



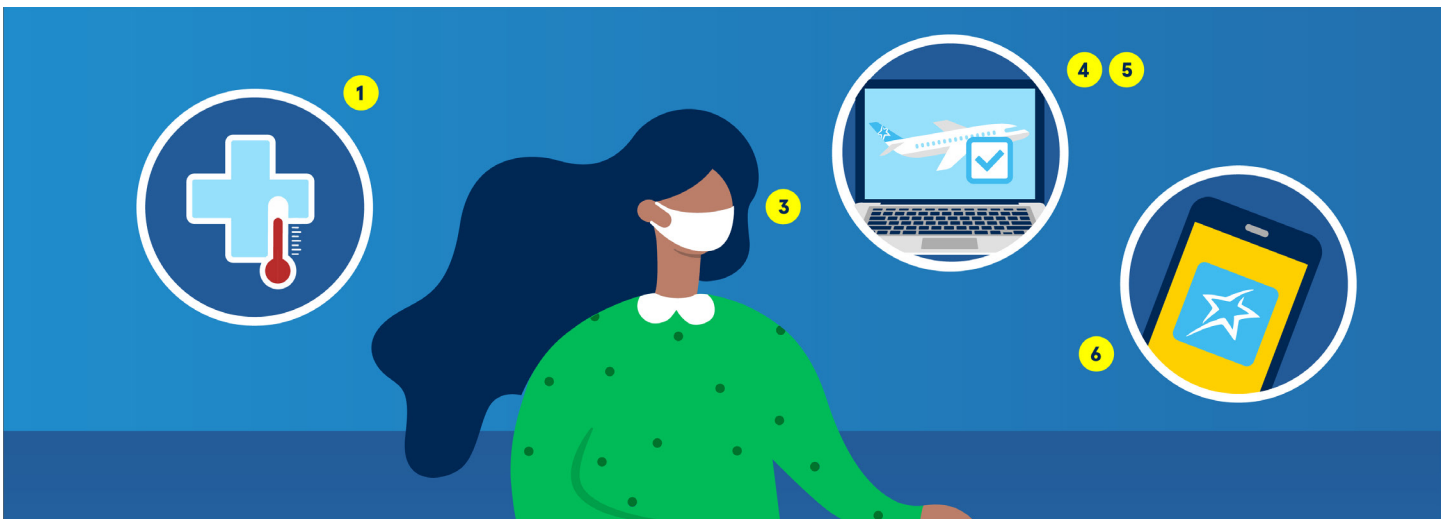
# TRAVELLER CARE

## Introducing Air Transat's health and safety program

We know that the pandemic has raised concerns about travelling. That's why we created Air Transat's Traveller Care, a program featuring enhanced health and safety measures at check-in, during boarding and on board—as recommended by regulatory authorities such as the International Civil Aviation Organization—so that you can travel with peace of mind.

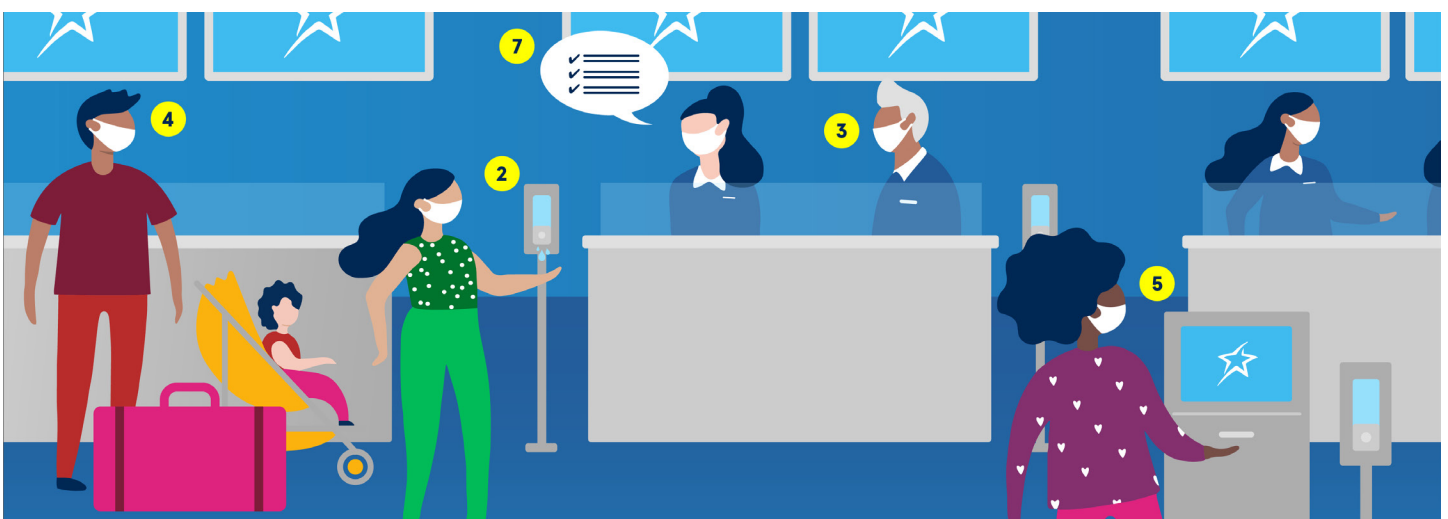
You deserve a vacation, especially now, to escape from it all or to reconnect with friends and family living abroad. Here's what you can expect from us to get you there safely:

