

Take off With 'The Best Flyer Standard Care'

We understand that travelling at the moment may seem overwhelming. It's important you feel reassured and confident about your wellbeing when you fly with us. Find out about the measures we're taking to protect you at every step of your journey:

Before your Flight



To enhance a touch less travel experience, we are encouraging all our passengers to CHECK IN Online. You can manage your booking under 'Check -In' tab on our website www.airkenya.com. If you are booked by an agent, you will need to contact the agent to check in on your behalf. Please ensure to put in your **updated email addresses**, as the system will generate your boarding pass and automatically send a copy to the email address given, you will also have a print and save option where you can download and save to your hand device.



Online Check in is open 24hours prior to your departure time and closes 1 hour before takeoff time, at this time, our check in desks will be open to facilitate document verification and issue you your luggage tags. Check in counters will close 30 minutes to departure time. You will not be allowed to check in at the terminal once the counters close, even if you checked in Online.



We highly recommend and have made mandatory to give your up to date contact details in case we need to get in touch.



Make sure you pack everything into your checked-in bags. Cabin baggage is currently restricted to a laptop bag, handbag, briefcase, or baby items only.



Try to keep hand baggage to a minimum so it's easier to move through the airport, you will be required to carry your own bag to the baggage station for weighing, screening and sanitizing.



We require you to wear your **surgical face mask** at all times. Remember to carry an extra piece, for your comfort.



Don't travel if you've experienced symptoms of Covid-19 within the last 14 days and still have a high temperature.



Guests are encouraged to bring their own water bottles. All plastic bottles are now banned from Kenya's National Parks and reserves. In flight refreshments/ services have been suspended.



After every trip, all our aircraft go through an enhanced cleaning and disinfection process.

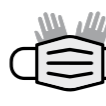
Check in at the Wilson Terminal



Arrive 1 hour before your flight departure time.



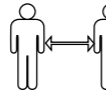
When you enter Airkenya Express Terminal at Wilson Airport, you'll need to **wear a surgical face mask**.



Extra masks and **Care Kits will be available** at check-in if you need one.



Only people who are travelling can enter the terminal, unless you have a disability and need assistance to travel.



We've introduced a number of social distancing measures.



You'll undergo **thermal screening through our infrared cameras** and hand sanitizing before proceeding to queue.



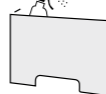
Automated Hand sanitizer dispensers have been added near high-traffic and high-touch locations throughout the Terminal.



Our check-in desks have been fitted with protective screens. And we've added spacing stickers on the floor and on the sitting areas to help everyone maintain a safe distance.



All our staff will be wearing surgical protective face mask, shields and gloves where necessary.



Check-in counters are being wiped down and sanitized frequently throughout the day.



For everyone's safety, all our customer-facing employees have their temperature checked before reporting to work. They have also received specific training on health and hygiene protocols. They will continue to receive ongoing training on updated preventive measures so that they continue to guide you through new procedures and answer any questions.

Check In at the park's Airstrips



All our incoming passengers from the parks will also be screened before boarding the flights.



Our crew will provide hand sanitizers before you board, seating will be done from front to back depending on the number of stops and to limit movements during pick up and drop offs.



We also encourage passengers from the parks to check in Online, and put in their updated contact details to enable us to contact you when need arises.



After every trip, all our aircraft go through an enhanced cleaning and fogging disinfection process.

Security



Luggage Bins at the screening area are being wiped down and sanitized throughout the day.



Our staffs on ground, security, tarmac, marshalls are required to wear masks or face coverings and gloves at all the checkpoints.



Baggage tags will be printed for the guest to collect at the check in counter

Lounge



Protective Screen has been added where face-to-face service is necessary.



Hand sanitizer dispensers have been added near high-traffic and high-touch locations.



We are limiting our lounge capacity and blocking select seats to promote safe distancing.



Our restrooms are cleaned and disinfected more frequently throughout the day.



Across the terminal bio-waste collection bins are placed so that passengers can dispose their used mask and other personal protective equipment. Touch-free hand sanitizers have also been placed across the terminal.



Dining is permitted at the Dorman's Cafe inside our lounge, Dining set ups have been carefully laid out to ensure sufficient space between guests.

Boarding



Having checked in online through our website, you will receive an E -QR coded boarding pass sent to your email address, you can print or save the same on your hand device. This E-boarding pass will have your flight information. Make sure you provide your updated contact information whilst checking in.



You will need to scan this boarding pass at the boarding gate and proceed to your awaiting flights.



All our crew will be wearing surgical masks, face shields and gloves at all the checkpoints.

On Board



Our cleaning teams have received rigorous training and are provided an extensive checklist to follow to ensure everything meets our elevated standards. If an aircraft doesn't pass our spot check before you board, our teams can hold the flight and call back the cleaning crew.



There is continuous cleaning and disinfection for all our aircrafts after every flight.



Customers must wear surgical or higher standard masks or face coverings throughout the entire duration of the flight.



On board, wearing a mask shall be mandatory to all passengers and crew; however Children under the age of 2 years shall not be subject to this requirement.



We have removed print items such as our in-flight magazine to reduce touch items while on board. The in-flight Magazine will be available online through our website.

Baggage Claim

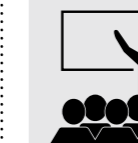


Baggage stations, where checked bags are located before they are loaded on the aircraft, are being wiped down and sanitized throughout the day.



Hand sanitizer stations have been placed near baggage claim area. All luggages will be disinfected before delivery to the guest.

Health Support



All our staffs have received training and will continue to retrain on best practices and protocols as guided by port health, medical practitioners and government regulations.



Port Health officers shall conduct pre-flight and post-flight screening (arrivals and departures) in terms Covid-19 symptoms, body temperatures and travelling history. They have laid procedures on course of action to take in the event of a suspected case of COVID - 19.

Payments



In order to prevent the spread of COVID-19, we will not accept cash transactions at our terminal. Contactless modes of payment such as credit/ Debit card, Mpesa, and Electronic Funds Transfers options are available.