



**Dear Passenger,**

Angel Flight South Central is pleased to assist you with your upcoming transportation needs. We will do our best to arrange the flight(s) you need for medical treatment or other humanitarian purposes. All of our pilots are volunteers and they generously donate their time, aircraft, and all expenses involved to provide this free service. While we strive to arrange a flight for every request that is received, please ensure you have prepared a back-up plan in case we are unable to locate a volunteer pilot or there are unexpected circumstances such as bad weather or mechanical issues.

The information provided below includes:

- Traveler Requirements
- Passenger Guidelines
- AFSC Volunteer Pilots
- Planes Flown by AFSC Volunteer Pilots
- Baggage
- Mission Types and Information
- Waiver Form
- Requesting a New Flight
- Contact Information
- Sample Waiver
- Ground Transportation

Please review these forms carefully. They are yours to keep!

If you no longer need our services for any reason, please notify us immediately so we can make the appropriate changes. If you have any questions, please call us at (972) 755-0433.

Thank you,

*Shireen Pitassi*

Shireen Pitassi  
Missions Coordinator

## TRAVELER REQUIREMENTS

- All Passengers must be able to walk, step up 16-20 inches onto the wing of the airplane, enter through a narrow door and lower themselves into the back seat with limited assistance. Our pilots cannot lift the passengers into the plane.
- All passengers must be able to sit upright during the entire flight. There is limited space and the seats do not recline.
- AFSC limits their missions to ~900 miles or less from origin city to destination city.
- Passengers must not require any medical attention or medical equipment during the flight. **Exception:** A small portable aluminum oxygen canister is permitted as long as it is light enough to carry.
- An adult passenger may travel with one (1) companion and a child passenger may travel with two (2) companions. Due to the weight restrictions on a small airplane, the number of companions may need to be adjusted.
- AFSC does not provide Air Ambulance or emergency rescue services. A nurse is NOT on board the flight.
- Women who are more than 20 weeks pregnant are not permitted to fly with AFSC.

## PASSENGER GUIDELINES

- A parent or adult guardian must accompany any passengers 18 years old and younger.
- The parent and/or guardian is responsible for providing age-appropriate safety seats for children traveling in the planes. AFSC does not provide safety seats.
- Please notify AFSC immediately of any changes in companions, schedule, or alternate travel arrangements. Any changes not approved by AFSC may not be accommodated.
- For after-hour emergencies on flights already scheduled, please call the on-call number at 888-500-0433.
- Passengers must have a back-up plan for their outgoing and return trip. Any number of reasons (weather, illness, mechanical issues, etc.) could **CANCEL or DELAY** the flight, up to, and including the day of the flight.
- Discuss with your pilot about bringing snacks and liquids on board. We suggest limiting your liquid intake prior to your flight as most planes don't have restrooms on board.
- Once you and your pilot arrange to meet, it is essential that you be on time (or better yet, early) arriving to the airport. Most pilots will file a flight plan with the Federal Aviation Administration and provide an estimated departure time from the airport.
- Please do not directly contact pilots who have flown you on previous flights to request future flights, as this breaches our privacy agreements with our pilots.

## AFSC VOLUNTEER PILOTS

- The pilots are not employees of Angel Flight South Central. They are volunteer pilots who donate their time, aircraft and all expenses connected with the passenger's flight.
- Pilots make the final decision regarding the completion of all missions. A pilot may delay or cancel a mission in the event of bad weather or other critical safety factors.
- Pilot availability is scarce in certain rural areas of our region, so we may have more difficulty finding a pilot in remote areas.

## PLANES FLOWN BY AFSC VOLUNTEER PILOTS

- Pilots generally rent or own a small non-pressurized private plane (generally seats 4-6 people, including the pilot/co-pilot).
- On some aircraft, you may need to step 12-20 inches up onto the wing to enter the airplane.
- Most of the planes flown by our volunteer pilots do not have restrooms onboard.

## BAGGAGE

- AFSC allows passengers to bring luggage that totals 50lbs for all travelers. Passengers should bring small, soft-sided bags about the size of a carry-on bag to ensure they fit in the small luggage compartments.
- Additional items such as car seats, collapsible wheelchairs, walkers, etc. must be disclosed to AFSC so we can inform the pilot and confirm that there is enough space. Traveling with additional items will reduce the amount of luggage a passenger is allowed to bring.
- Weight is monitored closely on a small plane, and excess baggage that is not pre-approved by AFSC may need to be shipped at the expense of the passenger.

## MISSION TYPES AND INFORMATION

Your appointment date and time, as well as the length of the trip will determine your travel date. Each leg of a flight can be up to 4 hours in length. This may vary depending on the type of plane being flown and the number of mission legs required to fulfill your trip request.

If your flight is scheduled during the week (Tues – Fri), then we will work on your flight until the day before your departure date. If your flight is scheduled on the weekend (Saturday – Monday), then we will work on sourcing your flight until the Friday before your departure date.

- *Single-Leg Mission:* Flights less than 300 miles (non-stop).
- *Two-Leg Mission:* Flights from 301-600 miles (2 different planes/pilots, 1 stop).
- *Three-Leg Mission:* Flights from 601 - ~900 miles (3 different planes/pilots, 2 stops).

