

FlyMiwok FAQ

Valid as of November 3, 2009 – subject to change without further notice

General

Who is FlyMiwok?

FlyMiwok is a travel information, booking and transaction service representing certified operators. All flight services are offered and provided by third party federally licensed direct air carriers, certified under Federal Aviation Regulations Part 135 as issued by the Federal Aviation Administration.

Are you an airline?

FlyMiwok is not a direct or indirect air-carrier or airline and does not own, maintain, charter or operate aircraft. FlyMiwok is a travel information, booking and transaction service representing certified operators.

Do you fly the planes?

All flight services are offered and provided by third party federally licensed direct air carriers, also called operators. They are certified under Federal Aviation Regulations Part 135 as issued by the Federal Aviation Administration.

Booking A Flight

Where can I find a list of your scheduled flights?

FlyMiwok does not have a flight schedule. Flights are created on-demand by passengers booking flights from the origins to the destinations of their choice at the time they want to fly. Thus, if you want to go to a certain place, just go to "Book a Flight" and enter where and when you want to go.

Where can I find a list of flights that others booked so I can join them and save money?

We don't publish a list of flights. Instead, when you use "Book a Flight" to enter where and when you want to go, the reservation system will put you on an existing flight, if a flight has already been booked at the same time from the same origin to the same destination, thus potentially lowering the price that you might have to pay for your flight.

How do I book a flight?


Simply go to "Book a Flight" and enter where and when you want to go. Then click on Go.

How do I join a flight?

There are two ways how to join a flight. If someone invites you to a flight, you receive an email with a link to the flight information. Simply click on the link and the reservation system will walk you through the process of joining a flight. Alternatively, the reservation system might put you on an existing flight, when you go to "Book a Flight" and enter where and when you want to go.

How do I invite someone to a flight?

Outbound flight Operated by New Vectors Aviation [cancel](#)


Elvira

**Palm Springs Intl.
(PSP)**
07/15/09 2:45 PM
Pickup Location

**French Valley
(F70)**
07/15/09 3:19 PM
Drop-off Location

Invite
refundable
booked

	Price	Baggage 0lbs.	Discount (10%)	Landing fees	Taxes	Total
Fare quoted:	\$375.84	\$0.00	(\$37.58)	\$0.00	\$28.97	\$367.23

Once you booked your flight and the reservation system displays your flight details, there is an "Invite" button on the top of the screen. Simply click it and specify who you want to invite.

What's the difference between Private and Shared Flights?

Book a Flight ?

Round Trip
 One Way

From
zip, address or airport (91505, Burbank, CA or BUR)

To
zip, address or airport (91505, Burbank, CA or BUR)

Departure:
(All times Pacific)
 Nov 08, 08 00 AM

Return:
 Nov 08, 04 00 PM

Number of passengers:

Allow others to join me (?)
 Private Flight

Go

You control who will be on board with you when you book a private flight. The only way for you to have someone else join you on a private flight is by you inviting that person. A shared flight is a flight where you could still invite someone, but the reservation system might also sell a seat to someone who goes to "Book a Flight" and enters the same time, origin and destination.

What fares can I book?

Create an outbound flight ?

From airports in and around:
Hawthorne, CA 90250

To airports in and around:
Santa Ana, CA 92707

[view as text](#) | [view on map](#)
[view as text](#) | [view on map](#)

(HHR) Jack Northrop Field (serving LAX)
0 mile(s) from hhr

(TOA) Zamperini Field (Torra...
8 mile(s) from hhr

(SMO) Santa Monica Municipal
9 mile(s) from hhr

(LGB) Long Beach Daugherty...
12 mile(s) from hhr

(SNA) John Wayne Airport-O...
0 mile(s) from sna

(FUL) Fullerton Muni
15 mile(s) from sna

(LGB) Long Beach Daugherty...
19 mile(s) from sna

Departing date and time:

Estimated arrival date and time:
Nov 20, 7:30 AM

Baggage weight: lbs. (?)
 (maximum 40lbs. per person, \$15 will be charged per person for weights above 20lbs.)

Your price	Refundable	Non-Refundable
	<input type="radio"/> \$475.82	<input checked="" type="radio"/> \$355.82
Your price if 1 more person joins (?)	\$266.46	\$199.26
Your price if 2 more persons join (?)	\$182.24	\$136.28

Create

You can book refundable and non-refundable fares as well as hop-on fares. A refundable fare, which might not always be available, is a fare that allows you to get a refund if you cancel by noon Pacific time the day before departure. If you need to cancel a non-refundable fare, you will not get a refund. From time to time, we will offer discounted "hop-on" fares – fares that are less expensive than regular fares. Hop-on fares are always non-refundable.

Why do refundable fares become non-refundable the day before departure?

By noon Pacific Time on the day before departure, our operators commit all the required resources to your flight – your plane, pilot and other resources needed to transport you to your destination. In other words, they incur the cost for transporting you. Thus, the fare becomes non-refundable at that time.

Discounts

How can I get discounts?

There are two ways to get discounts: Either fly 12 legs (or 6 round-trips) to get to our 6 Degrees Silver membership or prepay \$3,895 to get the Silver membership immediately.

What are your discount levels?

Currently, we only have one discount level: 5% for 6 Degrees Silver members. In addition, seniors, military personnel and minors also get a 5% discount.

Are discounts retroactive?

No. Once you earned a discount level, the reservation system automatically applies your discount to all future bookings.

