





# BULA!

The safety of our customers and staff will always be our highest priority. We know you may have questions about flying, which is why we have unveiled **Travel Ready** - our commitment to safeguarding your health and safety throughout your Fiji Airways journey.



## Travel Ready



# BEFORE YOUR FLIGHT



**SALES OFFICES  
SANITISED, PHYSICAL  
DISTANCING IN  
PLACE**



**ALL STAFF IN  
PERSONAL  
PROTECTIVE  
EQUIPMENT (PPE)**



Tabua Club

**PRIORITY  
RESERVATIONS FOR  
TABUA CLUB  
MEMBERS**



**24/7 CALL  
CENTRE FOR ALL  
OTHER BOOKINGS**



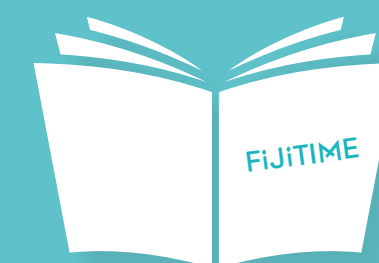
**CHECK-IN ONLINE  
AT FIJIAIRWAYS.COM  
RECOMMENDED**



**RESORT CHECK-IN  
AVAILABLE AT  
SELECTED FIJI  
RESORTS**



**CHECK THE TRAVEL  
READY HUB ON  
FIJIAIRWAYS.COM  
FOR ESSENTIAL  
PRE-DEPARTURE  
INFO & REQUIREMENTS**



**DOWNLOAD  
FIJITIME INFLIGHT  
MAGAZINE FROM  
TRAVEL READY HUB**



careFIJI

**DOWNLOAD &  
REGISTER  
CAREFIJI APP**

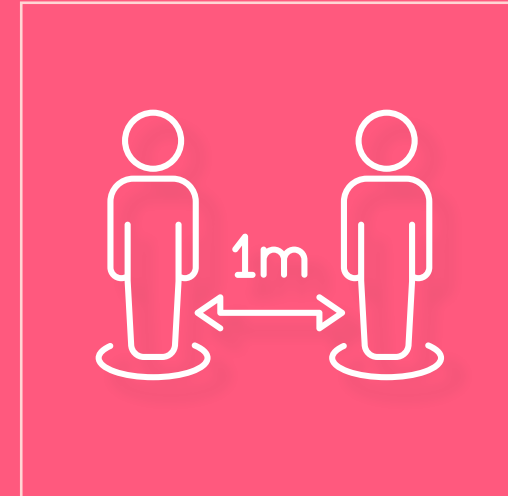


**PRE-ORDER DUTY  
FREE AT  
FIJIAIRWAYS.COM &  
GET IT DELIVERED TO  
YOUR SEAT**

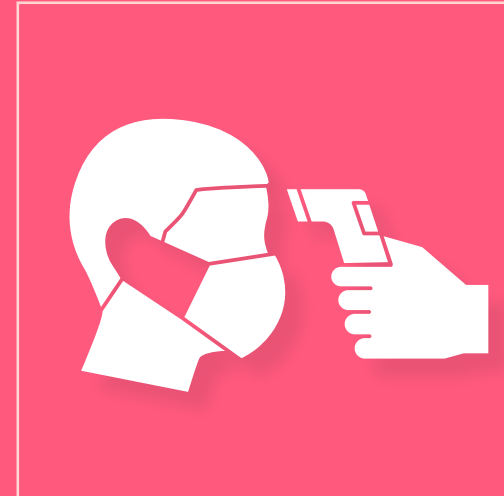




# AT THE AIRPORT



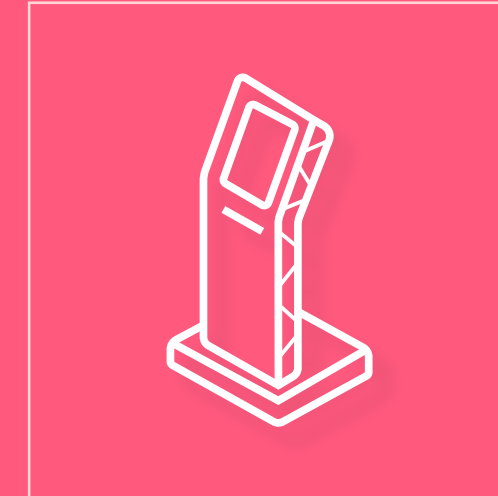
**PHYSICAL DISTANCING  
IN PLACE**



**HEALTH SCREENING,  
COMPLETED HEALTH  