### Before your flight



- 1 Make sure your health allows you to travel. Watch for common symptoms of COVID-19, and take your temperature.
- 2 Stay informed. The situation is changing quickly, as are the measures. Check the websites of your country of destination and airports to see if there are any additional health measures you would need to take.
- 3 You will be required to wear a mask in the plane, so make sure to bring at least one with you on your trip. You may also be required to wear one at the airport.
- 4 We recommend you check in online, available 24 hours before your flight. You will also be asked a few health-related questions.
- 5 To avoid payments at the airport, we recommend you make your payments online, up to 72 hours before departure, for any extra bags, sports equipment or extra inflight services.
- 6 Download the Air Transat app\* to stay informed.
- 7 Download the ArriveCAN app to reduce wait time upon arrival in Canada and to reduce points of contact.

### At check-in – Airport



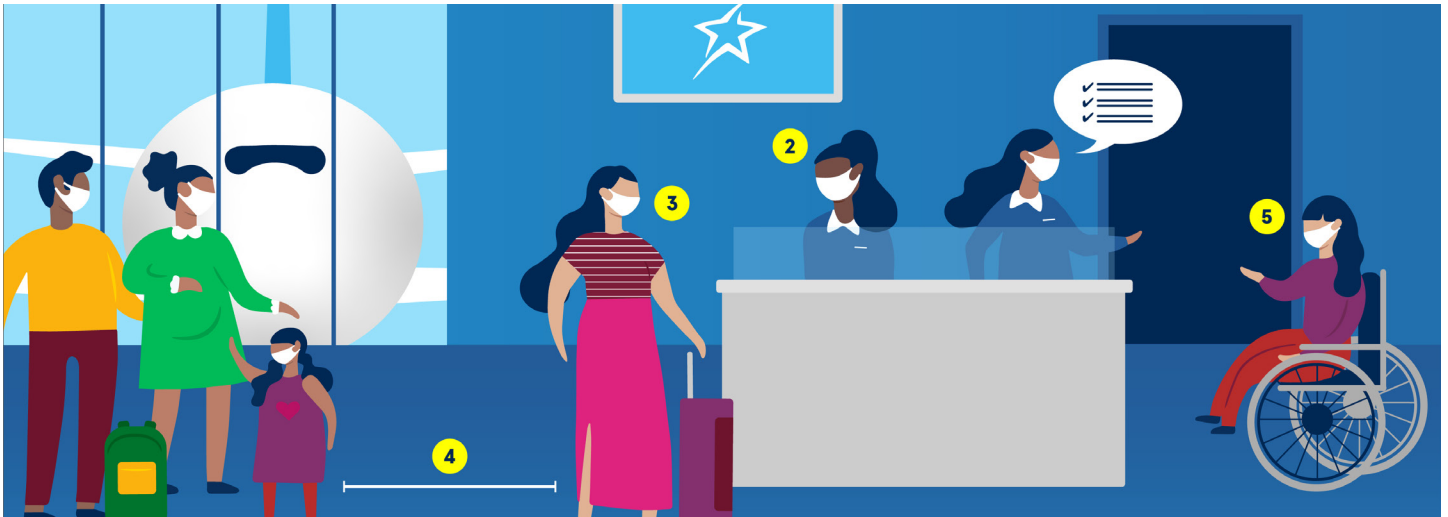
- 1 All our check-in counters and self-service kiosks will be regularly and thoroughly cleaned and disinfected.
- 2 Hand sanitizer dispensers will be placed around our check-in counters and self-service kiosks.
- 3 All our employees will wear masks or will be behind Plexiglas partitions.
- 4 You will be required to wear a mask.
- 5 You will be encouraged to use our self-service check-in kiosks.
- 6 You will be encouraged to use our self-service baggage drop-off stations where available.
- 7 You will be asked a few health-related questions.



# TRAVELLER CARE

## Introducing Air Transat's health and safety program

### During boarding – Airport



- 1 All our gate counters will be regularly and thoroughly cleaned and disinfected.
- 2 All our employees will wear masks or will be behind Plexiglas partitions.
- 3 You will be required to wear a mask.
- 4 You will be asked to keep two metres (six feet) distance from other passengers while boarding.
- 5 Priority boarding will only be offered to passengers with reduced mobility.
- 6 Passengers sitting at the back of the aircraft will be asked to board first, followed by those at the front.

