's recently refurbished passenger lounge offers complimentary Wi-Fi, Satellite television, gourmet coffee, soft drinks, snacks, and newspapers / magazines.
- Personal attention will be given to pax and crew by our Ground Hostess, ensuring that all their needs are met.

- **PILOTS' PLANNING ROOM:**

- Our pilots' planning room offers internet access, weather and Jeppesen Flitestar.

- **CREW REST AREA:**

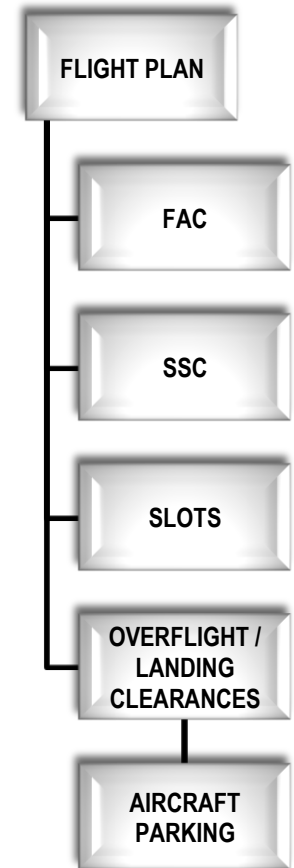
- The crew rest area includes a quiet room with beds.

(5) SWC Procedures: (Overview)

- There are a number of steps to follow in order to ensure a smooth operation to / from FACT during the SWC.
- First and foremost, we highly recommend that applications for arrival and departure slots be done well in advance.
- These slots will only be issued once you have secured parking in FACT.
 - In ideal VFR conditions, FACT can handle a maximum of 30 arrivals / departure per hour. Realistically, this figure is around 23-25. The SWC will be held during our winter season, and on days where we are experiencing IFR conditions, this figure will drop to as low as 15, depending on visibility.
 - We are expecting a significant influx of aircraft operating to / from FACT (both airline and private), and in light of this we encourage aircraft to strictly adhere to their slot times. Failing to do so will lead to delays.
 - See slots slide for further details on slots.
- Crew (or trip planners) are required to apply for a “Security Screening Code (SSC)” for each crew member.
 - The SSC will be valid for the entire period of the SWC, and may be used for any number of flights.
 - Foreign crew are required to apply for their SSC at least 7 days prior to arrival.
 - The SSC codes that will be issued will be required to obtain your “Flight Authorisation Code (FAC).
 - See Crew Screening

SWC Procedures: (Overview) Continued

- Each flight into / out of FACT and / or a 50nm radius of VOR CTV will require a Flight Authorisation Code (FAC)
 - The FAC is valid for one specific flight only, i.e. if an aircraft lands at FACT to drop / pick up passengers and departs straight afterwards, two FACs will be required.
 - The SSC mentioned in the previous slide will be required in order to obtain the FAC.
 - Should routes, times or details of flight change, an amendment of the FAC must be made.
 - **FAC's are to be obtained at least 24h before departure / arrival.**
- Once the FAC has been obtained, the code number is to be indicated on the flight plan under field 18.
- **NOTES:**
 - Any aircraft entering this promulgated airspace without a valid SSC and FAC, or a valid clearance, or that is observed flying without a flight plan or deviating from the filed flight plan/negotiated route without prior clearance, may be subject to interception as per ICAO publication and may be subject to prosecution.
 - All flights operating within the Air Defence Identification zone (ADIZ) are to file flight plans.
 - All aircraft operating within the ADIZ are to be transponder equipped.
 - All required / relevant documents are mailed with this presentation.



SWC Procedures: (Overview) Continued

- **CUSTOMS & IMMIGRATION:**
 - Airport Authorities have confirmed that they will be providing Customs / Immigration facilitation at SFS CPT during the SWC.
 - All passenger and crew names & passport numbers are to be sent to SFS CPT before arrival / departure.
 - Please note that NO visa's are available on arrival in FACT. Visa's are to be obtained before arrival.
 - For a list of countries that are EXEMPT from visa's, please visit: www.dha.gov.za/visa_schedule.asp

(6) SWC Slots:

- Slots are regulated and issued by the Central Airspace Management Unit (CAMU), a division of Air Traffic and Navigational Services (ATNS).
- The slot allocation process is governed by IATA, and these formats are used worldwide, in order to prevent any misunderstanding and misinterpretation of the operator's requirements.
- At present it is just CPT, DUR and JNB that are being coordinated by CAMU, however during the SWC, for the period 05 June – 18 July 2010 the aerodromes (column right) will be coordinated as well. This means that it will be compulsory to book slots for these aerodromes for operation into or out of them. The manner in which you request this is explained in the attached document named "SCR FORMAT1"
- Contact details to request slots through CAMU:
 - Phone : +27 (0) 11 928 6433
 - Fax : +27 (0) 11 928 6420
 - E-mail : Coord@atns.co.za
- Calls / e-mail will be answered during office hours:
 - 06:00z – 14:00z
- We highly recommend that all slots are strictly adhered to during the SCW. Failing to do so will result in lengthy delays.

