

TRAVEL AND HOSPITALITY

Volato ups personalization factor with integrated app

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The tool “intuitively” presents information and features that are relevant to the user’s travel preferences. Image credit: Volato

By LUXURY DAILY NEWS SERVICE

Shared private jet ownership company Volato is streamlining the client experience.

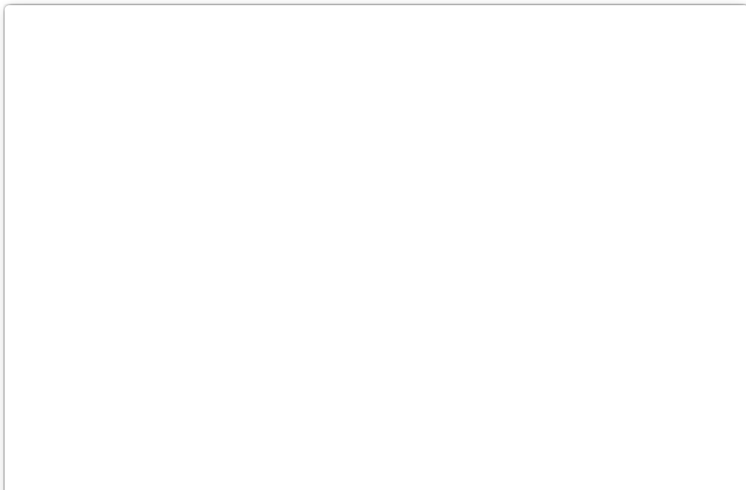
Now available for download in the App Store and Google Play, the company is offering fliers access to a new app. The mobile feature includes services that are tailored to each user’s needs, promoting a personalized approach to travel.

“Our Volato mobile app was built based on extensive customer feedback and testing, around the simple notion of giving our customers what they’ve asked for in the easiest and fastest way possible,” said Steve Drucker, chief technology officer at [Volato](#), in a statement.

Technology takes off

All customers can use the app, including fractional owners, charter clients and Insider private aviation members.

Customized for every individual, the Volato tool “intuitively” presents information and features that are relevant to the user’s travel preferences. Those who are fractional owners and Insider members will also receive data specifically tailored to their trips they can learn about their aircraft’s location, flight history, maintenance schedules and charter hours that contribute to monthly revenue yield according to their ownership percentage.



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A post shared by Volato | Enjoy Flying More (@flyvolato)

Insider members can also find instant pricing, last-minute offers, special deals and membership benefits easily. This allows them to skip checking in with the reservations department.

Fliers who are part of Volato's deposit program can view all of their financial transactions on the app.

Other perks include flight booking, catering, ground transportation and exclusive discounts made available through the company's partner network.

The app is integrated with the flight management system. Informed by contract signings, fleet optimization, data reporting, billing and more, this makes the tool ultra-efficient, according to Volato.

Additionally, it can shorten customer response times.

Following in the footsteps of others in luxury airfare that are likewise turning attention to mobile features ([see story](#)), Volato plans to keep updating the app regularly.

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