

MITCHINSON FLIGHT CENTRE (COVID-19) RESPONSE PLAN AND CUSTOMER AGREEMENT



To Our Customers:

Due to the continuing threat of Coronavirus (COVID-19) we have implemented some necessary changes to comply with existing Health Canada guidelines. The safety of our staff and customers is our utmost priority and we ask for each of our customers' cooperation and understanding as we navigate these unprecedented times. Please review the changes to our normal operating procedures and customer requirements outlined below (prior to each booking) and come prepared accordingly. Failure to do so may result in exclusion from our facilities and a temporary restriction on flight training activities until the below criteria can be met.

Customer Requirements:

Customers will be required to have the following equipment and documentation with them during each lesson. *Failure to bring any of the required equipment and/or documentation will result in the lesson being cancelled and the customer responsible for paying a cancellation fee equal to the entire cost of the scheduled lesson.*

- PPE – Mask** (Due to the lack of social distance in the cockpit, customers and staff will be required to wear masks at all times while in the aircraft and building. Customers are required to bring their own masks (either re-useable or disposable).
- Lanyard** (A lanyard will be supplied on the initial visit and must be brought each time as it will be used to gain entry to the facility after screening.)
- Headset** (We will no longer be offering short term headset rentals. Instead we require customers to buy their own headset which can be purchased at MFC.)
- Reflective Safety Vest or Stripes** (In an effort to minimize contact MFC will no longer be giving out reflective equipment. Customers are required to obtain their own reflective safety vest prior to being granted access to the flight line. MFC will have vests available for \$5.00CAD for customers wishing to purchase them.)
- MFC Flight Itinerary Form** (All customers must fill out this form prior to any flight (dual or solo). Once completed online, the form must be emailed to info@flymitchinson.com prior to the purposed departure time. A copy of this form can be downloaded on our website at https://flymitchinson.com/images/COVID/MFC_Flight_Itinerary_Form_UPDATED.pdf)
- Assigned Homework & Studying complete** (As always customers must come prepared for each lesson. This is particularly important now as this minimizes time spent at the hangar briefing and helps maintain on-time performance. Failure to come adequately prepared will result in the lesson being cancelled. Following each lesson, ask your instructor what your next lesson will cover and review the lesson plan for the next flight to ensure you are properly prepared.)
- For Cross Countries – Nav log, Map & Flight Plan filed** (The entire Nav log and map work must be completed along with the flight plan filed prior to arriving at the school. This ensures that minimal time is spent at the hangar preparing for the flight.)

Cancellation/No show Policy:

The following cancellation policy applies to all customers. **MFC reserves the right to charge customers a cancellation fee (equal to 1-hour flight time and 1-hour instructor time) if the below criteria are not met:**

- Customers are required to give at minimum 24hrs notice prior to cancelling or rebooking any lesson with the following exceptions:
 - Weather that is unsafe or unsuitable for the lesson being flown (as determined by the flight instructor)
 - Scheduled or unscheduled maintenance (including aircraft defects discovered during preflight inspection)
 - Advanced notice should be given as much as possible if a customer become sick or tests positive for COVID-19. Customers displaying symptoms will not be granted access to the building.
- Customers are required to arrive on time for each booking (arriving more than 10 minutes late will be considered a no-show).
- Customers are responsible for coming prepared for every flight. All items listed above under "Customer Requirements" must be completed prior to showing up for each booking.

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Changes to Daily Operations:

- Bookings will be lengthened to 2-hour slots to allow for adequate cleaning in-between flights and to ensure on-time performance (actual lesson times have not changed). To better facilitate this, bookings will only be available via telephone (306-244-6714) or email (info@flymitchinson.com) only (No online bookings).
- Entry and Exit (other than to the flight line) will be available from the main (west) door only. All doors (including the main door) will be locked from outside access. Upon arrival at your designated booking time, knock on the door for access into the building. (If no answer, call the office at 306-244-6714). A sign in/out system will be in place to keep track of individuals entering and exiting.
- Only customers who have scheduled bookings or who have pre-arranged an appointment will be permitted to enter our facility. We will not be allowing visitors-unless approved under special circumstances by MFC management (CFI, CP, Owners).
- Customers will not be permitted to enter our facility any earlier than 5 minutes prior to their scheduled booking time. **Customers arriving late in excess of 10 minutes will not be permitted to enter the facility, have their booking cancelled and be charged a cancellation fee.**
- When entering our facility, customers will be required to go through a screening process and have their temperature taken to determine their risk of exposure to the coronavirus. Anyone not meeting the eligibility criteria below will not be granted access to the building and should contact the Saskatchewan Health Authority (811) for further guidance.
 - Do you have any of the following symptoms: fever, cough, or difficulty breathing? (yes/no)
 - Have you travelled outside Canada within the last 14 days? (yes/no)
 - Have you travelled to another province or an area within Saskatchewan where travel restrictions apply (as per the [Saskatchewan Government guidelines-COVID 19 – updated daily](#)) within the last 14 days? (yes/no)
 - Have you had close contact with a confirmed or probable COVID-19 case? (yes/no)
 - Have you had close contact with a person with an acute respiratory illness who has been outside Canada in the last 14 days? (yes/no)
- Customers will only be permitted in designated areas (dispatch office, classroom, main hangar during transit & washrooms). Areas such as the staff lunchroom, CFI/back office(s) and other briefing rooms are strictly off limits to customers for the time being.
- If the dispatch office or classroom exceeds maximum capacity, some individuals may be asked to wait outside temporarily.
- Hand sanitizer will be provided throughout our facility and is encouraged to be used as much as possible.
- Following a lesson, flight times are to be read out to dispatchers to minimize contact. Additionally, customers will be asked to leave the facility without loitering to minimize any unnecessary time spent in the building.
- Pilot Training Records (PTR) will now be filled out exclusively by instructors and are off limits to students.
- Customers are encouraged to have credit on account or pay using e-transfer for their flight training, however as an alternative we can store a credit card on file to be charged after each lesson. Payments in cash and using the credit/debit machine are still accepted but not preferred.

We ask that each customer digitally initial this document to show they have read and agree to comply with the above terms. Once initialed please send a copy of this form as well as your availability and any questions to info@flymitchinson.com to resume your flight training. Please note, due to the changing restrictions with COVID-19 this agreement may be updated without prior notice. By initialing below, you are also agreeing to comply with any future revisions of this document.

NAME: _____ DATE: _____ INITIAL: _____