### On board



On board all our aircraft, our reliable HEPA (High Efficiency Particulate Air) filters eliminate 99.995% of small particles, such as bacteria and viruses, refreshing cabin air every three minutes. In addition...

- 1 Before each and every flight, the aircraft will be thoroughly cleaned with hospital-grade disinfectant, including seats, headrest covers, seat belt buckles, seat controls, seat-back pockets, armrests, light switches, air circulation controls, tray tables, individual entertainment screens, and overhead bins and handles. The entire aircraft will also be cleaned every 24 hours with electrostatic disinfectant.
- 2 Our pilots and flight attendants will wear masks in the cabin throughout the flight.
- 3 You will be required to wear a mask throughout the flight.
- 4 You will receive a complimentary Traveller Care kit, which will include a mask, gloves, hand sanitizer and disinfecting wipes.
- 5 Lavatories will be sanitized regularly throughout the flight. Only one passenger at a time will be allowed to wait outside.

#### In Economy Class:

- 6 On flights to/from Europe, a prepackaged meal (sandwich, salad and dessert) and a snack will be served.
- 7 On flights to/from the South, the United States and within Canada (longer than three hours), you can purchase sandwiches/snacks from the Bistro menu.
- 8 Bottled water will be offered on all flights; beer and bottled wine will be sold at affordable prices on flights longer than three hours.

#### In Club Class:

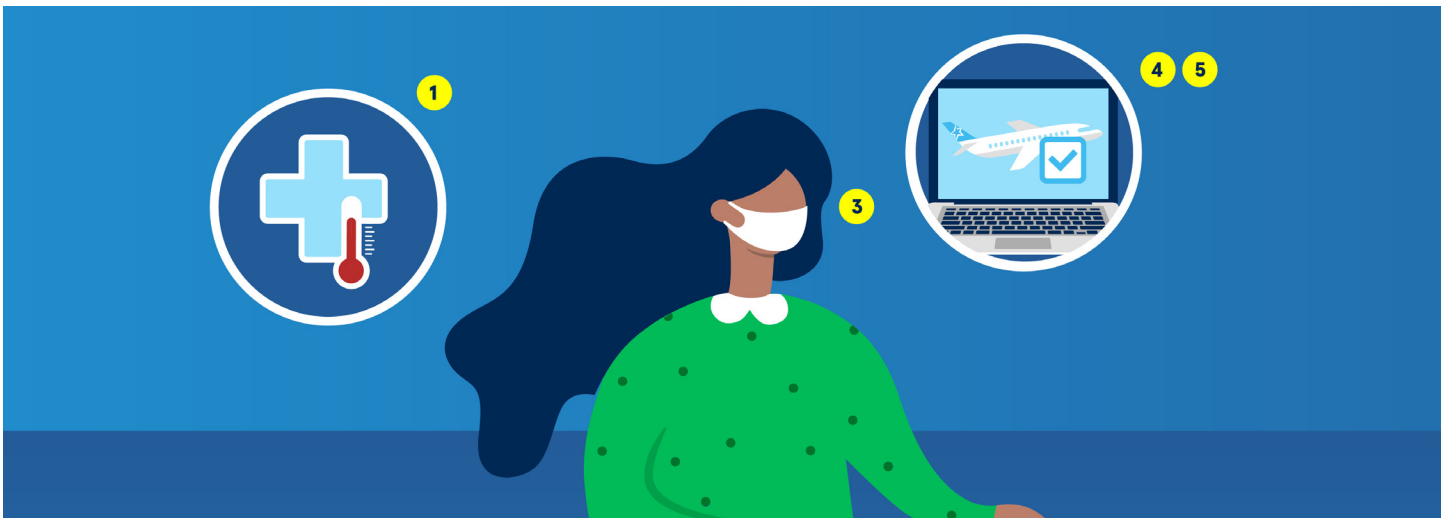
- 9 A premium prepackaged meal will be served. Beer and wine will also be served on request.



# TRAVELLER CARE

Introducing Air Transat's health and safety program

## Before your return flight



- 1** Make sure your health allows you to travel. Watch for common symptoms of COVID-19, and take your temperature.
- 2** Stay informed. The situation is changing quickly, as are the measures. Check the websites of your country of destination and airports to see if there are any additional health measures you would need to take.
- 3** You will be required to wear a mask in the plane, so make sure to bring at least one with you on your trip. You may also be required to wear one at the airport.
- 4** We recommend you check in online, where available. You will be asked a few health-related questions.
- 5** To avoid payments at the airport, we recommend you make your payments online, up to 72 hours before departure, for any extra bags, sports equipment or extra inflight services.