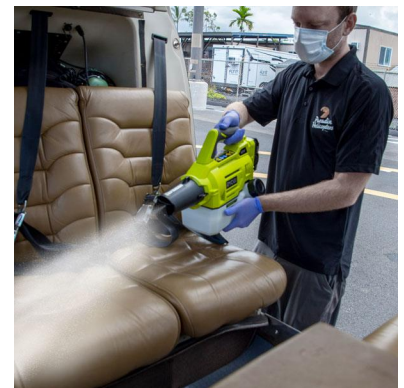




HEALTH & SAFETY PROTOCOL

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 Documented Clearance

All guests must be one of the following:

A Hawai'i resident with state ID who either A) has **not** been out of state in the last 10 days, or B) has arrived to the current island directly from the mainland within the last 10 days and can show documentation of negative COVID test result or of vaccine clearance, accepted by Safe Travels

-or-

A visitor who has either A) quarantined for 10 days (showing an airline ticket with an arrival date 10 days prior to flight), or B) who can show documentation of negative COVID test result accepted by Safe Travels, or C) who can show documentation of vaccine clearance accepted by Safe Travels.

Evidence of vaccination can be provided via one of the three documents below and should be uploaded to [Safe Travels Hawai'i](#) account prior to traveling to Hawai'i:

- A CDC COVID-19 Vaccination Record Card
- VAMS (Vaccination Administration Management System) printout
- DOD DD Form 2766C

Note: if you are travelling between the islands but have not left the state, you are exempt from these requirements as of June 15, 2021.

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

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. For a contactless check-in experience, we prefer payment via card instead of cash whenever possible. 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 may be requested. Due to close proximity of guests and pilot on our MD 500 aircraft (seating up to 4 guests), we require that pilot and any guest seated in the copilot seat (seat 1) wear an N95 or surgical mask equivalent and be careful to avoid physical contact with the pilot. We will provide N95 masks if needed. For guests seated in seat 1 (copilot seat), we require evidence in the Safe Travels app of either a negative COVID test, a vaccination card, or proven completion of 10 day quarantine. We will notify guests of any such requests 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 of guests and pilot on our MD 500 aircraft (seating up to 4 guests), we require that pilot and any guest seated in the copilot seat (seat 1) wear an N95 or surgical mask equivalent and be careful to avoid physical contact with the pilot. We will provide N95 masks if needed. If we provide ground transportation for guests, we require guests to wear a face mask at all times.

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 & Bell 430 aircraft have separate air circulation systems between the cockpit and cabin, and if guests do a buy-out of the aircraft and request a segregated cabin, then we can partition the back seats from the cockpit with a divider (see diagrams below).

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. We have taken many risk mitigation measures to ensure your safety while flying with us. Along with our mandatory COVID-19 procedures, we will request you to complete a COVID-19 waiver upon your arrival to help ensure the safety of our staff and other passengers and help with contact tracing should the authorities request it. Thank you for your understanding and we look forward to seeing you soon.