

# Rest assured

Out of office hours services



100 YEARS OF INNOVATION



Shell Aviation

# It's a heart-stopping moment, isn't it?

You, as a fuel manager, finding out that your aircraft is going to need refuelling in an unplanned location, and you don't even know if they hold the right kind of fuel for your aircraft. You could call your Shell fuel account manager, but what if he's already on his way home?



**One call to our global 24-hour helpline will alert our experts. Our responsive helpline staff are ready to help you with your emergency fuel request.**

**Call +44 207 026 3268**

## We can help you

Wherever you are in the world or wherever your plane lands\*, just give us a call with your emergency fuel request and we can help you with:

- ad-hoc fuel request at short notice
- flight diversion fuel requests
- airport confirmation of your Shell Aviation account at non-contracted locations

During out of office hours on weekdays, your calls will be directed to the next available fuel account manager on other side of the globe. During out of office hours on weekends, your call will be directed to our expert helpline staff in London. Our helpline staff will endeavor to liaise with the airfield to arrange a fuel request on your behalf.

When you call the Shell Aviation Out of Office Hours Helpline, please be prepared to provide the information below:

Company	Contact name
Contact number	Description of problem
Location	Estimated time of arrival
Type of fuel	Urgency: High, Critical, Normal etc.

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### **Truly a service for your convenience**

With Shell Aviation you can rest assured that we're working around the clock to your advantage.

The Out of Office Hours Helpline is an additional and complimentary service, your account manager remains your main focal point. This emergency fuelling service is available outside of your account manager's normal working hours.

For your convenience, please keep the attached card with you.



The background of the page is a gradient of blue and purple, with a dark blue band at the bottom. A stylized, abstract graphic of a wing or a curved surface is visible in the lower right, transitioning from dark blue to orange and yellow.

**Shell Aviation**

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