

Information for Passengers



This is intended to provide you with some general information about how Elevated Access arranges air transportation for those in need. Please read this carefully and feel free to ask us if you have any questions.

Elevated Access is an Illinois Not-for-Profit Corporation whose activities are governed by its officers and Board of Directors.

Elevated Access employs no pilots and owns no aircraft but relies upon the donation of pilot's time, money, and aircraft in carrying out its mission. The role of Elevated Access is to find a pilot willing to undertake your transportation needs and to make all necessary arrangements to facilitate your flight.

Flights arranged by Elevated Access are not commercial flights and are not governed by the same standards as airline or charter flights. The pilots are not acting as agents of Elevated Access, but as independent volunteers willing to help you with your transportation needs. Elevated Access will attempt to obtain a pilot and aircraft suitable to the passenger's transportation needs. While we make every effort to help those in need, we cannot possibly accommodate all requests for transportation.

The following information is provided to help you understand our operations. We are always available to answer your questions.

Waiver of Liability

Flying is generally a safe activity. Nonetheless, there are risks and hazards in flying just as in all other forms of transportation and all human activities. Because even the threat of litigation would severely impair the ability of Elevated Access to recruit pilots, aircraft, and people to serve as officers, directors, employees and volunteers, all passengers are required to sign a Waiver of Liability.

If you are unwilling to give up any and all rights to recover for property damage, personal injury, and/or death arising out of your flight, regardless of cause, you must seek other means of transportation.

Your pilot will require that you sign the waiver before embarking on each flight. Each passenger must sign the Waiver of Liability. If any passenger is a minor or otherwise not competent to sign, the Waiver must be signed by their legal representative. If your trip requires a link with a pilot

from another volunteer pilot organization, you can expect them to require that you sign a separate Waiver.

Medical Information

We depend on passengers to assess that they are capable and safe to fly. This includes the ability to independently enter and exit the aircraft as well as sitting for extended periods of time. If you have a medical condition that would make it difficult to travel an extended period in a small car, you should consider alternative travel arrangements.

Pilots

Qualifications for licensing of pilots are set and enforced by the Federal Aviation Administration (FAA). All pilots have passed rigorous written and practical flight tests prior to licensing.

In addition, the FAA requires that all pilots receive a flight review and medical certification on a regular basis. There are also requirements for recent flight experience. All pilots accepting missions arranged by Elevated Access represent that they meet any such requirements for the flight to be undertaken. Elevated Access does not make any independent determination of pilot qualifications, although it may employ guidelines regarding minimum pilot experience.

The pilot-in-command alone, not Elevated Access, makes all decisions about the conduct of a flight. Our policy is that pilots should never compromise safety in order to accept or complete a mission.

Therefore, there is always the possibility that safety concerns, such as weather or mechanical problems, could cause the postponement or cancellation of your flight. Your pilot should be happy to answer any questions regarding his or her qualifications.

Aircraft

Aircraft operate under regulations of the Federal Aviation Administration (FAA), and the FAA has strict maintenance requirements for all aircraft.

It is the responsibility of the pilot-in-command to determine that all FAA required maintenance has been performed and that the aircraft is airworthy for the intended flight.

Elevated Access relies upon the certification of the pilot that the aircraft meets all applicable requirements. Elevated Access does not make any independent inspection of the aircraft. Your pilot should be able to answer any questions about their aircraft.

Expenses of Flight

The pilot donates all expenses of your flight. Elevated Access does not reimburse pilots for expenses. You will never be asked to contribute to these expenses or to make a donation in consideration of your flight. Elevated Access also does not accept such donations. If you have any questions about these topics, please call us. You will be directed to the proper person to answer your questions.

Communication

Because flight details may need to be changed or adjusted, it is important that you respond in a timely fashion to communications from Elevated Access or your volunteer pilot. Remember that these flights are donated by your pilot and consider that in how you communicate with them.

Insurance

Owners who donate the use of their aircraft are required to have liability insurance and to provide Elevated Access evidence of insurance. Elevated Access does not conduct any additional independent investigation of the existence or maintenance of such coverage.

Your pilot should be able to answer any questions about the insurance on their aircraft. Elevated Access and its staff, officers, and directors may or may not have insurance at any given time depending upon its availability at affordable rates. We will be happy to disclose all available insurance information upon request. However, it should be understood that the existence of any insurance is not intended to negate or limit the validity or enforceability of the Waiver of Liability.

Noise during the flight

If you've never flown on a small aircraft before, you'll discover that it's a much different experience than flying on a large commercial jet. The engine noise on small planes can be loud enough to prevent you from having a normal conversation. Pilots will provide you with headphones to wear during the flight, which will enable you to communicate with the pilot and other passengers, as well as serving to block out most of the noise. If you wish, you can also bring your own ear plugs. On some planes, you might hear different sounds from the engine as it changes speed. Be aware that, for safety reasons, some pilots request that you do not talk during take-off and landing, or even throughout the entire flight. Your pilot will inform you of their specific requirements.

Turbulence during the flight

Small planes are more susceptible to air turbulence than large ones, so you might experience more "bumps" than you're used to. These motions are perfectly normal and no cause for alarm. Most of the time, they will feel no worse than driving down a bumpy road.

Temperature during the flight

Some, but not all, planes our pilots use have heated cockpits, and most do not have air conditioning. Consequently, it can be chilly inside the plane because of the altitude, even if it is not cold on the ground. And on a hot, sunny summer day, the temperature onboard can be quite warm. To ensure that you're comfortable during the flight, please ask your pilot about the best type of clothing to wear.

No restrooms or food

Restrooms and food service are not available on Elevated Access flights. Please check with your pilot if you want to bring food aboard.

Electronics and Photos

While you are welcome to use electronic devices in flight, you need to utilize headphones with anything that produces noise. Before taking photos of your pilot or the aircraft, please ask them for permission. Our pilots work to protect your privacy and safety, and we ask that you do the same for them.

COVID-19

Because masks muffle a pilot's voice and may cause fogging of glasses, most pilots are not able to effectively wear a mask during flight. We ask that all pilots be vaccinated, but we do not require documented proof. If you are unvaccinated, we ask that you wear an N95 or KN95 mask during the flight. If you do not have one or cannot obtain one, please notify your pilot.

Traveling with children

If you are traveling with a baby or small child, we suggest that you give them a bottle, pacifier or, for a slightly older child, gum to chew during take-off and landing. These items will help the child to equalize the changing air pressure and avoid ear pain. If the child is under the age of 2, they will need to travel in a child safety seat that has the appropriate labels for use in aircraft.

Contact Information

If you have any questions or concerns, please call or text us at 872-246-8913. Once your flight is completed, we will send you a feedback form for anything you would like to share regarding your flight experience including the airplane, interactions with the pilot, and anything else.