IATA	NAME	ICAO
VIR	VIRGINIA	FAVG
RCB	RICHARDS BAY	FARB
PZB	PIETERMARITZBURG	FAPB
GCJ	GRAND CENTRAL	FAGC
QRA	RAND	FAGM
JNB	O.R. TAMBO INTL	FAJS
DUR	DURBAN / LAMERCY	FADN
CPT	CAPE TOWN INTL	FACT
PLZ	PORT ELIZABETH	FAPE
BFN	BLOEMFONTEIN	FABL
PTG	POLOKWANE / PIETERSBURG	FAPP
MQP	KRUGER MPUMALANGA INTL	FAKN
HLA	LANSERIA	FALA
ELS	EAST LONDON	FAEL
KIM	KIMBERLEY	FAKM
PRY	WONDERBOOM	FAWB
MBD	MMABATHO / MAFIKENG	FAMM
NTY	PILANSBERG	FAPN
GRJ	GEORGE	FAGG
UTN	UPINGTON	FAUP

(7) Crew Screening (SSC):

- All crew onboard an aircraft flying into / out of the Air Defence Identification Zone (ADIZ) are required to be screened by the Authorities.
- The SSC is unique to the person who requested it and may not be shared between individuals.
- The SSC is valid for a period of 6 months, commencing on the date approved.
- Misuse and/or abuse of the SSC will be prosecuted.
- The security screening process takes approximately 48 hours, but delays can be expected due to congestion. Pilots / trip planners are to ensure that they apply in a timely manner.
- The SSC will not be distributed via any electronic means, nor via fax. Applicants are to phone the South African Air Force (SAAF) 48 hours after submitting the application in order to obtain SSC.
- SSC submissions for foreign crew are to be submitted to the SAAF no later than 7 days before arrival / departure.
- The screening code that will be issued, is a prerequisite for the obtaining of a Flight Authorization Code.

Crew Screening (SSC): Continued

- Applications must be submitted in electronic format (e-mail) to the SAAF, and must include the following information:
 - Identification documentation.
 - RSA ID document (if a RSA citizen); or
 - Passport (if foreign nationality)
 - Licensing documentation.
 - Pilot license (where applicable); or
 - Official letter from company stating employment status of the member (for non-pilot members); or
 - Official letter from flight school stating student pilot status of the member (for student pilots); or
 - Official letter from club or association stating member status (for paragliders, parachutists, etc).
 - Contact details for each individual, both daytime and after-hours.
 - Home language and proficiency in English.
- Contact details of the SAAF for the issuing of a SSC (1 March 2010 – 24 May 2010):
 - E-mail : wtr@mweb.co.za
 - Phone : +27 (0) 12 314 3102 / +27 (83) 307 1075 (Colonel De Villiers mobile)
- Contact details of the SAAF for the issuing of a SSC (24 May 2010 onwards):
 - Phone : +27 (0) 12 312 2625
 - E-mail : pilotscreening@telkomsa.net
- The SAAF Screening and Authorization Cell will be manned 24 hours per day, from 0600Z on 24 May 2010 until 2200Z on 11 July 2010.

(8) Flight Authorisations (FAC)

- Only successfully screened pilots may apply for authorizations for flights during the SWC.
- The FAC clearance number is to be obtained for every flight into / out of the ADIZ.
- Applications must be submitted at least 24h before planned flight.
- The FAC is valid ONLY for one specific flight.
- The following information must be provided to the SAAF in order to obtain a FAC:
 - Pilot SSC.
 - Pilot ID Number (passport number also acceptable).
 - Pilot Full Names and Surname.
 - Pilot License Number.
 - Pilot Contact details, including at least one telephone number and/or an e-mail address.
 - Aircraft registration and type.
 - Date and estimated time of flight.
 - Aerodrome of Departure.
 - Aerodrome of Destination.
 - Intended duration of flight and intended route.
 - Aircraft owner and aircraft owner contact details.
 - Crew SSCs and ID Numbers.
- Contact details for the application of a FAC:
 - Phone : +27 (0) 12 312 2625.
 - Fax : +27 (0) 12 312 2626.
 - E-mail : flightautho@telkomsa.net

