



A Message From Our CEO

Dear Valued Guest,

We last wrote to you in March 2020 as the full effects of the COVID-19 outbreak were beginning to be felt around the globe. Eight months later and the world is still in the midst of this unexpected pandemic with the aviation industry just one of the many vital sectors that continues to be affected.

At RoyalJet, we want to reassure you that we remain fully committed to your safe passage with us and continue to maintain the highest standards of hygiene and sanitization to ensure you enjoy the safest and healthiest flight possible.

ENHANCED CLEANING, DISINFECTION AND MONITORING

On all aircraft departing from our hub in Abu Dhabi, RoyalJet has implemented enhanced cleaning and disinfection of all cabins, with a particular focus on surface cleaning.

We continue to use an approved chemical which is proven to kill viruses and germs, leaves a long lasting protective coating which prevents new contamination of viruses, bacteria and fungi on surfaces. It is also eco-friendly.

The cleaning process includes a comprehensive wipe down of all surfaces - from windows, tables, screens, armrests, seats, in-seat controls, panels, air vents and any overhead bins in the rear cabins, to lavatories, galleys and crew rest areas. Once this initial wipe-down has been completed, all cabins are then fogged using the approved disinfection agent, ensuring that all areas and surfaces within the aircraft are disinfected.

All RoyalJet aircraft are fitted with HEPA cabin air filters which are proven to filter out 99.97% of viruses, including COVID-19. They also remove dust, allergens and microbes from the air entering into the cabin and cockpit, which helps to provide a safer, healthier and more comfortable environment for all.

Our safety management team continues to monitor daily developments regarding the COVID-19 outbreak, maintaining contact with all relevant regulatory authorities and ensuring the response is current and appropriate. We also continue to work closely with all our partners and industry stakeholders to ensure wellbeing and comfort remain at the forefront.

OTHER NEW DEVELOPMENTS

As you may have seen, we are currently refurbishing our VVIP lounge in our FBO at Abu Dhabi International Airport. Our goal is to further enhance and refine your travel experience with us, and we hope to formally reveal our new space to you before the end of this year. Rest assured however that during this refurbishment period our full commitment to providing you with the highest standard of service will be maintained.

You may also notice that the look and feel of RoyalJet in other areas beginning to change. We have taken the reduction in activity which has resulted from the pandemic as an opportunity to invest in redefining, transforming and enhancing the overall experience you will enjoy when you travel with us in the future. From the booking process, to the look and feel of our lounge, to the on-board experience and even the post flight process, every element of your journey with us will be even better than you have enjoyed in the past.

We are very excited to launch these new initiatives and transform your experience with us over the coming months and will be reaching out to you with more information and an exclusive invitation to see the changes in person.

ROB DICASTRI
Chief Executive Officer