

## What to expect when traveling with Air Inuit during COVID.

In order to improve safety standards and focus on preventive measures throughout our operations, Air Inuit, following the directives of the Canadian, Quebec and Nunavik authorities, has implemented additional measures to ensure the security of its passengers. You will therefore notice changes in customer service and in-flight services resulting from these measures

### What to expect - Documents required - traveling from the south to Nunavik

- Presentation of a negative COVID-19 test, done no more than 72 hours before the flight.
- Passengers must have completed and qualified for a Nunavik Territory Authorization Access (NTAA), which can be obtained via the following link: <https://ntaa.nrbhss.ca/ntaa> or by contacting the Nunavik Regional Board of Health and Social Services at 1-888-662-7482. This document must absolutely be presented at check-in, otherwise you will be refused access on board.
- You will obviously need to wear a mask or face cover in order to enter the various airports and at security checkpoints, during the boarding process, during the flight and upon landing and disembarking, even if fully vaccinated. You must also comply with any instructions given by gate agents, airport security personnel or crew members with respect to wearing the face mask.
- Please note that the NTAA and the negative COVID-19 test result are not required **when not traveling to Nunavik**

### What to expect - Check-in

- Online check-in at Montreal and Quebec City airports is suspended, because you will absolutely have to go through the check-in counter and a nurse station where a nurse will ensure the validity of your NTAA and will ask you a series of questions about your health status.
- You could therefore be refused access to our flights if:
  - you have symptoms of fever and cough, breathing difficulties, without presenting a medical certificate proving that these symptoms are not related to COVID-19;
  - we have reasons to believe that you could have COVID-19;
  - you have been denied access to an aircraft within 14 days for medical reasons related to COVID-19; or
  - you have been ordered to quarantine yourself after travel or by a local or provincial medical authority.
- During check-in, you will be required to answer specific questions issued by Transport Canada which will determine whether you are authorized to travel. Air Inuit will deny access to any passenger who refuses to answer questions and you should know that providing false or misleading answers could result in a fine of up to \$ 5,000.
  - You will need to confirm that you do not have or suspect to have COVID-19; that you have not been denied boarding in the previous 14 days by an air operator due to medical reasons related to COVID-19 and that you are not subject to a mandatory quarantine order as a result of recent travel or from a local or provincial health order that does not permit you to travel.



# Air Inuit

- You will need to confirm that you are in possession of a facemask (or that you have a medical certificate stating a reason why you cannot wear a mask).
- You will need to confirm that you understand that you may be subject to restriction measures taken by the federal, provincial or territorial government at the destination airport of your flight in order to prevent the spread of COVID-19, when travelling within Canada.

## **What to expect - Boarding**

- According to a directive from the Nunavik Regional Board of Health and Social Services, blue procedural masks are compulsory for all passengers traveling on our planes, for the complete duration of the flight. Our airport agents will provide you with the procedural masks and a cleaning wipe just before boarding. You will need to ensure that the mask covers your mouth, nose and chin are covered by the mask
- Upon boarding, at a respectable distance, gate agents will ask you to lower your mask in order to proceed with passenger identification.

## **What to Expect – During the Flight**

- The procedural mask must be worn for the entire duration of the flight. An exception is allowed for passengers 2 years of age or less as well as for certain people with a disability or health problem, provided they have a medical certificate authorizing them of this exception with them.
- Drink, snack and meal service is discontinued to avoid as much handling and interaction as possible.
- Newspapers, magazines, pillows and blankets are not distributed on board for the same reason.
- The cabin crew of Dash-8s and B737s wear procedural masks and nitrile gloves throughout the flight. Crews of smaller aircraft (King Air and Twin Otter) wear procedural masks when traveling inside the cabin.
- An educational poster, placed into the aircraft seat pockets and displayed in all terminals of our network, reminds you of the sanitary rules to follow.

## **What to expect - Sanitary measures**

- We continue to emphasize to our internal and external grooming crews to pay particular attention to the cleaning and sanitization of aircraft interior chair tables, armrests, seatbeltbuckles, walls, handles and lavatories for those equipped aircraft.
- Our crews have access to sanitizing products in case of particular situations, or when they deemed necessary.
- As Air Inuit complies with all Health authorities and Transport Canada obligations, seating restrictions have been lifted except for certain particular aircraft types.
- In addition, for the health and safety of our employees and other passengers and in accordance with government legislations, we reiterate the importance that all passengers with symptoms related to COVID-19 do NOT travel on Air Inuit flights. ANY PASSENGER THAT WOULD PRESENT SYMPTOMS RELATED TO COVID-19 WILL BE DENIED CHECK-IN, BOARDING OR WILL BE ADVISED TO DISEMBARK.

## **Additional Information**

We take this opportunity to reiterate some important travel information:

- Air Inuit's Zero tolerance policy continues to be enforced by our team.
- Don't forget your ID to travel.
- Be on time! Check-in cut-off times will be enforced to ensure on-time departures.

Consult the COVID page of our website to see all changes related to the pandemic, including our modified flight schedule and specific restrictions applicable to the different regions of our network.

<https://www.airinuit.com/en/advisories/covid-19>

If you have any questions, please do not hesitate to contact us at [airinuit.info@airinuit.com](mailto:airinuit.info@airinuit.com) or through our reservations department at 1-800 361-2965.

Additionally, the following government sites list the different Directives in place related to travel.

### **Canada**

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>

### **Québec**

<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>