

Hello to all Helisika Ltd clients,

Now is probably a timely opportunity for us to communicate to you all how we're preparing to manage the risks of the Covid 19 virus and inform you of the changes we've made to our operation in an attempt to keep everybody as safe as possible. We'll also endeavor to keep you updated via our Facebook page.

As it stands today we are planning to continue operating through our busy April period but we ask that you take a moment to read through the conditions we've listed below and adhere to them while on Helisika Ltd premises. It's important to note that we've tried to limit the impact these new processes have on your experience as much as possible and we appreciate your business but we feel these are important steps that we all need to follow to keep everybody as safe as possible. Thanks for taking the time to read through these points and we look forward to seeing you soon.

- Firstly, plan to arrive at Helisika 30 min prior to your flight time. **Please do not turn up any earlier than this.** We want as few people on our premises at any one time as possible. If you turn up earlier we will be politely asking you to either wait in your car or return to town.
- **Obviously, if you're displaying any symptoms of Covid 19 or are meant to be in mandatory self isolation for any reason stay away.**
- We have set up a hand washing sink outside the office on the black post and rail fence. Please give your hands a good wash before entering the office for weigh up and processing.
- Adhere to the recommended social distancing measures as best as you can, refrain from touching your face after handwashing and sneeze into your elbow if you have to. Don't be offended if our staff politely refuse a handshake.
- Helisika kitchen and toilet facilities are not available for client use. We are planning to have portaloos available in the carpark and set up a waiting area in the main hangar if we end up with a back log of flights.
- We will not be rolling over any deposits to your following years bookings. We are happy to rebook your slot for 2021 but your deposit must be used this trip.
- If the weather is looking marginal for your flight in please call the office prior to driving out to base. Again, this is an effort to reduce numbers on site as much as possible. We will not allow unnecessary waiting around for weather breaks. It is preferable and far more comfortable for you if you wait in town for our call.
- If you have your own hand sanitizer bring it and use it. We will have a limited supply of sanitizer at the handwashing station so if you have your own-great.

Thanks again for having a read through these points and we appreciate your cooperation in adhering to them.

Regards The Helisika Team.