

COVID-19

UPDATE

To all community stakeholders,

As you are no doubt aware, COVID-19 is spreading throughout Australia and Chartair is placing the highest priority on limiting the risk to remote communities.

Effective immediately we are asking all communities to nominate ONE representative to meet the aircraft to collect and deliver mail and freight on behalf of that community. This is being enacted to limit the exposure between our flight crew and community members.

All freight items to be sent out of your community will need to be delivered to your community representative 2 hours prior to the aircraft scheduled arrival time. Subsequently, inbound freight will need to be collected from your community representative after the aircraft has departed.

Passengers travelling will be required to wait in a safe area away from the aircraft movement area until called for check-in by the pilot. Passengers are also advised that the NT, WA & SA governments have all imposed strict travel restrictions on people entering remote communities and across state borders. Non-exempt persons will be required to self-isolate upon arrival from interstate. Additional information can be sought from the relevant government website.

Whilst it has always been a safety requirement that only essential personnel approach the aircraft, it will now be strictly enforced with no exception.

Only the nominated community representative shall approach the aircraft after receiving the instruction from the pilot. No other community member should approach the aircraft, passengers or pilot under any circumstances.

Communities that do not comply will be refused ongoing service. We understand this may inconvenience you however we thank you in advance for your cooperation in reducing the risk to all communities and ensuring that we can continue to provide this essential service.

If you have further questions surrounding the operation of aircraft into your community please contact the Safety & Quality Manager on 0472 879 278 or via email to sq.manager@chartair.com.au



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DUE TO THE POTENTIAL TRANSMISSION OF THE COVID-19 VIRUS, CHARTAIR HAVE **CEASED OFFERING DISPOSABLE WATER BOTTLES AND CATERING ITEMS** ON BOARD OUR FLIGHTS.

PASSENGERS ARE ENCOURAGED TO BRING A RE-USABLE DRINK BOTTLE AND FILL IT PRIOR TO BOARDING.

WE APOLOGISE FOR THE INCONVENIENCE THIS MAY CAUSE HOWEVER THE HEALTH OF OUR PASSENGERS AND STAFF IS OUR PRIORITY.

WE APPRECIATE YOUR UNDERSTANDING



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AS PART OF CHARTAIR'S EFFORTS TO REDUCE THE SPREAD OF COVID-19 TO REMOTE COMMUNITIES, ALL PASSENGERS EXHIBITING COLD OR FLU LIKE SYMPTOMS WILL BE DENIED TRAVEL

ADDITIONALLY, PASSENGERS WILL BE ASKED TO MAKE A DECLARATION ON THEIR RECENT TRAVEL MOVEMENTS AND BE SUBJECTED TO A BODY TEMPERATURE TEST. PASSENGERS WHO REFUSE TO MAKE THE DECLARATION OR HAVE A TEMPERATURE OVER 37 DEGREES WILL BE DENIED TRAVEL.

EXEMPTIONS WILL ONLY BE MADE WITH WRITTEN ADVICE FROM A DOCTOR CONFIRMING THE PASSENGER IS NOT INFECTED WITH COVID-19

THANK YOU FOR YOUR UNDERSTANDING



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IN ORDER TO RESTRICT THE POTENTIAL SPREAD OF COVID-19 TO REMOTE COMMUNITIES,

PASSENGERS WILL BE REQUIRED TO REMAIN ON BOARD THE AIRCRAFT AT ALL INTERMEDIATE STOPS

WE APOLOGISE FOR THE INCONVENIENCE THIS CAUSES AND THANK YOU FOR YOUR UNDERSTANDING



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