DECLARATION FORMS,  
TEMPERATURE CHECK**



**NEGATIVE COVID-19  
CERTIFICATE IF  
REQUIRED**



**KIOSK CHECK-IN  
ENCOURAGED**



**MANDATED PPE FOR  
ALL STAFF & MASKS  
FOR PASSENGERS**



**HAND SANITISER  
AVAILABLE  
THROUGHOUT THE  
AIRPORT**



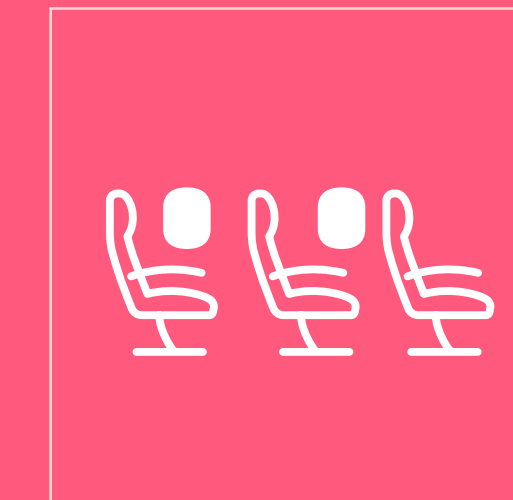
**ALL CHECKED-IN  
BAGS SANITISED**



**CUSTOMER WELLNESS  
CHAMPION AVAILABLE**



**SANITISED  
WHEELCHAIRS  
AVAILABLE**



**BOARDING STRICTLY  
BY ZONES & SEAT  
ROWS**

*These are measures at Fiji Airways' home base - Nadi International Airport (NAN).  
Other network airports may have different or additional requirements.*





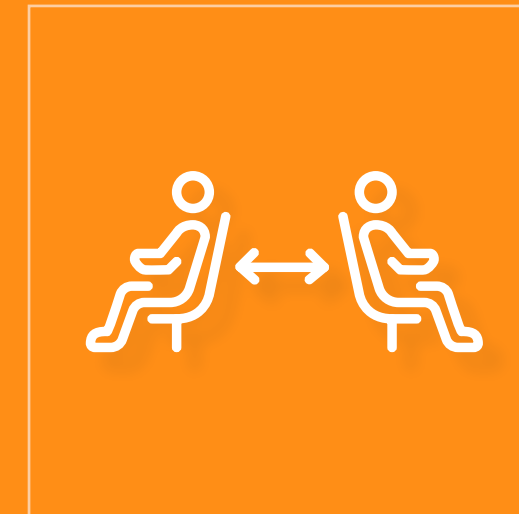
# AT THE LOUNGE



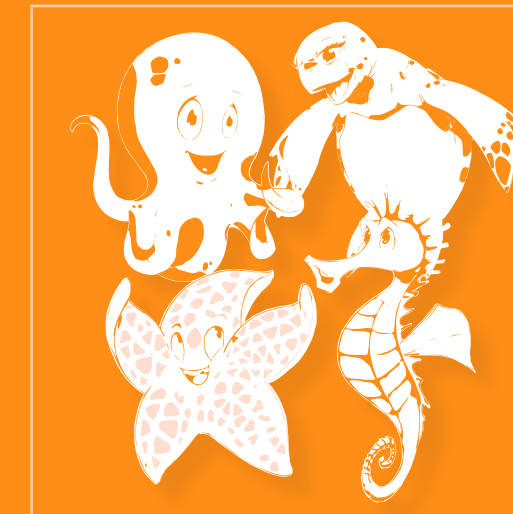
**MANDATED PPE  
FOR ALL STAFF  
& MASKS FOR  
GUESTS**



**REGULAR SANITISATION  
OF COMMON AREAS**



**SPACED OUT SEATING**



**LAILAI LAND KIDS  
AREA SANITISED &  
ACCESS CONTROLLED**



**À LA CARTE DINING**



**HAND SANITISER  
AVAILABLE  
THROUGHOUT**



**READING MATERIAL  
REMOVED**



**BOOKINGS  
REQUIRED FOR  
SHOWER USE**

*These are measures at the Fiji Airways Premier Lounge at Nadi International Airport (NAN).  
Partner lounges at other airports may have different or additional requirements.*





