

22<sup>nd</sup> August 2020

## Virgin Atlantic announces its return to Lagos

- The airline will launch passenger flights to Lagos on 10<sup>th</sup> September after a five-month pause due to Covid-19.
- Flights from Lagos to London Heathrow will be operated on the new A350-1000.
- Customers will receive hot meals and a choice of wine, beer and soft drinks on every flight
- The airline has enhanced its meticulous cleaning regime to include electrostatic disinfectant fogging of the aircraft and individual Health Packs for all customers including medical grade face masks, hand sanitizer and surface wipes

Dear valued Partner,

Following Federal Government's announcement of the lifting of ban on international passenger flight operations, Virgin Atlantic is delighted to announce that we will be restarting our operations from Lagos to London Heathrow on 10<sup>th</sup> September 2020.

I am also delighted to announce that when we return to Lagos we will be doing so on our new A350-1000 aircraft which is packed with innovation, thoughtful features, and unmistakable Virgin Atlantic flair. From our new enhanced social space to extra storage, and our latest entertainment system, there's so much to look forward to.

We will be offering a simplified hot food service in all cabins, redesigned to limit interaction, enclosed and controlled from preparation in a Covid-safe, monitored environment to the moment it is served. Economy and Premium Economy customers will now enjoy a "Fly safe, eat well" meal box, which incorporates a choice of two hot meals, cheese and biscuits and a dessert pot washed down with a choice of wine, beer, soft drinks and bottled water. Upper Class customers will receive a choice of three hot meals, desserts, including cheese & biscuits and a ciabatta roll, all delivered to their seat on a tray.

The health and wellbeing of our customers and crew is at the centre of all our operations and that includes social distancing at the airport and on-board wherever possible, meticulous cleaning of the aircraft and individual Health Packs for all customers, containing medical grade face masks, hand sanitizer and surface wipes.

Thank you, as always, for all your support. We're so glad to be taking to the skies again, and looking forward to working with you as closely as ever for 2020 and beyond.

**Fly safe, fly well.**

Your sincerely,

Justin Bell

Commercial Manager

Virgin Atlantic Airways Ltd

## At Airports

- Proactive health screening (via pre-flight online questionnaire and in-person verbal interviews) for all our customers and denying boarding if any questions are answered positively.
- Encouraging customers to use hand sanitizer stations at the check in and gate area
- Advocating for the use of temperature checks to be administered upon arrival at the airport for the safety of all our customers and people, working closely with our airport partners to implement this.
- Adhering to social distancing measures at check in and boarding gates to limit the number of customers in queues to avoid crowding.
- Encouraging customers to check in online. All airport check in areas and surfaces will be cleaned regularly with high-grade products, tested to be effective against viruses.
- Working closely with our colleagues at the airports to ensure customers are safe as they pass through security. Security trays will be wiped after use, security teams will be wearing masks and customers can expect reduced lanes in this area to ensure social distancing.
- All the seating and gate area around boarding will be sanitised to a high standard to offer customers peace of mind as they wait to board their flight.
- Boarding will be limited to small groups of customers at a time, starting from the back of the aircraft to minimise contact between customers.
- On boarding, all customers will be asked to scan their own boarding pass and hold up their passport for inspection to minimize contact.
- All of our people will be wearing face masks when in close contact with our customers.

## On-board

- Where possible, ensuring our customers have space on-board. Some seats will not be available and they will be marked with special pillows.
- All customers will receive a Health Pack - a PPE kit with medical grade masks, surface wipes and hand sanitizer. All customers and our crew will be required to wear their masks for the duration of the flight.
- Some on-board items will be temporarily removed including Vera, our inflight magazine and our retail therapy service, to minimize contact between customers. Customers can still use our pre-order service from our great range of products in advance of their flight.
- We will be offering a tasty boxed hot food service in Economy and Premium, enclosed from preparation in a Covid-safe, monitored environment directly to our customers' seats. Upper Class customers will receive a choice of three hot meals, desserts, including cheese & biscuits, which will be delivered to their seat on a tray.
- A temporary limited alcohol offering of wine and beer will be offered in all cabins.
- Meticulous cleaning measures have been put in place, disinfecting the aircraft before each flight, using hospital grade, registered disinfecting product, tested to be highly effective against viruses.
- Fogging (electrostatic spraying) of high-grade disinfectant in all our cabins before every flight.
- Dedicated isolation areas in place on each flight for any customers or crew who may potentially present symptoms on-board.
- All air on board filtered through highly effective High Efficiency Particulate Air (HEPA) filters that remove dust, allergens, bacteria, viruses and other particles from cabin air (testing shows a removal efficiency of 99.999%), with vertical air flow, refreshing cabin air completely every 2-3 minutes.



For more information on our cleaning processes please visit  
<https://flywith.virginatlantic.com/gb/en/youre-in-safe-hands.html>