



March 25, 2020

COVID-19 FLIGHT SCHEDULE CHANGES

Dear Valued Customer,

This is an update regarding Taquan Air service modifications on our route system. The effects of the spread of COVID-19 are unprecedented. With exponential growth in confirmed diagnosis in Ketchikan, and with the strong advisement of our local, state and federal governments and health officials Taquan Air is responding accordingly.

Effective immediately:

- Refunds and change fees are waived on all tickets until further notice.
- Current bookings can be retained and rescheduled for future date.
- Bookings can no longer be made via our website or at our service counters. Please call our agents to book direct. We advise you call between 8:00 am and 12:00 pm Monday thru Saturday as our lobby hours could fluctuate as a result of our reduced schedule.
 - **1-907-225-8800**
 - **1-800-770-8800**
- We are restricting payments to debit/credit, check or Money Order.
- Taquan Air continues to process and deliver freight, USPS and UPS mail.
 - Ketchikan terminal lobby hours will change based on demand. Please visit our Facebook page for daily updates.
 - Personal freight delivery's may be delayed as a result of our reduced schedule.

Travel Restrictions:

- We are limiting our passenger services to essential travel only. This includes emergent care facilitators, and those requiring support services in Ketchikan or residents returning to their communities.
- Essential travelers should be prepared to provide documentation that supports their travel need.
- Do not attempt to travel if you are symptomatic. If you exhibit COVID-19 symptoms we will rebook your flight to a future date or provide full refund of your ticket.

As we monitor the advisory bulletins and mandates provided by our local, state and federal officials, we will continue to respond appropriately to meet the needs of our customers appropriately.