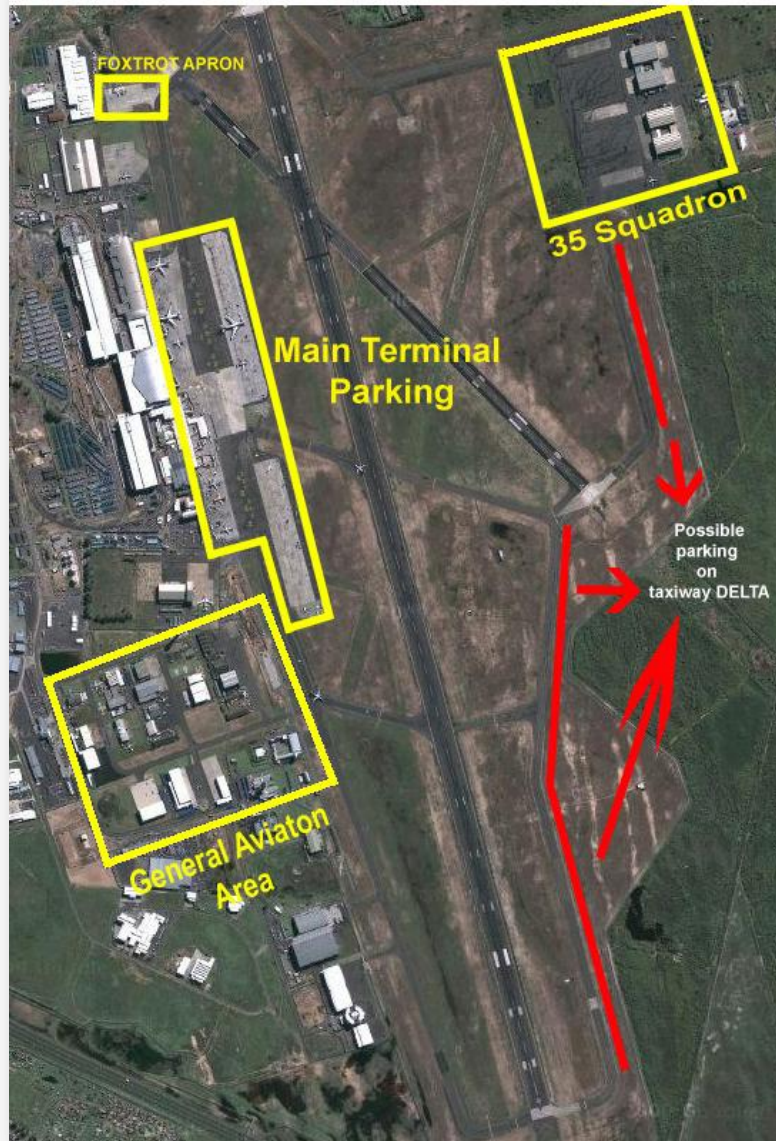
(9) Aircraft Parking & Contingencies:

- Parking constraints will be a concern at FACT. There are various areas at FACT where private / charter aircraft will be allowed to park, as well as several designated military airports:
- Cape Town International Airport (FACT): See page 19 & 20
 - SFS CPT has three hangars and two parking aprons available for aircraft size up to BBJ / A319CJ
 - SFS CPT has agreements in place with various other operators in the GAA for the exclusive use of sections of their aprons and hangars during the SWC time period (See attached aerial photo)
 - SFS CPT also has access to other operators' hangars and aprons, but which are subject to availability.
 - Cape Town Airport is negotiating to secure additional parking located on the North-East side of the airport (Previously operated by the South African Air Force, and known as 35 Squadron). This will be for parking only. Pax must dropped off in the GAA, after which aircrew will taxi their aircraft to 35 Squadron. This will be the procedure once the GAA parking are is at maximum capacity.
 - Certain taxiways *may* be closed and will be utilised for parking.
 - Parking for private aircraft at the main terminal buildings will be limited, and not encouraged by ACSA.
 - Wide body aircraft will not be allowed to park at CTIA for an extended period of time. If a lengthy stay is expected, "heavy's" are to relocate to other airports for parking.
- AIR FORCE BASE YSTERPLAAT (FAYP): See page 21
 - AFT Ysterplaat is located 6.7 Nautical Miles from CPT / FACT (20min drive).
 - Parking space has been made available for code A & B size aircraft (Up to GLF4)
 - Although the closest airport to FACT, FAYP is NOT ideal during the rainy winter period, as there is no ILS system.
 - Parking space is limited, and will only be considered when the weather is clear and aircraft can fly VFR.
 - **Minimum or no aircraft services are available (e.g. steps, water / lav carts etc)**

