



## AIRCO AIRCRAFT CHARTER LTD

3620 – 60 Ave E., Edmonton International Airport AB T9E 0V4  
Tel : 780-890-7780 | Fax : 780-890-7787 | TF : 1-800-724-7621

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### NOVEL CORONAVIRUS (COVID-19) PANDEMIC

The unprecedented events of the COVID-19 pandemic affect everyone. **Airco Aircraft Charters Ltd** is committed to being mindful of the health and safety of our passengers, our business partners and our employees. Airco is taking every precaution possible, using the information and guidance provided by Alberta Health Services, Health Canada and Transport Canada, to provide a safe environment both on the ground and in the air.

As an essential service provider Airco Aircraft Charters has continued, and will continue, to provide 24 hour dispatch services to assist anyone in need of our services throughout the pandemic. Call **1-800-724-7261**, or email [cs@aircocharters.com](mailto:cs@aircocharters.com), anytime you require air charter passenger services or air cargo/hot shot services. Airco will provide private, secure travel options for you.

### AIRCO'S COVID-19 MEASURES

We have revised some of our operating procedures to help protect the health of our passengers and our flight crew. All active staff are aware the complexities of working in the current environment, necessary precautions they must follow, and the importance of removing themselves from duty if they have health concerns.

#### ***NEW CLEANING PROCEDURES***

##### Aircraft

After each flight the aircraft are cleaned thoroughly, as always, but in addition to regular cleaning all touch surfaces, including seats and side panels, are sanitized with disinfectant wipes. This is done as per Public Health Agency of Canada's Recommended Disinfection and Sanitation Practices for Aircrafts".

##### Lobby

After each departing flight the passenger lobby and public washrooms are cleaned and sanitized as per Health Canada guidelines.

#### ***NEW PASSENGER PROCEDURES***

##### Social Distancing

As per Health Canada Social Distancing guidelines all staff and travellers are asked try to maintain a minimum distance of 2 m between each other at all times. The link below takes you to Health Canadas' guidelines to reduce the spread of Covid-19 in the community:

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/measures-reduce-community.html>

## Face Coverings

As per Transport Canada's "Interim Order Respecting Certain Requirements for Civil Aviation Due to COVID-19" prior to boarding an aircraft all passengers must be in possession of a removable, non-medical mask or a face covering to cover their mouth and nose during travel. Transport Canada has defined a face mask for aviation purposes as any medical or non-medical mask or face covering that is made of at least 2 layers of tightly woven material, such as cotton or linen, large enough to completely and comfortably cover a person's nose and mouth, without a gap, and can be secured to a person's head with ties or ear loops.

Passengers must wear the face mask at all times during the flight when they are 2 m or less from another person, unless both persons are occupants of the same dwelling-house or place that serves that purpose, or whenever passengers are instructed to do so by the flight crew.

Face coverings are not required for:

- Infants (under two year of age)
- People with underlying medical conditions, not related to Covid-19, who are not able to wear a mask
- Unconscious persons

Face coverings can be removed:

- If wearing a face covering will impact passenger safety
- When, at the discretion of the flight crew, a passenger is eating, drinking or taking oral medications.

Please contact Airco if you have any questions about face mask requirements.

For additional inform on Transport Canada's Interim Order please see the link below:

<https://www.tc.gc.ca/en/initiatives/covid-19-measures-updates-guidance-tc/aviation.html>

## Health Check

Prior to boarding an Airco flight, as per Transport Canada's Interim Order (see above), passengers must pass a health check, as approved by the Public Health Agency of Canada, before boarding. Passengers must confirm that they do not have any Covid-19 symptoms (a fever, a cough or breathing difficulties); passengers must confirm they have not been refused boarding an aircraft in the past 14 days due to a medical reason related to Covid-19 and confirm that they are not subject to a mandatory quarantine order as a result of an order issued by a provincial or local public health agency. If a passenger does not, or cannot, confirm the above information that passenger will be denied boarding. Passengers making false, or misleading, declarations could be fined up to \$5000.00.

If you do have any of the above Covid-19 symptoms please self-quarantine immediately. If you live in Alberta please contact Health Link by dialing 811 before visiting a medical facility. Airco respectfully asks that anyone with any Covid-19 symptoms refrain from visiting our passenger lobby at this time. Below is a link with additional information on symptoms of Covid-19:

<https://www.albertahealthservices.ca/topics/page16944.aspx>

## ***NEW COVID-19 TRAVEL GUIDELINES***

### Travel Advisories

Airco encourages all travellers to make themselves aware of any travel advisories that may exist at their destination. Airco is not responsible for restrictions a traveller may be subject to at their destination at any time and especially when travelling out of province. It is very important you check on any provincial/territorial restrictions that could be in place with self-isolation plans. Provincial and Territorial information changes frequently. Please see the Government of Canada link below to current Provincial and Territorial Resources for Covid-19:

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms/provincial-territorial-resources-covid-19.html>

Airco takes pride in helping people and organization get through unusual and challenging situations. During this unprecedented period of time we appreciate the continued support of the community around us and our loyal customers. And we especially appreciate everyone's assistance in helping to keep our communities safe and healthy.

**PLEASE CONTACT AIRCO AIRCRAFT CHARTERS IF YOU HAVE ANY QUESTIONS OR CONCERNS:**

**TEL: 1-800-724-7261**

**EMAIL: CS@AIRCOCHARTERS.COM**