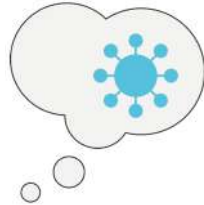


SKYBUS

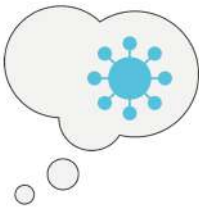
COVID-19 Travel Guidance



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 should not travel if you have any COVID-19 symptoms.

There is no longer a legal requirement for people with COVID-19 infection to self-isolate. However, if you have any of the main symptoms of COVID-19 or a positive test result, the public health advice is to stay at home and avoid contact with other people.



FACE COVERINGS

Face coverings are mandatory on Skybus aircraft and in briefing rooms (subject to exemptions) and are recommended on entering the airport in the terminal building. Face coverings can be purchased from the airport café in the terminal building. Passengers without a face covering who are not exempt 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 the Airport. You are actively encouraged to use these facilities to sanitise your hands.

Flying with Skybus to the Isles of Scilly

ARRIVAL AT LAND'S END AIRPORT

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 our Company requirements and Government recommendations we recommend you wear a face covering at all times, whilst at Land's End Airport.

For more information on our airport café's menu and opening hours please see the Western Rocks Coffee Co. Facebook page.

Meet and Assist is available on request, a face covering will be 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 as much as possible.
- 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 and wear a face covering.
- 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 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.
- If you require the bus transfer service Paulger's Transport will be waiting outside St. Mary's Airport to take you anywhere on the island.

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 recommended to wear a face covering when at St. Mary's and Land's End Airports, a face covering is mandatory in briefing rooms and on your Skybus flight.

Upon arrival at 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.

A hand sanitiser is available next to the luggage collection point, please use this before and after using these services. Please dispose of any used PPE in the bin provided.

Your Skybus Q&As

FACE COVERINGS

Do I need to wear my face covering all the time?

You are recommended to wear a face covering before entering the airport terminal, you must wear a face covering on entry to briefing rooms and for the duration of the flight.

Does Skybus or the Airport provide face coverings?

Passengers are requested to provide their own face covering or they can be purchased from the airport café.

Can I buy a face covering at the airport?

Yes - face coverings can be purchased from the café in the airport terminal.

What happens if I don't have a face covering, can I still fly?

Face coverings must be worn at all times in our briefing rooms and on board the aircraft in accordance with our Company requirements and Government recommendations. Any passengers without a face covering will be denied travel.

I have a health condition / disability; do I need to wear a face covering?

There are exemptions from wearing a face covering if you have health conditions. These exemptions will still apply. The list of exemptions published previously by the Government should be referred to for guidance.

Do children need to wear a face covering?

The current guidance states children under the age of 3 do not need to wear a face covering and children aged between 4 to 11 can wear face coverings, but they are not required to when using public transport. We recommend that you read the Government guidance on face coverings.

What can I use as a face covering?

We recommend that you review the Government guidance for suitable face coverings when using public transport.

I've booked a transfer to / from Penzance, do I need to wear a face covering?

Face coverings are recommended.

AT LAND'S END AIRPORT

What precautions are staff at the airport taking?

Please be considerate to our employees. We are here to help and assist you during your journey. Your safety is our priority which is why we are implementing our COVID-secure measures to protect our passengers and employees. Our staff are regularly updated with government advice and guidance on practicing working safely, with regular risk assessments taking place. Staff will maintain social distancing where possible and regularly keep up with hand washing and sanitising.

Do you sanitise the aircraft cabin?

Skybus ensure the aircraft cabin is sanitised regularly.

What sanitisation measure have you taken at the airports, is sanitiser available?

Hand sanitisers are located at the entrance of the airport terminal, at check-in, at entry to the briefing room and throughout the airport terminal.

TRAVELLING DURING COVID-19

If I've got symptoms will you fly me back?

Passengers with COVID-19 or who are displaying symptoms of COVID-19 will not be permitted to fly on Skybus flights. If you are COVID-19 positive or are displaying symptoms we kindly ask you not to travel.

What happens if the public health guidance doesn't permit me to fly?

If public health guidance prevents you from travelling then we then we will contact you to provide you with alternative options. These options will be;

- Transfer of your booking to a later date within our published timetable on a like for like basis at no charge and holding price of the previous fare.
- A full refund

You can contact us by sending an email to sales@islesofscillytravel.co.uk with details of your travel booking, including your dates of travel and booking reference and our travel centre team will call you to discuss your options.

Can I take hand sanitiser with me in the aircraft cabin?

Small hand sanitiser dispensers are allowed up to a maximum of 100ml.

Can I put hand sanitiser in my hold luggage?

Skybus allows one hand sanitiser dispenser in hold luggage up to a maximum of 250ml, the top must be secure.

Do I need to arrive at the airport early to check-in?

We recommend that you arrive at the airport no more than 1 hour before your flight. This allows us to control the number of passengers in the terminal.

If I am delayed overnight is there accommodation available locally?

Skybus will provide details of local accommodation providers, however we cannot guarantee that accommodation will be available locally.

For the latest information on how your trip may be affected by coronavirus please visit www.islesofscilly-travel.co.uk/coronavirus

Last updated APRIL 2022. 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.