

UPDATED (March 31, 2020)

TRAVEL ALERT **CORONAVIRUS (COVID-19)**

You and our employees are our principal priority.

Considering the **Coronavirus (COVID-19)** outbreak, and according with the Centers for Disease Control (CDC) advise precautionary measure to prevent illness spreading, we inform the following procedures:

- Waiver (Flexible travel policy):

Passenger traveling between **March 10, 2020 until May 9, 2020** who must alter their travel plans due to COVID-19, have the option to receive a reservation credit for the full value of their reservation.

This reservation credit can be used for up to 12 month to book any flight currently available, without penalty. **Any unused credits will expire after 12 months.**

In the event of a change or cancellation, remember, **all Air Flamenco ticket are “nonrefundable.”**

What we are doing?

- Air Flamenco **have a strong cleaning regimen.** Our aircraft are cleaned each day, **after every flight** with an EPA-approved disinfectant; focusing on high frequency touch points such as seatbelt buckles.

-Our employees were trained regarding the correct use of EPA approved disinfectant and Personal Protecting Equipment (PPE) in order to prevent illness spreading.

-_During the period March 10, 2020 until May 9, 2020 **we will not be transporting tourists** to the Islands Municipality of Culebra and Vieques due to Puerto Rico governor Orders, decreeing curfew.

How can you help?

-Practice routine handwashing. Wash your hands with soap and water for at least 20 seconds before and after every flight. This is the most important infection control measure. Use alcohol-based hand rub (containing at least 60% alcohol) if soap and water are not available.

-Avoid touching your mouth, eyes, and nose with unwashed or gloved hands.

-If you are feeling ill, follow the recommendations of your medical professional.

- We recommend visiting <https://www.cdc.gov/coronavirus/2019-ncov/index.html> for latest details, travel alerts, news and much more.

Together we will cross the COVID-19 curve, doing our part.

Any question or doubt? Please contact us.

This procedures will be updated as new information becomes available. If you have any questions or doubt about “Travel Alert” or upcoming flights, please contact us at customerservice@flyairflamenco.com

Regards,