

## AIR RAROTONGA – COVID-19 SITUATION

18<sup>th</sup> March 2020

### INTER ISLANDS FLIGHT SCHEDULES SUSPENDED

Air Rarotonga will suspend all scheduled inter-island air services as from midnight on the 21<sup>st</sup> March 2020, following travel restrictions announced by the Cook Islands Government in response to the COVID-19 pandemic. At this stage, the suspension is in place until 30<sup>th</sup> April 2020 and is subject to constant review. Further extension is likely given the uncertainties surrounding the timeframe of the pandemic.

From the 21<sup>st</sup> March no person may travel to the *pa enua* – including Aitutaki - unless they have completed a 14 day period of quarantine. It is understood **cargo flights from Rarotonga** are permitted along with the directional transportation of **passengers from the *pa enua* to Rarotonga**. The airline is preparing documented operational protocols governing these non-scheduled operations for approval by Government authorities and island councils.

The airline will also provide emergency and other relief flights requested by Government and *Te Marae Ora* – Ministry of Health.

Consultations are underway with accommodation operators for the transfer of guests who are already in Aitutaki on the 21<sup>st</sup> March requiring return travel after that date.

Air Rarotonga customers whose travel arrangements are affected by the suspension of services are asked to contact the Air Rarotonga Travel Centre on +682 22888 or the travel agent who made your booking.

Our customer service staff are handling an unprecedented volume of enquiries and giving priority to customers booked to depart within the next 72 hours. If your flight departure date is beyond the next 72 hours we respectfully request that contact us at a later time.

We appreciate your patience and understanding at this extraordinary time.

Further Information:

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