

# LET'S MAKE FLYING FEEL SAFE AGAIN

We are back in the skies

Dear Vistara Partner,

We are delighted to welcome you back to the skies. As directed by the Government of India, we will resume our domestic operations effective 25-May-20, in a staggered way.

We want to take this opportunity to make you aware of the new travel normal. As we get ready to fly again, here are a few things that we urge our customers to comply with in order for a hassle free flying experience.

We at Vistara, are taking every possible measure to make for a comfortable flying experience. However, for it be a complete success, we urge you to join hands. For together, we will make flying feel safe again.

## HOW WE WILL HELP YOU FLY SAFER



Our cabin crew will undergo screening for symptoms before departure and arrival, every time.



Our cabin crew and staff will always carry their PPE (personal protective equipment) such as masks, gloves & sanitizers. We will also be providing PPE for your protection, prior to your boarding.



We will sanitize our planes before every take off, and perform deep cleaning once every 24 hours. Our aircraft use multiple highly efficient filtration systems that continuously refresh cabin air with air from outside.



Check-in will open at least 2 hours prior to departure; sequential boarding will open at least 1 hour prior to departure.



We will open self-boarding & direct passengers through the process, from a safe distance.



We will ensure that coaches & step ladders are thoroughly sanitized before every use.



We will reduce the number of touch-points by combining or discontinuing certain inflight services.



Baggage limits will be strictly followed. We will enable contactless checked-in baggage drop facility at the airport.

## HOW CUSTOMERS CAN HELP US FLY SAFER



Check for symptoms before starting for their journey. Please download the Aarogya Setu app & declare the health status.



Wear their face mask at all times.



Sanitize their hands frequently & avoid touching common surfaces.



Web check-in for their flight and self-print their boarding pass. Before they web check-in, they are required to fill in a mandatory self-declaration.



Report at the airport by the stipulated time to avoid hassle & travel comfortably.



Limit their check-in baggage to only one piece. Pack only the essentials in hand bag.



Practice inflight etiquettes. Do not touch others' handbags, minimise the use of lavatories, do not crowd the aisle, and disembark patiently.



Download multiple digital payment apps on your phone, and refrain from using cash as a mode of payment at the airport.

We thank you for your support through these times, and look forward to a lasting relation with you.

Warm regards,  
Team Vistara