# ONBOARD



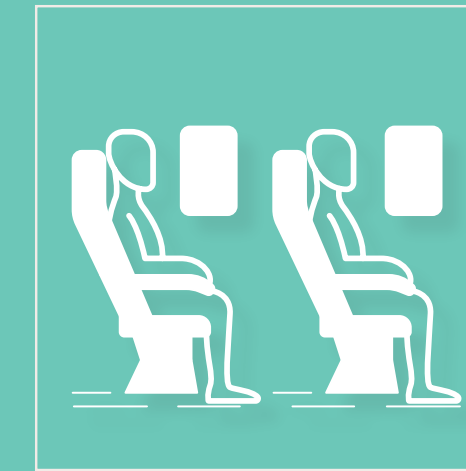
ENHANCED CLEANING  
OF AIRCRAFT



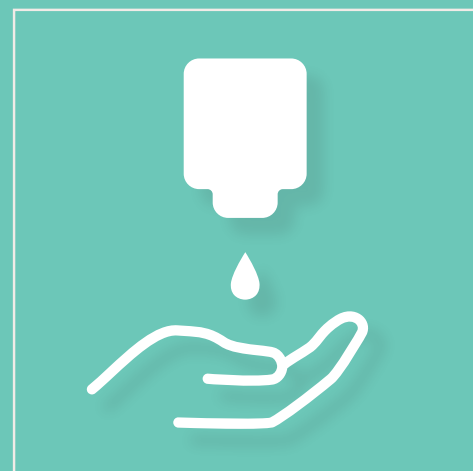
IN-CABIN AIR COMPLETELY  
REFRESHED EVERY 3 MINS.  
HEPA FILTERS REMOVE UP TO  
99.99% OF MICROBES IN THE  
AIR



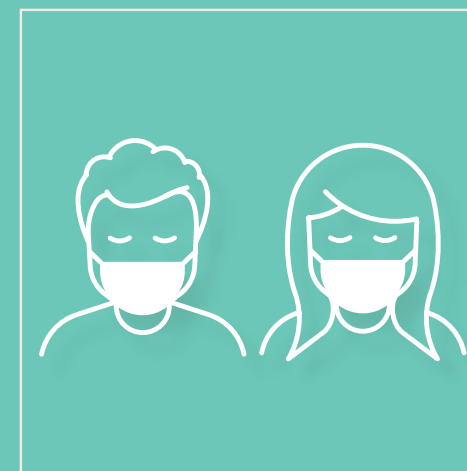
CUSTOMER WELLNESS  
CHAMPION ONBOARD



CHANGING OF SEATS  
NOT ALLOWED



HAND SANITISER  
AVAILABLE ONBOARD



MASKS REQUIRED  
WHERE & WHEN  
PRACTICAL



SIMPLIFIED  
ONBOARD SERVICE



FOLLOW AVAILABILITY  
SIGNS FOR LAVATORY.  
NO QUEUING



# UPON ARRIVAL



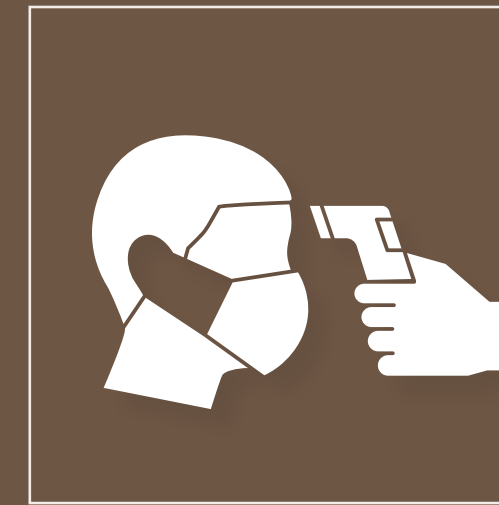
**FOLLOW CREW  
INSTRUCTIONS**



**DISEMBARKATION  
BY SEAT ROWS**



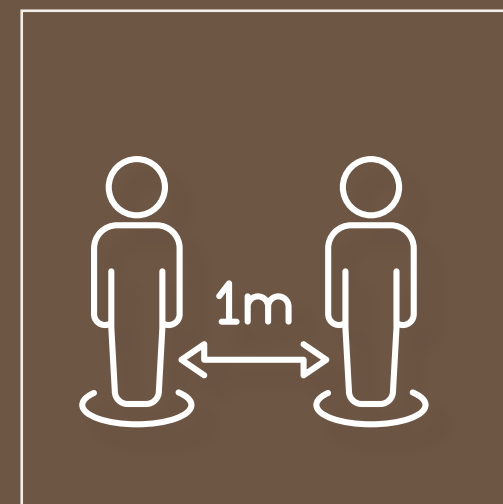
**PPE MANDATED FOR ALL  
STAFF AND PASSENGERS**



**HEALTH SCREENING &  
COMPLETE HEALTH  
DECLARATION FORM**



**CAREFIJI APP  
REGISTRATION  
SHOWN TO OFFICIALS**



**PHYSICAL DISTANCING  
IN QUEUES**



**BAGS SANITISED  
PRIOR TO COLLECTION**



**FOLLOW HEALTH  
DIRECTIVES AT ALL TIMES**

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Other network airports may have different or additional requirements.*



