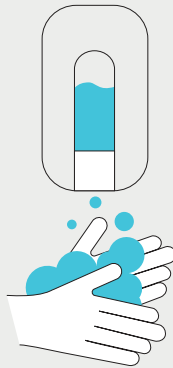


# SKYBUS

## Travel guidance during COVID-19



## We are committed to ensuring the safety and well-being of all our customers and employees at all times.

We have implemented a number of additional measures to ensure your safety throughout your journey with us. Please support our efforts to keep you and our employees safe by cooperating with these instructions at all times. As these additional measures may increase the time it takes to board and disembark Skybus, we ask for your patience at all times. These measures apply to both on the mainland and on the Isles of Scilly.

### FITNESS TO TRAVEL

You are reminded not to travel on our services and will be denied boarding if you:

- have experienced any symptoms associated with coronavirus in the last seven days.



### FACE COVERINGS

The government announced that face coverings are mandatory when travelling on public transport unless you are exempt from wearing a face covering, in accordance with government guidelines. This requirement applies to all of our transport services. You are required to wear face coverings on entering the airport and throughout the journey. Face coverings will not be provided. **Customers must provide their own face covering. Passengers without a face covering will be denied travel.**

### HAND HYGIENE

Regular hand washing and/or hand sanitising is an effective way to protect against contracting the coronavirus.



To assist in maintaining effective hand hygiene a number of hand sanitiser units will be available to use at Land's End Airport. You are actively encouraged to use these facilities to sanitise your hands.

- Are self-isolating as a result of coronavirus symptoms.
- Are sharing a household with somebody who has experienced coronavirus symptoms in the last 14 days.
- Have been told to self-isolate as a result of having been in close contact with someone who has been confirmed to have coronavirus in the last 14 days.

You will be asked to confirm that you do not fall into any of the above at check-in.



### SOCIAL DISTANCING

We are committed to upholding social distancing best practices, which includes doing all we can to allow for as much space between individuals as possible. Due to the nature of our operations, infrastructure and aircraft that we work with, we may encounter occasions whereby social distancing between passengers and employees is not always possible.

This may happen when the demand for travel increases following any future easing of lockdown measures. We will limit the number of passengers on particular flights in line with government advice. Please be assured that we will do all that we can to maintain appropriate social distancing where possible or where practical and to keep you, our passengers, safe.

In order to facilitate social distancing we have implemented the following procedures into our operation. We ask that you work with us by following these measures when using Skybus and in the airports.

## Flying with Skybus to the Isles of Scilly

### ARRIVAL AT LAND'S END AIRPORT

On arrival, if you are using our car park please take your ticket and keep this safe until your return journey. If you have arrived more than 60-minutes before your departure time, please wait in your car until 60 minutes before your flight. Only passengers who are travelling on Skybus are permitted in the terminal. Visitors should remain in their vehicles in the car park.

Once inside the terminal, please familiarise yourself with our current service measures we are taking to protect you and our staff when using Skybus. These will be displayed upon arrival inside the terminal. A member of staff will be on hand to assist with any enquiries you may have.

Please use the hand sanitiser provided on entering the airport. In line with government guidance we require you to wear a face covering at all times, whilst at Land's End Airport and on your Skybus flight.

Western Rocks Café will not be open to serve food and refreshments and our 'Meet and Assist' service will not be available at this time.

### CHECK-IN AND DEPARTURE

- Where practical, please maintain social distancing when using our services.
- Please have your ID and travel documentation ready to show at the check-in desk.
- You will be given a boarding slip (to retain), this will include the numbered seat you will be required to sit in on the aircraft.
- Once you have checked-in, please take a seat and keep your distance from other passengers.
- When your flight is called for boarding you will be required to use the hand sanitiser at the entrance to the Flight Safety Briefing room.
- Once the briefing has been completed, please wait to be escorted to your allocated seat on the aircraft.



- Please keep your face covering on for the duration of your time at Land's End Airport, on your Skybus flight and upon arrival to St. Mary's Airport.

### ARRIVAL AT ST. MARY'S AIRPORT

- On arrival, you will be required to disembark the aircraft in the reverse order of boarding.
- You will be escorted to the baggage reclaim area maintaining social distancing measures.
- When reclaiming baggage please nominate one member of your party at a time to collect the bags.
- Please keep your face coverings on until you have left the terminal

### DEPARTURE FROM ST. MARY'S AIRPORT

Please follow the same process as upon arrival at Land's End Airport for check-in and boarding, you are required to wear a face covering when at St. Mary's and Land's End Airports' and on your Skybus flight.

Upon arrival to Land's End, please maintain social distancing when disembarking from the aircraft and collecting luggage. Please nominate only one person from your party to collect baggage and to pay for car parking if required.

There will be hand sanitiser available next to the luggage collection point and by the car parking ticket machine, please use this before and after using these services. Please dispose of any used PPE in the bin provided.

### EMBARKATION AND DISEMBARKATION

Please be aware that embarkation and disembarkation will take longer than normal, and we cannot be responsible for any missed connections. Please be patient and follow guidance from our passenger handling staff, we are here to assist you in very challenging circumstances.

Passengers using the Skybus bus transfer service will be required to wear face coverings. A new bus stop position is in use at Land's End Airport and passenger numbers are being limited on this service. Please maintain social distancing while embarking/disembarking and handing-over/collecting your baggage.

For the latest information on how your trip  
may be affected by coronavirus please  
visit [www.islesofscilly-travel.co.uk/coronavirus](http://www.islesofscilly-travel.co.uk/coronavirus)

Last updated June 2020. The information in this leaflet is subject to change without notice, and the issue of tickets and carriage of goods is subject to the carrier's terms and conditions, which can be found on [www.islesofscilly-travel.co.uk](http://www.islesofscilly-travel.co.uk). A full copy is available on request.

[www.islesofscilly-travel.co.uk](http://www.islesofscilly-travel.co.uk)

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