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Integrated Flight Resources response to COVID-19

At Integrated Flight Resources, we take pride in offering the safest possible environment for our customers and staff. We have recently been fielding questions regarding what steps we've taken to combat the spread of the coronavirus. We certainly understand everyone's concerns and want to assure you that our normal cleaning practices have been updated to include the recent guidelines from the CDC.

It is our normal procedure when an aircraft returns from a trip that all surfaces are wiped down with cleaners and disinfectant. We have a dedicated hangar staff that goes through each airplane when it is at home base to accomplish this. Due to the increase in the spread of the virus, we have stepped up our cleaning schedule to include wiping down the surfaces after each landing, even when away from base. We've stocked our airplanes with extra sanitizer and disinfectant wipes should our customers decide they'd feel more at ease by wiping the surfaces they plan to use themselves.

Our staff and crews have revisited proper hand washing and hygiene techniques recommended by the CDC. Additionally, while we love to treat our customers as family, we've recommended that our flight crews practice social distancing in an effort to combat the spread of the virus from customers or other crews who may have been infected but haven't yet shown symptoms. Should any of our staff exhibit symptoms of the virus, they have been informed to stay at home and contact a healthcare provider immediately.

IFR is committed to doing everything in our power to continue our operations with the same level of safety and service our customers have grown to know and love. We will do our best to accomplish every trip with minimal impact to the end user; however, due to the dynamic nature of a pandemic, there may be some situations where an inconvenience is inevitable. Because of this, beginning March 16th, we have decided to waive our general cancellation terms, and will work on a case by case basis to determine any unrecoverable fees associated with last minute cancellations.

If you have any questions regarding our policies or practices, please don't hesitate to reach out to our general information address: info@ifrcharter.com

Regards,

A handwritten signature in black ink, appearing to read "Calvin Pethan", written in a cursive style.

Calvin Pethan
V. P. Operations, IFR