# HIGHLIGHTS





# RESORT CHECK-IN

This concept was launched in 2017 at Sofitel Fiji Resort & Spa with customers giving positive feedback around this new service. As a unique offer exclusively to Fiji Airways guests, let's extend this service to 10 other popular resorts in Denarau, Coral Coast and Port Denarau. The new Resort Check-In will offer:

- ✈ Convenient and seamless check-in experience
- ✈ Reduced physical contact and processing time at the airport
- ✈ Opportunity to drive ancillary revenue by upselling products such as lounge access, business class upgrades and extra legroom
- ✈ Peace of mind by taking care of guests' luggage while allowing them more time at the resort
- ✈ Hygiene and Safety procedures will be in line with the Post Covid-19 service proposition



## **RESORT CHECKIN**

Resort check-in will also be made available to reduce processing and physical contact time at the airport



# IN-HOUSE AVIATION MEDICAL DOCTOR

Reinforcing our commitment to the wellbeing of our customers, a new role of Aviation Medical Doctor will be created. This role will advise on all health and hygiene related function. Responsibilities include:

- ✕ Working with our teams to define health and wellness experience across the customer journey
- ✕ Assisting with providing up-to-date Covid-19 and medical information to all personnel
- ✕ Coordinating aviation medical crew training covering procedures for inflight medical emergencies, and management of unwell passengers
- ✕ Health screening and fit-to-fly assessments for our flight crew
- ✕ Ongoing 6-monthly medical checks in-house
- ✕ Promoting general wellness and wellbeing within the Group
- ✕ Recommending preventative measures aligned with regulatory health directives and industry best practice





# KIDS TRAVEL PACK

- ✈️ Fiji Airways biggest market segment are families and leisure travelers. To maintain our focus on this segment, and to be different from our competitors, we have the perfect opportunity to launch a kids and family product.
- ✈️ The 'Our Ocean, Our Life' project promotes our conservation programmes. It is anchored around four specially created characters and a narrative (beautiful oceans, rich marine life and remarkable coral reefs)
- ✈️ Perfect opportunity now to evolve this simple project into a dedicated brand to reaffirm our commitment and experience of flying families to Fiji for almost 70 years.

The goal is to:

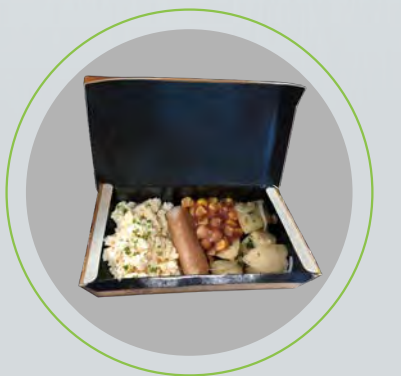
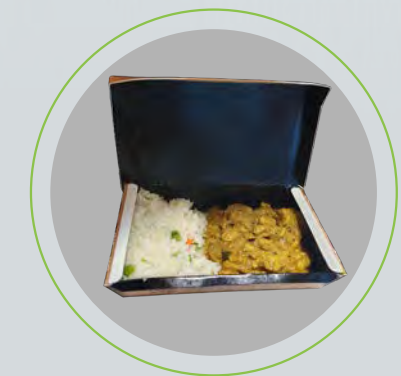
- ✈️ raise engagement and awareness on conservation.
- ✈️ Create mascot, toys, trinkets and paraphernalia. Even incorporate character designs into masks or other items for children
- ✈️ Drive the message home along key perception points.





