



COVID-19 – Update

April 7, 2020

Please be advised that, under order of the Government of Newfoundland and Labrador and from the Government of Quebec, all passengers travelling on commercial flights must be either considered essential, travelling home or travelling for essential medical purposes. If passengers do not meet this criteria, they will be denied boarding on Air Borealis.

Also, in addition to the existing prohibition against passengers connecting to our flights from outside Canada, Air Borealis will also no longer allow boarding for passengers connecting onto our aircraft from other Canadian Provinces. Passengers to whom this circumstance applies are encouraged to immediately find suitable arrangements that will allow for the completion of the recommended 14-day self-isolation.

For additional information with regards to the conditions under which travel on Air Borealis is allowed, please call our Reservations and Customer Care team at 1-800-563-2800.

March 14, 2020

While the Public Health Agency of Canada (PHAC) has assessed the public health risk associated with COVID-19 as low for the general population in Canada, we would like to share with you some of the proactive steps Air Borealis has implemented to ensure that we are emphasizing the health and safety of our customers.

Protecting our customers from the risk of infection by communicable diseases has always been part of our safety protocols. Air Borealis rigorously adheres to guidance from all relevant health authorities and follows best demonstrated practices in the prevention and handling of communicable diseases in the air travel industry. As such, Air Borealis has implemented additional sanitation procedures for our aircraft and public areas to ensure they meet or exceed all guidelines provided by PHAC. Surfaces such as airport check-in counters, aircraft seats, seatbelt attachments, etc. are thoroughly wiped down and treated with a high-grade disinfectant similar to those used in health care facilities. As per PHAC guidelines and other resources, coronaviruses do not survive on soft materials such as head rests, seat covers and carpets. On board our aircraft and at our check-in counters, Air Borealis will be maintaining supplies of hand sanitizers and disinfectant wipes. All non-essential reading material have been removed from our seatback pockets.

Air Borealis also appreciates that your travel plans may be changing at this time. As such, for tickets purchased before March 4, 2020 for travel before April 30, 2020, Air Borealis will allow a one-time change to your flight without incurring a change fee up to 24 hours before your departing flight.

Air Borealis is committed to doing all we can to provide the safest transportation possible in all aspects of our operation. We will continue monitoring recommendations from the Public Health Agency of Canada and will take additional action as required.