

What to Expect when Travelling

To enhance biosecurity standards and emphasize illness prevention measures throughout our operations, PAL Airlines has implemented several additional measures to ensure your safety when travelling with us.

Passengers will notice changes to our customer experience and in-flight service offerings as a result of these measures. Here is some additional information about what we're doing.

What to Expect when Travelling—Non-Contact Temperature Checks

Before travelling on PAL Airlines, all passengers will be asked to participate in a non-contact, nonmedical temperature check prior to receiving a boarding card.

This health check is an additional protection that PAL Airlines is implementing to reduce the spread of COVID-19.

PAL airport counter positions will have a thermal reader in place. If a passenger records a temperature above 37.8 degrees Celsius (100.04 degrees Fahrenheit), a boarding card will not be issued, and boarding will not be permitted. In compliance with current Transport Canada guidelines, passengers may provide a doctor's note explaining that the temperature is the result of a noncontagious condition or wait 14 days before again attempting to travel.

What to Expect when Travelling—Face Masks

Effective April 20, 2020, Transport Canada has mandated that all passengers in Canada must be in possession of an acceptable face mask prior to boarding a commercial aircraft. Passengers are required to wear face masks when passing through Canadian Air Transport Security Authority (CATSA) security checkpoints and during all flights when 2 metres or less from another person, except another occupant of the person's private home.

Before boarding our aircraft, PAL Airlines staff will verify with all passengers that they are in possession of an acceptable face mask.

An acceptable face mask is any non-medical mask or face covering that is made of at least 2 layers of tightly woven material such as cotton or linen, is large enough to completely and comfortably cover a person's nose and mouth without gaping and can be secured to a person's head with ties or ear loops.

Travellers under the age of two years old and some individuals with disabilities may be exempt from face mask requirements.

PAL Airlines does not supply face masks for travel. It is the passenger's responsibility to ensure they arrive at the airport with an acceptable face mask.

More information on how to make non-medical masks and face coverings can be found at:
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/instructions-sew-no-sew-cloth-face-covering.html#a5>

What to Expect when Travelling—Check-in Questions and Health

To comply with Federal and Provincial regulations implemented for the purpose of preventing the spread of COVID -19, PAL Airlines will be asking the following questions of all passengers prior to boarding our flights. PAL Airlines will deny boarding to any passenger refusing to answer these questions. Providing fake or misleading answers to these questions could result in a federal fine of up to \$5000.

- 1. Are you in possession of an acceptable face mask for travel?**
- 2. Do you have a fever and a cough?**
- 3. Do you have a fever and breathing difficulty?**
- 4. Have you been refused boarding in the past 14 days due to a medical reason related to COVID-19?**
- 5. Are you currently under mandatory quarantine, as a result of recent travel or by orders from the provincial, territorial, or local public health authorities?**
- 6. If yes, has a federal, provincial, or territorial health authority granted you explicit permission to continue your onward journey by air to reach your self-isolation location?**
- 7. Is your travel compliant with all relevant travel restrictions in place at your destination?**

What to Expect when Travelling—Additional Measures

Throughout our operation, PAL Airlines has instituted several additional processes and procedures to better protect customers and employees. Steps we have taken include the following:

- Enhanced cleaning procedures across our fleet and throughout our facilities, including regular disinfectant fogging of all our aircraft.
- Changes to our boarding and in-flight service protocols to limit on-board interactions.
- Use of masks, gloves and other appropriate personal protective equipment by PAL Airlines staff.
- Use of a pre-boarding questionnaire for all passengers to assess health and overall fitness to travel.
- Ensuring that scheduled passenger and charter flights are separate and distinct operations with no commingling of passengers.

Additional Information

If you have any additional questions or require any additional information related to future travel, please contact the PAL Airlines reservations department at 1.800.563.2800