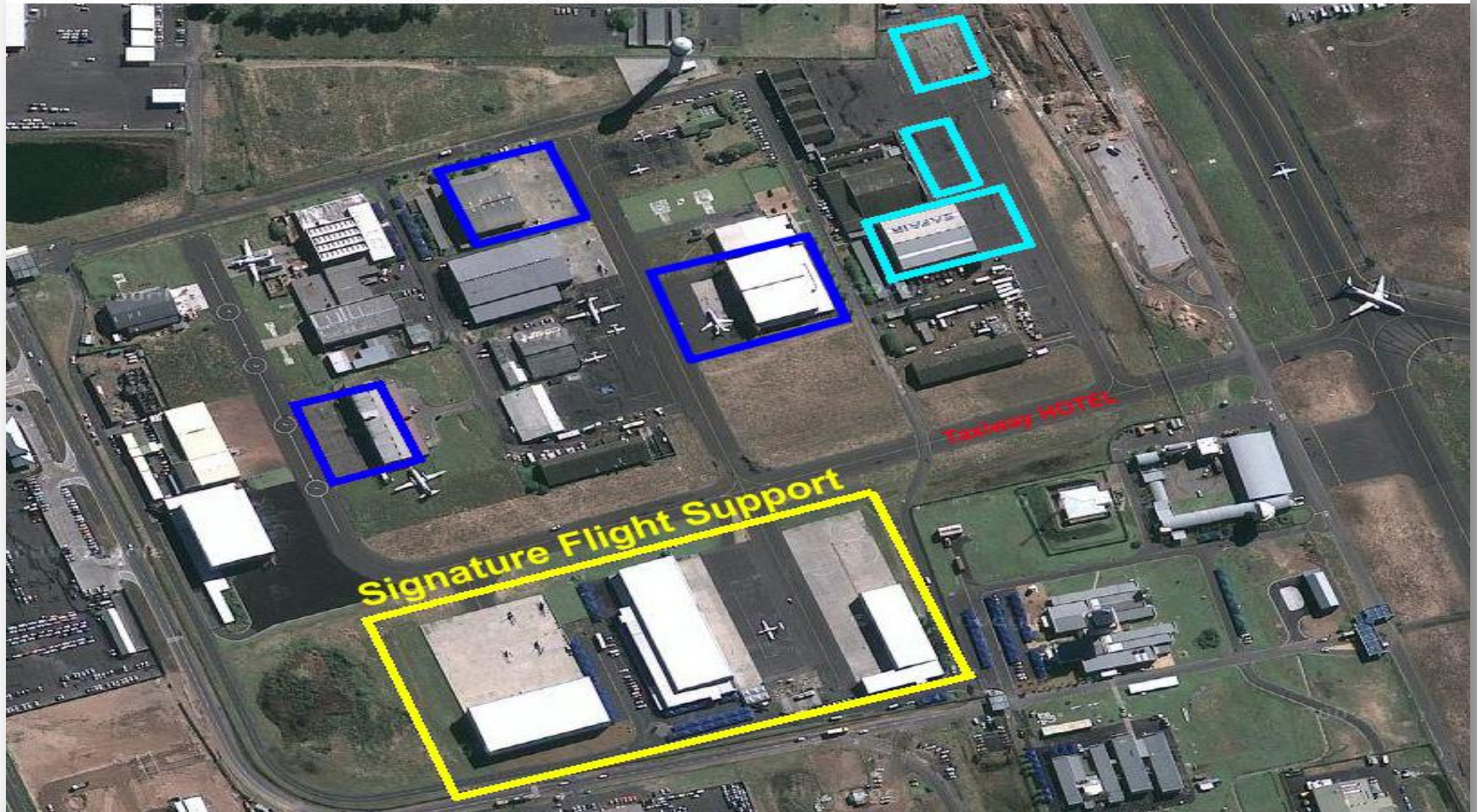
Aircraft Parking & Contingencies: (Continued)

- **Air Force Base Langebaanweg (FALW): (see page 22)**
 - AFB Langebaanweg is located 64 Nautical Miles from FACT (1h drive)
 - Parking space has been made available for code A, B and C size aircraft (Up to B737 / A319)
 - FALW is equipped with an ILS, and has ample parking space
 - Minimum or no aircraft services are available (e.g. steps, water / lav carts etc)
- **Air Force Base Overberg (FAOB): (see page 23)**
 - AFB Overberg is located 89 Nautical Miles from FACT (3h drive)
 - Parking space has been made available for code A, B and C size aircraft (Up to B737 / A319)
 - FAOB is equipped with an ILS, and has ample parking space
 - Minimum or no aircraft services are available (e.g. steps, water / lav carts etc)
- **NOTES:**
 - Should the situation arise where there is no more available parking space at FACT, visiting aircraft will have no choice but to fly into FACT, drop off pax, and relocate to one of the above-mentioned airfields.
 - The same scenario will have to be followed for a pick up.
 - Although not confirmed yet, Authorities are considering the option of granting the above-mentioned Air Force Bases National Port of Entry status.

