



HEALTH & SAFETY PROTOCOL

The health and safety of our guests, staff, and community is our top priority. Paradise Helicopters is a global leader in aviation safety, and we have implemented enhanced guidelines in response to the COVID-19 pandemic. Our approach to safety is led by our Accountable Executive and Director of Safety, who regularly monitor updates from government and health officials.



We Request Negative COVID-19 Test Results

All guests must be one of the following:

A resident who has been on island for at least 14 days or who has had a negative COVID-19 test in the past 72 hours.

-or-

A visitor who has either quarantined for 14 days (showing an airline ticket with an arrival date 14 days prior to flight), or who can show that the pre-testing travel program accepted a negative test result from them.

Social Distancing

Guests and staff are asked to maintain a six-foot distance from one another and sneeze/cough into an elbow. Please refrain from shaking hands and engaging in unnecessary physical contact with those outside your party while on our premises. If you are experiencing any symptoms such as cough, fever, abnormal fatigue, or not feeling well please refrain from entering our facilities.

Private Flights

What is a private flight? A private flight is when one party flies on a helicopter at a time. For a completely private flight experience, guests can choose to purchase all the seats on any tour or may book a custom private charter. Guests who purchase only a single seat on a tour may be seated with other passengers outside of their party.

Modified Check-in

We have shortened our check-in time to 30 minutes prior to your flight for all flights except sunset flights, which have a check-in time of 45 minutes. As part of our check-in process, we may require a temperature check to ensure you are not exhibiting symptoms, performed at staff's discretion. To encourage a contactless check-in experience, we are currently not accepting cash as a form of payment. Our staff will ask guests to sign a COVID-19 waiver, note the results of temperature check, and adhere to any state and/or county orders regarding storage of guest information to be used in the case of contact tracing of COVID-19.

When guests are seated in the copilot seat (seat one), special risk mitigation is taken to ensure safety for all. Due to close proximity, any guests seated in the copilot seat (seat 1) must wear an N95 type mask and be careful to avoid physical contact with the pilot. Evidence of negative covid test or completion of 14-day quarantine is required for guests in seat 1. We will notify you of this requirement upon booking and remind you upon check-in.

If you are exhibiting COVID-like symptoms (dry cough/ fever/abnormal fatigue), please notify us immediately before you go to our base of operations. Any guests or staff who are not feeling well are required to stay home. If you are exhibiting symptoms upon check-in, you will be asked to postpone your flight. For the safety of our staff and guests, we reserve the right to refuse service to any guest we feel is exhibiting symptoms.

Face Masks

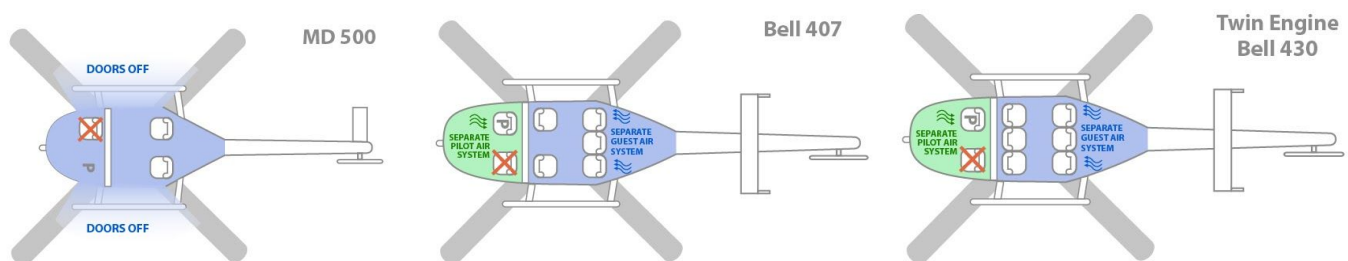
Per Hawaii's Governor Emergency Proclamation and CDC guidelines, guests aged five (5) years and older are required to wear a face mask (covering the nose and mouth) during their time in and around our facilities and aircraft. Guests flying on our doors-off flights must wear a mask that fits tightly behind the ears to ensure it will not leave the aircraft during flight. Due to close proximity, any guests seated in the copilot seat (seat 1) must wear an N95 type mask.

Cleaning & Sanitization

Hand sanitizer is provided to all staff and guests. Employees are required to wash their hands regularly. Sanitization via spray, wipe or fogger are used in all aircraft prior to boarding. Seatbelts, headsets and all high-touch areas in the aircraft and at our bases are sanitized between flights.

Social Distancing Flights Available

For the ultimate social distancing experience, you can choose to make your flight private by purchasing all seats on the aircraft to minimize your contact with outside parties. Our MD 500 aircraft is offered as a doors off option which allows for optimal airflow during your flight. Our Bell 407 has separate air circulation systems and the cabin is partitioned from the cockpit. On our twin engine Bell 430 helicopters pilot and guests have separate air conditioning systems and the cabin is partitioned from the cockpit.



We look forward to flying with you!

We are committed to making your adventure with us nothing short of amazing. We have taken many risk mitigation measures to ensure your safety while flying with us. Along with our mandatory COVID-19 procedures, we will be requesting for you to complete a COVID-19 waiver

upon your arrival to help ensure the safety of our staff and other passengers. Thank you for your understanding and we look forward to seeing you soon.