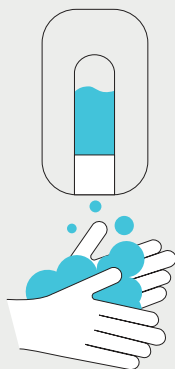


SKYBUS

Travel guidance during the
Coronavirus (COVID-19) pandemic



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 10 days.
- Are self-isolating as a result of Coronavirus symptoms or have tested positive for the virus.

- Are sharing a household with somebody who has experienced coronavirus symptoms in the last 10 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 10 days.
- You have been told to self isolate by NHS Test and Trace or by the NHS app.
- Are in quarantine after returning to/entering the UK from either a red or amber country or territory as required by the UK Government and the traffic light system.

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

Passengers are encouraged to take advantage of any lateral flow tests available to them prior to travel, and to follow NHS / government requirements if they test positive for the virus.

FACE COVERINGS

Following the Government announcement on the 12th July lifting the legal requirement to wear face coverings, and the guidance that 'Government expects and recommends that people continue to wear face coverings in crowded areas such as public transport', face coverings remain mandatory on all our transport services until further notice. Exemptions will still apply. The list of exemptions published previously by the Government should be referred to for guidance.

This is to protect our passengers, staff, our services and the Isles of Scilly community and is a matter of personal responsibility. Thank you for your understanding and continued cooperation.

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 the Airport. You are actively encouraged to use these facilities to sanitise your hands.



SOCIAL DISTANCING

We are continuing with social distancing arrangements on all of our transport services, so far as practical for the same reasons as face coverings, to protect our passengers, staff, our services and the Isles of Scilly community. This 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 is not always possible.

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 FROM NEWQUAY AND EXETER AIRPORTS

Skybus passengers travelling through Exeter and Newquay Airports will be subject to Skybus travel restrictions and the requirements of both Airports.



Flying with Skybus to the Isles of Scilly

ARRIVAL AT LAND'S END AIRPORT

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. The car parking system is operated with number plate recognition, you can pay on exit at the machines or online via JustPark.

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. Face coverings must be worn in accordance with our Company requirements and Government recommendations, whilst at Land's End Airport and on your Skybus flight.

Please see the airport cafe Facebook Page for menu information and opening hours.

Meet and Assist is available on request, face covering required. For specific requirements please contact our Travel Centre on 01736 334220.

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, please use this before and after using this 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. 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

Last updated: JULY 2021. 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. A full copy is available on request.

www.islesofscilly-travel.co.uk

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