They cannot be applied to reservations you made in the past.

Do discounts apply to the entire cost of a flight?

No. Discounts are given to the fare you book. Baggage charges, taxes, awards and landing fees are not discountable

Awards

What are awards?

Awards (or coupons) entitle you to a reduction of the cost of the entire reservation. An award is typically valid for a certain timeframe and might carry other restrictions, such as applicability to only round-trip flights.

How do you get an award

Right now, when you open an account with FlyMiwok, you get a \$25 award. That award is posted directly into your account.

How do I use an award

During checkout, if you have an award that is eligible for use with the reservation that you are about to book, you can select the award and the award value is applied immediately to the reservation.

Credits

What are Credits?

A credit is money that is returned to your 6 Degrees Membership account after you have completed a flight on which you were on the passenger list.

What can I do with Credits?

Credits are like an account balance – money you can spend on future reservations. You can use the credits to pay for a future reservation, either in its entirety or by paying for a portion with credits and for the rest with a personal credit card.

When do I get Credits?

Whenever a flight has landed, the reservation system determines at what price the flight will be settled based on the operational feedback received from the operator whose plane you flew on. That settlement is called a “close-out” and is typically performed within 24 hours after your flight has landed. During close-out, the reservation system determines who is eligible for credits and if you are, the reservation system posts these credits to your 6 Degrees Membership account immediately.

How many credits will I get?

Create an outbound flight ?

From airports in and around:
Hawthorne, CA 90250

To airports in and around:
Santa Ana, CA 92707

[view as text](#) | [view on map](#)
[view as text](#) | [view on map](#)

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0 mile(s) from hhr

(TOA) Zamperini Field (Torra...
8 mile(s) from hhr

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0 mile(s) from sna

(FUL) Fullerton Muni
15 mile(s) from sna

(LGB) Long Beach Daugherty...
19 mile(s) from sna

Departing date and time: ,

Estimated arrival date and time: **Nov 20, 7:30 AM**

Baggage weight: lbs. (?)
(maximum 40lbs. per person, \$15 will be charged per person for weights above 20lbs.)

Your price	Refundable	Non-Refundable	Create
	<input type="radio"/> \$475.82	<input checked="" type="radio"/> \$355.82	
Your price if 1 more person joins (?)	\$266.46	\$199.26	
Your price if 2 more persons join (?)	\$182.24	\$136.28	

Once a flight has been settled, you get as credits the difference between the settlement fare and the fare you paid. So as an example, if you paid \$355.82 for a flight when you booked, but the flight will be settled at \$199.26, you would get \$156.56 in credits. In addition, landing fees are split between all passengers on a passenger list. Baggage weight charges, awards and taxes are always excluded from credits.

How will you determine the settlement price?

Create an outbound flight ?

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Your price if 2 more persons join (?)	\$266.46	<input checked="" type="radio"/> \$199.26 3	
	\$182.24	\$136.28	

The settlement price is based on how many people were on the passenger list.

1. You paid full price (called the "You" price)
2. Two people were on the passenger list, so the flight is settled at "You+1"
3. You receive the difference between your "You" and your "You+1" price.

Do I get credits, if I do not show up to a flight?

No. If you are a "no-show" or if you were denied boarding, you will not get credits

Do I get credits, if I cancelled a non-refundable flight before departure?

If you canceled a non-refundable flight, your name remains on the passenger list and you will be eligible for credits.

Do I get credits, if I cancelled a refundable flight before departure?

Your refundable flight becomes non-refundable at "cut-off" time, which is 12 pm Pacific Time the day before the departure of your first flight leg. If you cancel a refundable flight before cut-off, you are eligible for a full refund and thus will be taken off the passenger list and are not eligible for credits. If you cancel after cut-off, your flight has already been converted to a non-refundable fare. Therefore, you are eligible for credits, but not eligible for a full refund of the cancelled fare.

Are Credits Refundable?

Yes, regardless of the fare, credits are fully refundable.

How do I get a refund on credits?

Simply mail your refund request to our mailing address:

FlyMiwok, Inc.
548 Market St # 65385
San Francisco, CA 94104

Refunds

If I cancel a refundable flight and receive the amount in my 6 Degrees Membership account, can I use that amount to book another flight?

Yes, 6 Degrees Membership balances can be used to pay for future travel. You can either pay a new reservation in full from your 6 Degrees Membership account or you can do a "split booking" – pay a portion of the reservation from your 6 Degrees Membership account and pay the rest with a personal credit card.

If I cancel a refundable flight that cost \$500 and then subsequently use the \$500 credits to pay for a second, \$400 flight, can I still get a full \$500 refund for the first flight?

You can only get a refund of a maximum of the balance in your 6 Degree Membership account. In your case, you would have \$100 left in your 6 Degrees Membership account, which would then be refunded to you. If you had paid for the second, \$400 flight with a personal credit card, you could have asked for a full refund of the \$500 from your first flight.

Baggage

Why is baggage limited to 40 lbs. per person?

Weight is a very critical factor for our operators when flying a small airplane such as the Cirrus. So is weight distribution throughout the plane. Thus, with this limit our operator will be able to accommodate you and other passengers on your flight without jeopardizing the safety of you, any other passenger(s) and the pilot.

Can I bring more baggage if I booked a private flight and am the only passenger?

Yes. If you booked a private flight, your entire party can bring up to 120 lbs. of baggage regardless of the number of passengers.