## WAIVER FORM

- All passengers are required to sign a waiver of liability form (electronically or a paper form). The pilot will present this to you prior to departing the airport.

## REQUESTING A NEW FLIGHT

We need a new request form to be completed for each subsequent flight. When requesting a new flight, please keep the following in mind:

- A qualified doctor, nurse, or social worker will need to complete and sign the Follow-up Form and email or fax it to the AFSC office. The form is available on our website at [www.angelflightsc.org](http://www.angelflightsc.org).
- To allow sufficient time for processing and finding a pilot, paperwork should be submitted at least 10 days prior to the day the flight is needed.
- We need a new medical release signed by the doctor if the passenger has had surgery, his/her condition has changed, or he/she has not traveled with AFSC in over a year.
- Upon receipt of the paperwork, AFSC will contact the passenger within 24 hours to review the information we received and provide any special instructions for the upcoming flight. Please contact the office if you have not heard from us.
- We do not accept verbal requests.

## CONTACT INFORMATION

Angel Flight South Central  
PO Box 763760  
Dallas, TX 75376

Office Hours: Monday-Friday  
8:00am-5:00pm

Phone: 972-755-0433  
Toll Free: 888-500-0433  
Fax: 972-858-5492 Email: [info@angelflightsc.org](mailto:info@angelflightsc.org)

Service Area: Texas, Arkansas,  
Oklahoma, New  
Mexico, Louisiana

## GROUND TRANSPORTATION REFERENCE GUIDE

All of our drivers are volunteers and they generously donate their time, vehicle, and all expenses involved to provide this free service. Please ensure you have prepared a back-up plan in case we are unable to locate a volunteer driver or a trip is cancelled for bad weather or mechanical issues.

### HOUSTON AIRPORTS

**KHOU** - William P Hobby Airport - 10 miles to the TX Medical Center

<b>FBOs:</b> Signature Flight Support	713-353-5300
Wilson Air Center	713-649-8700
Million Air	713-640-4000 or 888-589-9059
Jet Aviation	713-358-9100
Atlantic	713-644-6431

---

**KEFD** - Ellington Field Airport - 16 miles to the TX Medical Center

<b>FBO:</b> Landmark Aviation	281-484-6551
-------------------------------	--------------

---

**KAXH** - Houston Southwest Airport - 16 miles to the TX Medical Center

<b>Phone:</b>	281-431-2581
---------------	--------------

---

**KSGR** - Sugar Land Regional - 23 miles to the TX Medical Center

<b>FBO:</b> Global Select	281-275-2400
---------------------------	--------------

---

**KIWS** - West Houston Airport - 24 miles to the TX Medical Center

<b>Phone:</b>	281-492-2130
---------------	--------------

---

**KLVJ** - Pearland Regional Airport - 28 miles to the TX Medical Center

<b>Phone:</b>	281-482-7551
---------------	--------------

---

**KDWH** - David Wayne Hook - 35 miles to the TX Medical Center

<b>FBO:</b> Gill Aviation	281-376-5436
---------------------------	--------------

---

**KCXO** - Lone Star Executive Airport - 35 miles to the TX Medical Center

<b>FBO:</b> Wing Jet Center	936-494-9555
Galaxy FBO	936-494-4252
General Aviation Services	936-760-1717

## DALLAS / FT. WORTH AIRPORTS

**KADS** – Addison Airport  
**FBOs:** Atlantic Aviation 972-713-7000  
Million Air 972-248-1600 or 800-248-1602

---

**KDAL** – Dallas Love Field  
**FBOs:** Textar Aviation 214-654-0994  
Business Jet Center 214-654-1600 or 888-387-7477  
Landmark Aviation 214-351-1872  
Jet Aviation 214-351-1872  
Signature 214-956-1000 or 800-248-4538  
Dalfort Fueling 214-353-7000

---

**KTKI** – Collin County Regional Airport at McKinney  
**FBO:** McKinney Air Center 972-547-3401 or 855-435-9854

---

**KRBD** – Dallas Executive (Angel Flight Headquarters)  
**FBOs:** Ambassador Jet Center 214-623-8800 or 214-251-6512  
Jet Center of Dallas 214-339-3992

---

**KFTW** – Meacham International Airport  
**FBOs:** Texas Jet 817-624-8438  
American Aero 817-625-2366  
Cornerstone Air Center 817-625-5700

---

**KAFW** – Alliance Airport  
**FBO:** Alliance Aviation Services 817-890-1000 or 800-318-9268

---

**KFWS** – Spinks Airport  
**FBO:** Harrison Aviation 817-447-8016

---

**KGKY** – Arlington Municipal Airport  
**FBOs:** Harrison Aviation 817-557-0350 or 888-383-5354

---

**KDTO** – Denton Municipal Airport  
**FBOs:** US Aviation 940-383-2484 or 866-383-2400  
Business Air 940-898-1200 or 800-383-5387

---

**KGPM** – Grand Prairie Municipal Airport  
**FBOs:** Aviator Air 972-988-8609  
City of Grand Prairie 972-237-7592

---

**KHQZ** – Mesquite Metro Airport  
**FBOs:** Mesquite Metro Airport 972-216-4130 or 972-216-4132