



Dear valued customer,

Thunder Airlines would like to thank you for your continued business throughout the COVID-19 pandemic. These have been difficult times for us all but together we will get through this. With your safety in mind, Thunder Airlines will continue to follow all Transport Canada and Public Health Agency of Canada (PHAC) guidelines to ensure that our passengers and employees can enjoy piece of mind when travelling.

### **Vaccine Mandate**

On October 6<sup>th</sup>, 2021, the Canadian Government unveiled their plan to require anyone working in the federally regulated air, rail and marine transportation sectors to be fully vaccinated against COVID-19. This mandate will also require all vaccine eligible passengers boarding an aircraft in Canada to be fully vaccinated. Limited exemptions will apply for medical or religious reasons as well as for those living in remote communities with limited road access. Despite these exemptions, the overwhelming message is that all Canadians should be vaccinated against COVID-19. For more details, refer to the **Vaccine Mandate** section on our website.

### **Mask Policy**

All passengers and employees are required to wear masks on board the aircraft and inside our buildings. Three ply medical grade masks are recommended and we are happy to provide you with one should you require it. Masks may only be removed for brief periods of time when consuming food or beverages. Individuals with medical exemptions that meet Transport Canada guidelines are asked to provide this information to one of our Customer Service representatives upon arrival at the airport.

### **Enhanced Cleaning Protocols**

Our aircraft and facilities undergo enhanced cleaning and disinfecting using medical grade cleaning products. Our team members work hard to ensure that aircraft are thoroughly sanitized in between flights and all public areas of our buildings are cleaned on a routine basis.

### **Health Screening**

All passengers and employees are subject to routine screening which includes a health questionnaire and temperature check using a non-invasive, infrared thermometer. Passengers are asked not to fly and employees are asked not to report for work if they have any symptoms of COVID-19, have been exposed to someone with COVID-19 or have been directed by local health authorities to self-isolate.

## **Rapid Antigen Testing**

Thunder Airlines is pleased to offer on-site COVID-19 rapid antigen testing to all our passengers. Rapid antigen testing is an added screening tool that yields results in 15 minutes. For additional information regarding this program, refer to the **Rapid Antigen Testing** section on our website or contact our Customer Service department.

**For more information about COVID-19 and safety measures for air travel, please visit:**

**Transport Canada-** <https://tc.canada.ca/en/initiatives/covid-19-measures-updates-guidance-issued-transport-canada>

**Health Canada-** <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>