

The safety and wellbeing of our passengers, employees and the communities we service is of utmost priority to Skytrans. The COVID-19 pandemic has impacted the travelling public and in response to official recommendations Skytrans has taken additional precautionary measures. These measures include:

On Board the Aircraft

Skytrans has increased our current cleaning regime on our aircraft to include:

- Increased cleaning and disinfecting the aircraft, both during turnarounds and at the end of each operational day.
- Extended cleaning of the cabin, seating and seatbelts, flight deck and equipment used on board.
- All magazines and newspapers have been removed from the aircraft. New ones will be available but must be disposed of after each use.
- Safety cards are wiped down after each turnaround.
- Cabin Crew wear gloves during most of the service but may also wear a mask (if they choose to do so).

It is important to note that Skytrans has discretionary powers to refuse carriage to any person that is deemed unsuitable to travel.

Check-In (CAIRNS)

In order to reduce the risk of exposure to travellers from other parts of the country and to provide additional protection to our customers and the communities we service, Skytrans will shortly commence our services out of the General Aviation precinct of the Airport. This section is located on the opposite of the airport to the current departure location.

Additionally, hand sanitiser will be made available at each check-in base for as long as supply is possible.

COVID 19 Booking Changes and Refunds Policy

All ticket classes that are booked up until 30 April 2020 are available to be put into credit for 12 months. This must be used within 12 months of the original ticket being issued. Any change fees will be waived when rebooking, however, if the same fare class is not available any fare differential or additional taxes may be applied at time of rebooking. This credit can be used across the network but is restricted to one change only.

If you have booked through an agent, please contact the agent directly to discuss.

Insurance

If you have purchased insurance via the Skytrans website, please contact the insurer directly.