Cape Town international Airport (FACT)



General Aviation Area: CTIA



Additional parking / hangar space available exclusively to SFS CPT

Additional parking available to SFS, subject to availability

Air Force Base Ysterplaat (FAYP) S33° 54' 11.68", E18° 29' 53.94"



Air Force Base Langebaanweg (FALW) S32° 58' 7.09", E18° 9' 43.93"



Air Force Base Overberg (FAOB)

S34° 33' 45.58", E20° 15' 0.28"



(10) Affiliations:

- **HOTAC / TRANSFERS**

- SFS CPT has an agreement with AFRICAN OPTION / AFRICAN WELCOME (Two divisions of the same company) for all our hotel bookings, as well as crew hotel transfers.

African Option / Welcome have been working with SFS CPT for a number of years, and is well established in the tourism industry. This experienced and knowledgeable company will do all in their power to secure suitable accommodation to satisfy our clients' requirements. They have visited a number of hotels as well as guest houses and B & B's throughout the Western Cape on Signature's behalf to establish good relationships with the owners, and to guarantee that the establishments meet SFS's standards.

Their transport department has a large fleet of vehicles based at some of the finest hotels in Cape Town, and are responsible for all SFS CPT's crew hotel transfers. They are all brand new, and in immaculate condition. Their drivers have all the necessary training in advanced driving, and most of them are licensed tour guides.

They also offer a chauffeur service for passengers with a selection of VIP vehicles.

- STATUS LUXURY VEHICLES are SFS CPT's preferred supplier of Luxury and Performance cars. They have the largest fleet of exclusive vehicles in South Africa, available both for self-drive and chauffeur drive

- **CATERING**

- Catering for aircraft is provided by IN-FLIGHT CHEFS CC.
 - In-Flight Chefs is conveniently located in the Signature complex (They are Signature tenants). They will be available to meet all aircraft on arrival for all catering requirements .
 - Their head chef has years of experience at VVIP locations, and produces catering of the highest standards.
- FIRST CATERING is located at the main terminal, and provides catering to all charter flights requiring high loaders.

Affiliations: (Continued)

- **3rd PARTY HANDLING SERVICES**

- BIDAIR SERVICES is the designated handling agent to the majority of airlines flying to South Africa, and their offices are located in the Signature complex.
- BidAir has a contact in place with SFS CPT for any 3rd party services / equipment that we might require, and the fact that they are based in our complex means that equipment is at our disposal, even at short notice.

- **HELICOPTER TRANSFERS / CHARTERS**

- NAC MAKANA is SFS CPT's preferred supplier of any helicopter charters and or transfers that might be required.

- **MEDICAL DOCTORS**

- DR. STONER, LEVY AND ASSOCIATES have an office in our complex where they provide aviation medicals three times a week.
- The South African Red Cross / Air Mercy Service is located in close proximity to our hangars, providing additional medical support (with medivac capabilities), should the need arise.

(11) Points of interest on SFS CPT:

- SFS CPT has \$300,000,000.00 AVIATION GENERAL THIRD PARTY LEGAL LIABILITY INSURANCE
- SFS CPT is an ISO 9001:2008 approved company
- The South African Police Force has an office in the SFS CPT complex, which is manned by the Inspector overseeing the GAA.
- SFS CPT employs a privately contracted security company that patrols our premises after hours.
- SFS CPT has 24h CCTV surveillance camera's monitoring our buildings, hangars, aprons and fuel bays.
- SFS CPT is the preferred handler for all U.S. Government and Military flights.
- SFS CPT also handles various other Presidential and Government aircraft on a regular basis.
- SFS CPT is the official diversion for all South African Air Force aircraft that cannot land at Ysterplaat Air Force Base (FAYP) due to adverse weather conditions.

(12) Summary:

- We at SFS CPT have examined the needs of our clients, drawn upon our resources, and have put measures in place to ensure that your visit to Cape Town during the SWC will be a smooth, effortless and enjoyable one – a genuine *Signature Experience*!
- We are convinced that, thanks to our forward planning, we will be able to solve any problem that might arise – *before it happens*.
- Our staff are motivated and our facility is prepared...

WE ARE READY FOR YOU!