

## 11.1. PASSENGER TRAVEL GUIDELINES AND INSTRUCTIONS

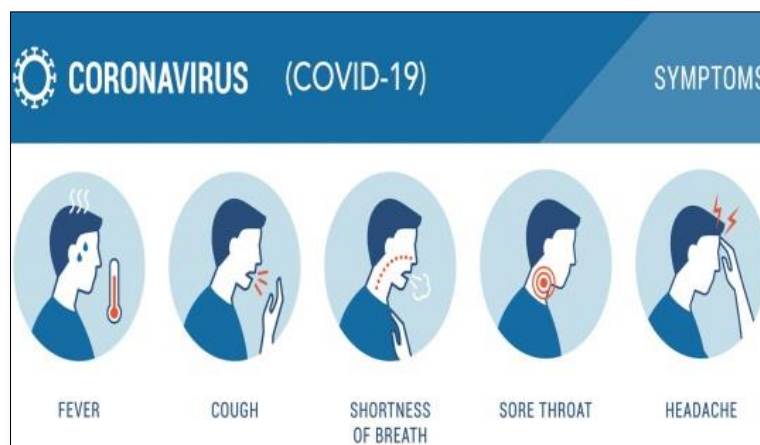
The COVID-19 is a respiratory disease and most infected people will develop mild to moderate symptoms and recover without requiring special treatment. People who have underlying medical conditions and those over 70 years old have a higher risk of developing severe disease and death.

### Common symptoms include:

- Fever
- Tiredness
- Dry cough.

### Other symptoms include:

- shortness of breath
- aches and pains
- sore throat
- Loss of taste/smell



and very few people will report diarrhoea, nausea or a runny nose – World Health Organization

In order to prevent the outspread of the COVID-19 virus, we all must change our lifestyle such as use of mask while out from home, avoid crowded places and frequent hand washing/sanitizing and this must be continued until WHO lifts the pandemic status or until availability of proper vaccine.

While the risk of catching an infection on an aircraft is typically lower than in a shopping centre or an office environment<sup>1</sup>, nevertheless, the following guidelines and instructions are set forth for the health and safety of all the passengers and aviation personnel to prevent inadvertent transmission of the COVID-19:

<sup>1</sup> <https://www.iata.org/en/youandiata/travelers/health/>

1. Practicing hand hygiene by washing them regularly with soap (for 20 seconds) or an alcohol-based sanitizer,



2. For protection of self and others, all passengers are required to wear mask at all time while visiting BHA office premises, ticket counters, cargo counters, and airport premises.

However, the exemption to the obligation to wear face masks can be made for instances where otherwise specified, such as during check-in procedure to verify the identification. Children below 2 years old and people having a medical reason for not wearing face masks can also be exempted provided face shield is worn.



- The mask must be worn properly covering mouth and nose so as to prevent droplets from spreading while coughing, sneezing and talking and should be replaced after being worn for some time (approx. for more than 4 hours) or when becoming wet and soiled. Wet, dirty and torn masks must not be worn.

Should the mask be disposed, it should be disposed only in a designated area and in a proper bin in the airport terminal.

Inside the aircraft it should be kept in one's possession or in a disposal bag which is kept in a seat pocket and handed over to the cabin crew member while disembarking.



- Refrain from touching your face, especially eyes, nose, and mouth
- Refrain from unnecessary usage of baggage trolleys to avoid inadvertent transmission,
- To avoid unnecessary hassle at the airport, all travelling passengers are recommended to take body temperature reading prior heading to the airport
- Do not travel when you are ill, have symptoms of common cold or flu such as high temperature, fatigue, body aches, dry cough, running nose, breathing difficulties, shortness of breath (i.e. COVID-19 symptom) etc.
- As per WHO people over the age of 70 and pregnant women are more susceptible and are in high risk of developing severe disease and death, extra caution must be applied by such passengers and must refrain from flying if they have underlying health condition and possess any or all of the symptoms of cold or flu.
- Stringent screening will be done at the check-in counter to identify symptomatic and highly susceptible passengers and mandatory temperature screening will be done before boarding.

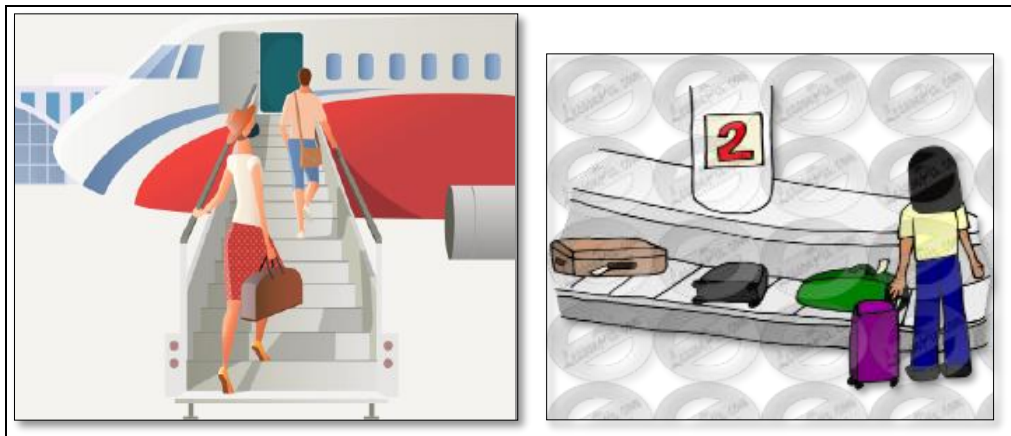


10. Passengers with measured temperature of 38°C (100.4°F) or higher and suspected passengers will be handed over to the Epidemiology Disease Control Division (EDCD) Health Desk
11. Should you experience symptoms suggestive of respiratory illness during or after a trip, seek immediate medical attention and share your travel history with your health care provider.
12. To minimize the risk of transmission in a confined space, the onboard lavatories will be made unavailable throughout the flight, all the travelling passengers are requested to use the lavatories available at the airport premises to relieve themselves before and after the flight. Passengers are also requested to minimize unnecessary movement in flight and refrain from touching non-essential items.



