

To Our Valued Customers,

Thank you for your unwavering support and understanding during these unprecedented times. As travel restrictions ease and we resume passenger flights to the Bahamas, we are implementing new policies and procedures designed to enhance the safety of both our passengers and our flight and ground crews. We believe these measures are in everyone's best interests and we will keep them in place indefinitely, while seeking minimal disruption of the signature Makers Air experience.

These new protocols are summarized below:

1. Upon arrival to the passenger lobby, you will notice that we have made modifications in our Sky Lounge in order to facilitate social distancing. During the check-in process, we will bring only one reservation group into the check-in area at a time. In addition to our regular check-in procedures, we will also be requiring a temperature check of all passengers. (Passengers who test above 100.4 degrees will be asked to rebook after they can receive a medical checkup or test). Upon completion, someone from our Reservations team will guide you and your travel companions to a designated area of our lobby. Again, every effort will be made to keep passenger groups together, but physically separate from other passenger groups.
2. You will notice we have installed a plexiglass window at our check-in counter and erected stanchions and other separators to ensure proper distancing and minimal contact with other passengers and ground crew.
3. All surfaces in the passenger lounge are sprayed with disinfectant and wiped down before and after each flight departure.
4. Hand sanitizing stations are placed throughout the lobby

5. For the safety and well-being of both passengers and Makers Air staff and crew, masks will be mandatory prior to entering the lobby and must be worn at all times both in our passenger lounge as well as aboard our aircraft (and for the duration of the flight).
6. While Makers Air has always made cabin cleanliness a priority, we have enhanced our regular cleaning protocols significantly. Each aircraft is sanitized prior to each flight and deep cleaned at the end of each day. In addition, whenever we turnover passengers (deplane existing and emplane new passengers), all surfaces of the interior including seats, window sills, and all multi-touch surfaces will be sprayed and disinfected.

As we implement these new procedures, we expect a certain amount of adjustment and perhaps some inconvenience. While we do our very best to minimize this, please bear with us. And as always, we sincerely appreciate all feedback and suggestions from our valued passengers.

Makers Air looks forward to re-connecting you to paradise!