

To our valued customers and clients,

An Important Message from MAC Air Group Concerning COVID-19. During these extenuating circumstances, we at MAC Air Group are here to ease the burden and the complexities that are now associated with air travel. We are dedicated to making sure our guests and passengers can travel, knowing they are safe from COVID-19. Your confidence in us to make sure our facilities, crew and aircraft are clean and safe is of the utmost importance.

Now, and over these coming months, our priority is to provide outstanding service and safety while protecting your health. *Our Team* is diligently following the CDC, federal and state guidelines to maintain the safety and hygiene practices required.

To uphold this commitment, here's how *Our Team* will ensure we follow and exceed these requirements:

Charter Operations:

- Our pilots have detailed guidelines on how to stay safe without jeopardizing the services we provide passengers.
- We have enhanced our regular cleaning protocol and begun to use an antimicrobial disinfectant so passengers and crew fly with confidence and know they are safe from COVID-19.
- Each of our aircraft is now fitted with extra cleaning kits.

FBO and Maintenance Services:

- We increased our daily cleaning regimen so public areas are disinfected multiple times per day.
- We're thoroughly disinfecting all crew cars after every use.
- We have increased ramp side service for car delivery to reduce the entering of the FBO lobby.
- We provide guests with alcohol-based sanitizer at the front desk, washrooms and other shared spaces.
- In our FBO, the pilot's gym and snooze room are temporarily closed.

Administrative Office:

- We've assigned all "non-essential" staff to work from home to reduce risk to them and their families.
- All meetings are now conducted via conference call.

Our Team is here to keep you safe, while never losing site of the exceptional customer service you've come to expect. If you ever have any questions or concerns, or a suggestion, please call us at 207.780.1811 or email us at info@macairgroup.com.

Be safe.

Your MAC Air Group Team