

As the CEO of Chartair, I would like to personally inform you of the steps Chartair are taking in addressing the COVID-19 virus.

The health and safety of our passengers and the communities we service, is our top priority. As such we have implemented a range of plans to ensure the protection of our staff, passengers and the communities we services.

Aircraft Cleaning:

Chartair prides itself of the presentation and cleanliness of its aircraft and when it comes to cleaning, we have put in place more stringent cleaning practices.

- Each aircraft will have the floors washed daily after services with a neutralising detergent.
- Armrests, head rests, handles and areas that are touched regularly are cleaned daily with an antibacterial, antimicrobial cleaning product.
- Aircraft walls and seats will be cleaned weekly with an antibacterial, antimicrobial cleaning product.
- Aircraft floors will be cleaned weekly with an antibacterial, antimicrobial cleaning product.

Hygiene Practices:

- Hand sanitiser will be available prior to boarding the aircraft for passengers.
- Staff Information with regard to symptoms, transmission and self-isolation have been issued.
- Passengers presenting unwell at check-in may be refused travel.
- Passengers will be asked at check in, if they have travelled to or transited through any high or moderate risk country in the past 14 days.

Booking Policy:

If customers are required to cancel their booking to a remote community due to the coronavirus, they may be eligible for a full refund. Chartair may request evidence that travel to the community has been restricted due to the Coronavirus.

Passengers booked on RPT services may change their booking to a later day, without additional cost.

The Chartair Board and myself, thank you for your continued support through this time. Should you required additional information about what Chartair are doing, please go to our website

www.chartair.com.au.

Sarah Dewar
Chartair
Chief Executive Officer