FLY SMARTER
Taking flights to safer heights
Customer Journey

1. Terminal Entrance
2. Check-In
3. Lounge
4. Boarding
5. Inflight
6. Arrival
1. Terminal Entrance

- **Arrival.**

- **Temperature check.**

- **Baggage screening area.**

- **Passengers must wear surgical face masks at all times.**

- **Passengers are to observe physical distancing, according to markers on the floor.**

*Only travelling passengers and persons accompanying minors or persons needing assistance will be allowed access to the terminal.*
2. Check-In

All Passengers must wear surgical face masks at all times.

Individual physical check-in or check-in online. Passengers must carry valid ID or passport.

Check-In Time: strictly 60 minutes

Check-in will close 30 minutes prior to departure to allow for staggered boarding.

Hand baggage may be restricted to handbags/laptop bags/small backpacks.
3. Lounge

Hand sanitizers are available throughout the lounge.

Safarilink will carry out frequent sanitization, which includes, cleaning of baggage trays, surfaces and seats in the lounge.

Passengers are to observe physical distancing according to markers on the floor and on the seats.
4a. Boarding (From Wilson Airport)

- Boarding passes have seat numbers, so boarding will be according to seat rows.
- Temperature check prior to boarding.
- Safarilink will regulate the flow of passengers when boarding.
- Bags will be disinfected prior to loading.

Hand luggage may be restricted

Check-in counters close **strictly 30 minutes** prior to the departure time to allow for staggered boarding.
4b. Boarding (From Bush Destinations)

- Passengers must wear surgical face masks at all times.
- Temperature check.
- Baggage will be sanitized before loading.
- Hand sanitizers will be available on board Safarilink aircraft.

Boarding procedures for passengers from bush destinations.
5. Inflight

- Maintain physical distancing when boarding the aircraft.
- Aircraft crew will have appropriate PPE i.e. masks and gloves.
- Onboard movement will be restricted.
- Hand sanitizers will be available on board.
- Passengers must wear surgical face masks at all times.
- Inflight catering services will not be available.

*Single use plastic bottles are now prohibited in all game parks, so water in plastic bottles will no longer be served. Customers can carry their own food/drinks but not in single use plastic bottles or containers.*
6. Arrival

Flight crew will guide passengers in disembarking to allow for adequate physical distancing.

Aircraft will be cleaned & sanitized after every flight.