



## **Tour Operations – Health & Safety Protocol**

Helicopter Flight Services' number one priority is the safety of our passengers, pilots and employees. We are closely monitoring information provided by both federal and state governments, as well as the CDC, to ensure that our tour operations are as safe as possible to protect you from Covid-19. Please find information on our additional health and safety protocols below:

### **Our Pilots and Employees**

1. Our staff will be required to take their temperature prior to reporting to work. If a staff member or pilot exhibits any symptoms of Covid-19, they will not report to duty.
2. While on duty, staff will wash their hands or use hand sanitizer often, especially after handling any bags or any high touch surface.
3. Masks must be worn at all times while on duty.
4. Gloves will be used when disinfecting surfaces, handling bags and when loading passengers into their flight.

### **Our Passengers**

1. Passengers will be visibly checked for signs of illness. They will be asked about their recent history relating to Covid-19 symptoms, tests and exposure. If staff deem it appropriate, a touchless thermometer will be used to take a passenger's temperature before boarding their flight. If a passenger's temperature is above 100.4, there will be additional screening and the passenger may be refused service.
2. Passengers will be required to wear a face mask during their entire experience. They may provide their own mask or HeliNY will provide a mask.
3. Passengers will have doors opened for them to limit touch points.
4. Staff will demonstrate how life preservers are worn and passengers will put their own life preserver on.
5. Passengers will place their own belongings into complimentary lockers.
6. Headsets will be provided without microphones and will be disinfected between flights. Passengers will have the option to use disposable earplugs if they prefer.
7. Bookings will need to be prepaid when made in advance.
8. At least one name, phone number and email will be requested per group to allow contact tracing.

### **Our Helicopters**

1. Our helicopters will be disinfected before and after each flight. All high touch points such as life preservers, headsets, seat belts, seats and door handles will be thoroughly cleaned.
2. A deep clean using EPA approved chemicals will be done at the beginning and end of each day.

### **Our Lobby**

1. HeliNY will minimize the number of passengers in our lobby to ensure social distancing can be followed. Passengers may be asked to wait outside.
2. Our lobby will be frequently cleaned and sanitized.
3. All life preservers will be sanitized after each flight.
4. Hand sanitizer will be available to all passengers.

These policies aim to mitigate the risk of transmission of Covid-19. We ask that all of our clients follow these guidelines to ensure the safety of our staff, fellow passengers and themselves.

These policies are subject to change to be in line with any updated state and federal policies.

### **Helicopter Flight Services, Inc.**

Downtown Manhattan Heliport  
6 East River Piers, New York, NY 10004

Linden Airport  
1101 West Edgar Road- Linden, NJ 07036

212-355-0801 [info@heliny.com](mailto:info@heliny.com)