USE THE TOILET AT THE TERMINAL

13. All flight passengers are requested to maintain social distancing of 1 meter at airport premises, checking counters, boarding gates, while boarding buses, baggage collection, cargo offices, ticketing and sales counters.



14. Counters will be closed 15 minutes before boarding and all passengers will be informed accordingly to report at airport at least 1.5 hours before flight time for domestic flights and at least two hours before flight time for International flights.
15. Boarding shall commence 30 minutes prior to flight time



16. No-show will be strictly implemented and such passengers will not be adjusted in other flights
17. Passengers will be transported from the ramp bus to the aircraft maintaining social distancing
18. All passengers shall be provided with hand sanitizers prior boarding the aircraft. It is also recommended to carry their personal pens, and hand sanitizers and frequently use hand sanitizers as required



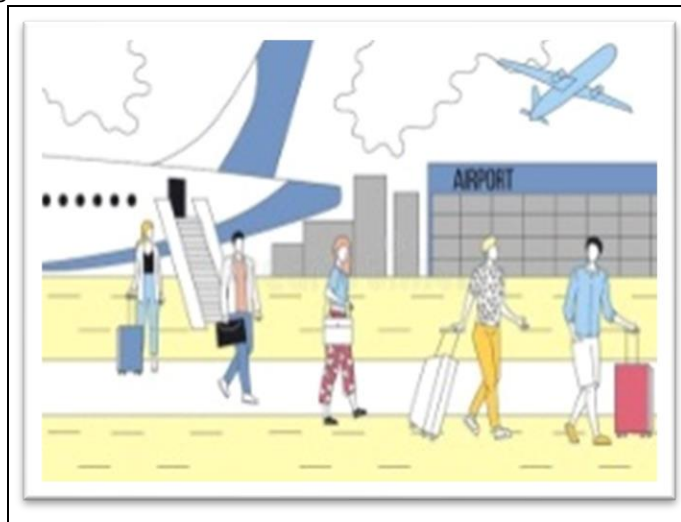
19. Passengers shall be embarked maintaining social distancing.
20. The passenger baggage shall be allowed as per the weight allowance without limitation on checked in baggage, whereas, only small ladies' purse or laptop bag shall be allowed as hand carry.



21. All onboard catering services shall not be made available and water shall be provided only upon request by passengers.



22. Passengers will be disembarked the rear and loaded on the ramp bus maintaining social distancing



23. During the time of epidemic, until further notice, no carry policy for live animal



24. Passengers are encouraged to immediately notify nearest airlines staffs on any suspected cases and on cases when Covid-19 prevention measures are not being followed and or not properly implemented.

25. This guideline shall be applicable to VIP passengers as well.

26. Buddha Air pledges to implement strong action against violation of this public health initiative.

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| <br><b>BUDDHA AIR</b> | <b>COVID-19 PREVENTION SOP</b> | <b>CHAPTER 11</b> |
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27. Passengers who fail to adhere these guidelines and instructions will be termed disruptive and will be refused access to the aircraft cabin, or disembarked.  
If the events take place before aircraft doors are shut, such disruptive passenger shall be removed from airport premises by the competent public authorities according to national/local legislation. Furthermore, subject to national requirements, they may be subject to additional actions as determined by the local authorities at the departure airport.
28. Passengers who do not adhere to these guidelines and instructions in flight, the procedures relating to handling cases of unruly passengers will be applied. Further actions for endangering the flight safety and health security of the other passengers and crew members may be taken by the local authorities at the destination airport in line with national requirements
29. As per airport authority, access to airport terminals is limited to passengers only. Accompanying persons will only be provided access in special circumstances (e.g. accompanying or picking up a passenger requiring assistance – Persons with Reduced Mobility, unaccompanied minors, etc.). As Buddha Air has uploaded these guidelines and instructions on its website as well as its ticketing system and shall presume that whoever purchase the ticket directly or through travel agents or by any means has read and understood these guidelines and instructions prior to arrive at the airport for their travel.
30. All travelling passengers will be screened for COVID 19 Status information at the check-in counter.
31. Passengers who make a false statement shall be subject to prosecution by the existing law of Government of Nepal.
32. Buddha Air shall endeavour to provide hassle free experience for all our travelling passengers and smoothen out all the processes from check-in, boarding, embarkation up-to baggage claim to minimize unnecessary holding and crowd at the terminals
33. For any suggestions and recommendations reports kindly write to:  
[care@buddhaair.com](mailto:care@buddhaair.com)  
[www.buddhaair.com/feedback](http://www.buddhaair.com/feedback)