

# Temporary Announcement & Service – Effective March 29, 2020

## \* Announcement

**\*\*\*Flights under 1:30 hours:** *“In the midst of this coronavirus outbreak (covid-19), the safety of everyone onboard remains our top priority. that’s why, on today’s flight, we are not offering any food or beverages please let us know if you need something.”*

**\*\*\*Flights over 1:30 hours:** *“In the midst of this coronavirus outbreak (covid-19), the safety of everyone onboard remains our top priority. that’s why on today’s flight, we’ll be offering a modified service. We’ll soon be coming through the aisle with a sealed beverage.”*

## \* Beverage Service

- Offer customers bottled water and / or sealed beverages (not poured— can of soda)
- No ice for passengers, no alcohol, cups upon request
- No coffee / tea service. We will continue to provide coffee and tea for you and the pilots.
- Catering Operations is working to provision and board bottled water. You will begin seeing this in coming days and increase as additional supply arrives. In the meantime, you may still see 1.5l bottles of water boarded and can serve that to passengers only upon request or a medical emergency.
- Ice may still be ordered for crew or medical emergency use.
- Continue using catering order forms in HUBs however, note that not all catering items may be available.

	Flights Under 1:30 Hrs.	Flights Over 1:30
Service	<ul style="list-style-type: none"> <li>• Sealed beverages available upon request only (no snacks)</li> <li>• Pick up trash</li> <li>• Bonus Bucks Promotion (do not collect applications)</li> </ul>	<ul style="list-style-type: none"> <li>• Using beverage cart, offer sealed beverages (no snacks)</li> <li>• Pick up trash</li> <li>• Bonus Bucks Promotion (do not collect applications)</li> </ul>
Remainder of Flight	<ul style="list-style-type: none"> <li>• Monitor the cabin</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor the cabin</li> <li>• Sealed beverages available upon request</li> <li>• Pick-up trash</li> </ul>

### A few more things to know:

- For **Bonus Bucks**, offer business cards or applications, do not collect applications. Applications will not be boarded but can be picked up in your base.
- Our retail buy on board program is temporarily suspended