



## **Frequently Asked Questions for Customers**

September 19, 2008

On September 19, 2008 DayJet Services, LLC discontinued passenger operations and cancelled all future flights, pending further notice. The shutdown of DayJet jet services is a direct consequence of the company's inability to arrange critical financing in the midst of the global financial crisis. We regret the discontinuation of our operations without advance notice, and apologize for any inconvenience this may cause.

### **1. Have you ceased operations entirely?**

Yes, DayJet has discontinued all jet services.

### **2. I have a reservation that I've already paid for on a future DayJet flight; how can I get a refund?**

Customers who have an unused DayJet ticket that was paid for by credit card should file a claim with their credit card company. Call your credit card company to find out what information they require. If you write your credit card company, be sure to state your account number and enclose a photocopy of your reservation confirmation. Explain that DayJet has discontinued operations, that you will not receive the services charged to your account and that you are requesting a credit pursuant to the Fair Credit Billing Act.

### **3. What should I do if I only used the first part of my DayJet ticket and now need to complete my trip?**

Unfortunately, DayJet has discontinued all jet services and cancelled all future flights. You will need to contact other airlines directly to make travel arrangements.

### **4. How should I go about changing my travel arrangements? Will other airlines honor DayJet tickets?**

You will need to contact other airlines directly to make travel arrangements. Please note that scheduled airlines are not obligated to honor DayJet tickets.

**5. Why didn't DayJet tell me this was coming before I booked my trip?**

Until late yesterday, DayJet management was trying to secure financing but was unable to do so – thus, requiring the discontinuation of all jet services immediately.

**6. Is there a chance that DayJet will receive financing and resume operations?**

It is possible; but with the current condition in the capital markets, it is unlikely at this time.

**7. Who can customers contact with any questions?**

Questions can be sent by email to [finance@dayjet.com](mailto:finance@dayjet.com). Please be sure to include full contact information (name, address, dates of travel, member number and reservation number).