



## COVIDSafe Plan

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This plan outlines Air Adventure Australia's policy and procedures with regards to managing the risks of COVID-19 impacting our passenger's travel. We take the health and safety of our passengers, our team and our 3rd party operators very seriously and would ask that you read this information to understand the precautions we are taking and also what we need you to do to protect yourself and your fellow passengers.

### AIR ADVENTURE'S COMMITMENT TO YOU

We commit to you that we have implemented the following precautions to guard against COVID-19 transmission:

- All pilots and crew are fully vaccinated against COVID-19
- Increased cleaning and sanitisation of aircraft and company vehicles, including regular cleaning of high touch points, additional cleaning between tours or change of passengers in line with industry guidelines
- All team members have been trained on company COVID-19 protocols, with regards to personal hygiene, cleaning, social distancing, and how to respond in the case of a suspected or confirmed case of COVID-19
- Personal protective equipment, hand sanitiser and other relevant provisions provided for all team members, aircraft and vehicles
- Introduction of assigned seating to reduce movement around the cabin
- Collection of essential data from all passengers for contact tracing purposes
- Adhere to any state and territory regulations

### YOUR COMMITMENT TO US AND YOUR FELLOW PASSENGERS

We require the following from all passengers to help reduce the risk of transmission of COVID-19 prior to and whilst on tour:

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## EXPOSURE & VACCINATION

If you have been in a hotspot, have tested positive for COVID-19 or been identified as a close contact of a person with COVID-19, you may be restricted from travelling. Additionally, you will be required to adhere to the vaccination and pre-travel covid testing requirements of the states you're travelling to. Further information can be found via the below links:

Australian Capital Territory - <https://www.covid19.act.gov.au/travel/entering-the-act>

New South Wales - <https://www.service.nsw.gov.au/covid-19/travellers-entering-nsw>

Northern Territory - <https://coronavirus.nt.gov.au/travel/quarantine>

Queensland - <https://www.covid19.qld.gov.au/government-actions/border-closing>

Tasmania - <https://www.coronavirus.tas.gov.au/travellers-and-visitors/coming-to-tasmania>

Victoria - <https://www.coronavirus.vic.gov.au/victorian-travel-permit-system>

Western Australia - <https://www.wa.gov.au/organisation/covid-communications/covid-19-coronavirus-controlled-border>

## PRE-DEPARTURE

- All passengers must register to travel to all states you will be traveling to. Registration links can be found above and will also be provided on your final itinerary.
- Ensure you understand your obligations with regards to traveling interstate, specifically vaccination, pre-travel covid testing, border permits and any other documentation. PLEASE NOTE: State Government restrictions and requirements for travel change regularly, we ask that you keep yourself up-to-date via the state government websites listed above.
- If you are feeling unwell or have flu-like symptoms prior to departure, we ask you not to come to the airport, and please contact us immediately to discuss options.

## CHECK IN

- You will be temperature checked by a Sharp Airlines representative at check in.
- If required by the Victorian Government, face masks must be worn at all times whilst at the Essendon Fields airport, during check in and while boarding the aircraft.
- Adhere to the social distancing floor markers whilst at the airport, in the check in and boarding queues.
- Please sanitise your hands prior to entering the airport, after eating, going to the bathroom, coughing or sneezing and prior to boarding the aircraft. Hand sanitising stations are available throughout the airport.

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## **ON BOARD THE AIRCRAFT**

- Remain in your assigned seat for the duration of the flight unless you need to use the toilet. You will remain in the same assigned seat for the entire tour.
- Face masks are to be worn at all times during flight and also when and if required by state governments in line with the advice at time of your travel. We request that you bring your own face masks, and ensure you pack enough masks for the duration of the trip. Disposable face masks can be provided if necessary.

## **WHILE ON TOUR**

Face masks are required to be worn at all times whilst on any of our company vehicles and at the direction of our ground operators and state government advice.

Observe physical distancing and good hygiene practices at all times and follow any additional safety protocols as instructed by our pilots, tour leaders or ground operators.

If you are feeling unwell or displaying flu-like symptoms at any time, you must immediately inform your tour or group leader or an Air Adventure representative.

## **CHANGES AND CANCELLATIONS DUE TO COVID**

If government restrictions prevent an entire tour from departing, we will contact you at the time to discuss any options for reschedule, credit or refund, whichever is applicable to your booking.

If an individual passenger is unable to travel due to testing positive to COVID-19 or being required to isolate, and the tour is able to proceed, then our standard cancellation fees will apply. We will endeavour to request a refund or credit for unused elements of your trip from our ground operators. We strongly recommend you take out travel insurance.

If you are refused entry into a state due to non-compliance with government requirements, such as vaccination, evidence of covid test result, border travel permits or other documentation, then Air Adventure will not be liable for any costs incurred with regards to change, cancellation or repatriation.

## **IF THERE IS A CONFIRMED CASE OF COVID-19**

Should COVID-19 be confirmed on tour, our full health and safety protocols will be enacted, including informing local health authorities, informing the group of the potential exposure, and sanitation protocols such as deep cleaning and disinfecting of our aircraft and company vehicles.

Please note that while we will assist to ensure that you get all the help and support you need, any expenses for testing, treatment or self-isolation will need to be covered by you and your travel insurer, so please ensure you have access to funds while travelling in case of this or other emergencies.

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## IF THE BORDER RESTRICTIONS CHANGE WHILE ON TOUR

Due to the unpredictable nature of this pandemic and various state governments measures put in place to manage it, the rules may change whilst you are away. While we will do everything we can to assist you with compliance to the new rules, any additional expenses (such as commercial airline flights, hotel quarantine, medical and repatriation costs), will need to be covered by yourself or your travel insurer. If you have to cut your trip short then we work with you to request refunds of any unused services, however refunds would only be granted at the discretion of our ground operators and we cannot make any guarantees on their behalf.

## ACCREDITATION

Air Adventure is a member of the Victorian Tourism Industry Council, is a Quality Tourism Accredited Business and has also been accredited as a COVID Clean Practicing Business. This means that we have adopted the best practice Tourism Industry protocols and these guide our conduct on a day-to-day basis, during your time with us on Tour.

Air Adventure is also adhering to the World Travel & Tourism Council Safe Travels protocols and is therefore authorized to display the Safe Travels logo.

This document will continue to be updated as and when required in line with government advice. Should you have any questions, please contact us on 03 5572 1371.



In alignment with  
the globally recognised:



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