



## Fast Air Ltd

### 80 Hanger Line Road - Protocol Response to COVID-19

To All Fast Air Clients:

As we navigate through this pandemic, we are constantly updating our protocols to comply with the recommendations established by Provincial Government, Public Health, and Transport Canada. In addition, we have implemented our own protocols to ensure everyone is safe. Below is a list of some of the things you can expect when you visit Fast Air:

- Social distancing markers are on the ground. Please respect social distancing guidelines. To avoid congestion at the check-in counter, please enter the facility in groups of no more than two people whenever possible. While you are waiting, please respect social distancing guidelines and review the signage regarding our COVID-19 protocols.
- Smoking is not allowed near any of the entrances/exits to any of our buildings.
- **Upon entering the facility:**
  - You will be required to wear a face mask when in our facility.
  - You will be required to wear a face mask on the aircraft.
  - Sanitize your hands – available throughout Fast Air facilities.
  - Please adhere to the social distancing markings on the floors
  - Drop your luggage on to the cart provided.
  - At the front counter, complete the Transport Canada questionnaire.
  - Register with the Customer Service Agent at the reception desk. Your temperature will be taken at this time. If you have any symptoms of COVID-19, you will be denied boarding.
- **Our Facilities**
  - We request that you remain seated as much as possible
  - Coffee and snack stations have been removed to limit the transmission of infection.
  - The lounge and restrooms are cleaned and sanitized prior to your arrival.
  - The aircraft is cleaned and sanitized prior to you boarding.
  - Common touched surfaces in the buildings are cleaned several times per day.
- **The Flight:**
  - During the charter, the crew will wear a mask. Gloves and masks are available should a passenger become ill during the flight.
  - Air crew will remain with the aircraft and not enter an airport unless necessary.

You are welcome to contact us with any questions or concerns – 204-982-7240 or [info@flyfastair.com](mailto:info@flyfastair.com)

Thank you for your patience as we navigate this situation together. The safety of everyone utilizing our facilities and services remains at the forefront of our distinguished client experience.

Regards,

Anthony Dyck  
General Manager