

Frequently Asked Questions (FAQ)

Thank you for your interest in our services. Below you will find important information that could be very helpful when you decide to land in our facilities.

1. Does the FBO Terminal operate 24 hours?

Our regular operating hours are from 07:00 hrs – 19:00 hrs; operations after 19:00 hours will be assisted by our on call personnel. In case your flight is off hours, we require prior notification at least 24 hours before your trip.

- Off Hour Operations, between 23:00-6:59 hours have an additional charge of US\$125.00
- Non Scheduled Off Hour Operations have an additional charge of US\$75.00

2. What information do you need from pilots and passengers upon arrival?

Personal information of pilots and passengers are required upon arrival (full name, date of birth, nationality, passport number, pilot's license information and aircraft information).

3. Where on the field are you located?

The FBO Terminal is located at the Punta Cana International Airport, on the south of taxiway E and on the west of taxiway F (just at the exit the taxiway F).

General Information: MDPC AD 2.2

Aerodrome Geographical & Administrative Data

1

Reference coordinates and site AD

18° 34' 14.81 "N / 068 °21'58.27" W

AD center with reference to 09/27 and 08/26 runways.

2

Direction and distance from temperature.

40 kms to the NE of Higüey city

3

Reference temperature

14.20 47 Ft); 31° C

4

MAG VAR annual change

12° W Year (2015), 4' increase

5

AD administration, Address, Telephone, Telephax, Telex, AFTN

Tel. 809.959.2376 | AFTN MDSYNYC | puntacanainternationalairport.com

6

Types of traffic permitted IFR/VFR

4. What services does the FBO Terminal offer?

Our FBO Terminal provides our clients with the following:

- Handling services are mandatory
- Customs & Immigration Services
- Flight Plan Confirmation
- Fuel Services
- Computer available for pilot use
- Comfort Lounge (Free Wi-fi, hot and cold beverages included)
- Ramp Services (Parking, Landing, Lavatory & GPU Services)

5. Does the FBO Handler assemble flight plans?

We do not provide flight plans, we exclusively review their information, for these purposes we suggest the following websites approved by the Dominican Institute of Civil Aviation - IDAC:

- <https://www.fltplan.com/>
- <https://www.foreflight.com>

6. What are the prices of the FBO Terminal and Ramp services?

For information on prices and charges, we will need the MTOW of the aircraft, type of aircraft, seats, and the amount of passengers emailed to this address:

terminalfbo@puntacana.com.

7. Which forms of payment are accepted?

Fees can be covered in:

- Cash in US dollars (Bills must be undamaged and in optimal condition)
- Wire transfer prior to the operation (An estimate of the expenses)

8. What do I need to enter the country if I am traveling with my pet?

If traveling with a pet, you will need to present a vaccination certificate issued by a veterinarian, and pay the tax fee of US\$10.00 to the animal health department, this payment must be made in cash and in US dollars.



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www.puntacanainternationalairport.com



9. What information does the Customs / Immigration Department need from the pilots and/or passengers?

Upon arrival we will provide our clients with the Immigration and Custom forms that are necessary for entry.

You may also use the following link for E-Tickets or digital forms required by the Immigration Department: <https://eticket.migracion.gob.do>

10. Is there any government tax fee paid at the entrance?

Yes, these are the following:

- Overtime taxes (Only applied if your arrival is on a holiday, Saturday after 12:00pm and Sunday all day).
- Departure tax (Only for aircrafts with passengers).
- Tourist card (US\$10 per person) *Only for the arrival*

If the aircraft exceeds 30,000 MTOW or has more than 12 seats, there will be an Immigration tax fee for arrival and departure, and the other taxes mentioned above. (All taxes are charged in US dollars and cash).

11. How much is Jet A/Av Gas fuel per gallon?

- Jet A price per gallon: US\$2.5125 (Please note prices may vary).
 - AV Gas price per gallon: US\$7.05 (Please note prices may vary).
 - Gas is charged in US dollars.
- (UV Air, AV gas, J&D, AV fuel, Colinternal Cards accepted).

12. Does your fuel have Prist mixed in it?

Our fuel is in optimal conditions, it does not contain Prist. If you desire to bring your own Prist to add, it is allowed.

13. Does the FBO Terminal include Catering Services?

At FBO we can provide you with the contact information of the Catering Company at our airport. For any catering services feel free to contact: Caribbean Catering Services at 809-959-3061.

14. Is there a hotel near the FBO?

We have hotels available within the Punta Cana Resort & Club, which are 3-10 minutes away from the FBO Terminal. These are:

- Four Points by Sheraton 1+809-959-4444 www.fourpointspuntacanavillage.com
- The Westin 1+809-959-2222 www.westinpuntacana.com
- Tortuga Bay 1+809-959-8229 www.tortugabayhotel.com

15. Does the FBO Terminal have special prices at the hotel for crew members?

The Westin and Four Points by Sheraton offer special rates for Crew Members.

For further information please contact the hotels at the following numbers: 809-959-2222 and 809-959-4444

16. Do you offer Taxi Services?

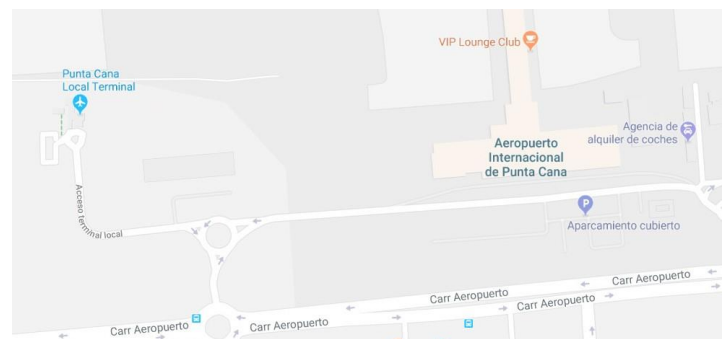
We do not offer transportation services, however we can contact an external taxi company to provide the service from the FBO Terminal to your desired destination.

17. Does the FBO Terminal offer national flights?

The FBO only offers handling services. If you are interested in national flights, we can contact external companies to provide these services for you.

Didn't see your question?

Please email us at terminalfbo@puntacana.com



Punta Cana, Dominican Republic
809.959.2376 Ext. FBO: 1731
terminalfbo@puntacana.com

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