# FOOD FOR THOUGHT PACKAGING

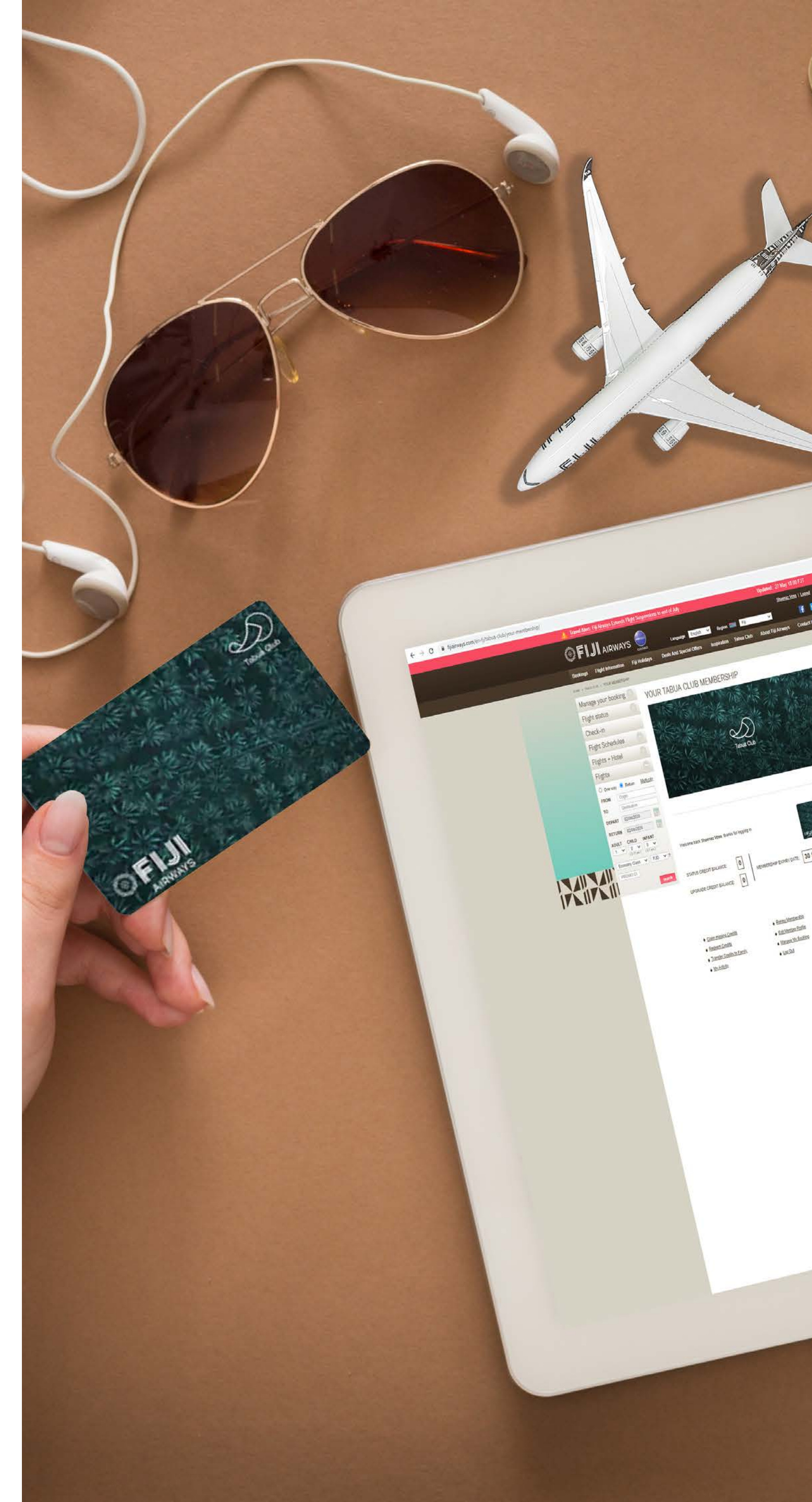
- ✈️ Post Covid-19 travel requires reduced contact between crew and passengers. Airlines are increasingly moving towards packaged meals (vs. tray sets)
- ✈️ We had already planned to migrate to packaged meals (conservation goals and cost savings)
- ✈️ For Travel Ready, meals and refreshments will be offered on specially-created, eco-friendly 'Food For Thought' packaging.
- ✈️ In a year, the 'Food for Thought' packaging will remove almost 2 tonnes of plastic from onboard Fiji Airways' aircraft and save half a million litres of water.
- ✈️ In house Executive chef designing simple but healthy meals





# TABUA CLUB

- ✈ **Communication to members on new Tabua Club team**
- ✈ **Extension of all current memberships by 6 months**
- ✈ **Preservation of Status Credits by 1 year**
- ✈ **Extended working hours once flights resume**
- ✈ **Integration of Salesforce CRM and migration of member profiles (WIP)**





# FRONTLINE STAFF FACE MASK

- ✈ All front line staff will be issued with 2 sets of reusable face masks
- ✈ The face mask will have adjustor's on the ear loops to avoid issues relating to sizing





# MERCHANDISE FACE MASK

- ✈️ **Facemask options to sell as merchandise with Travel Ready logo at the sales office, airport or onboard**
- ✈️ **Can be made available to passengers to purchase if they have forgotten to bring their face masks to the airport.**



MOONLIGHT GREY



BROWN



**We look forward to welcoming you back  
onboard when we return to the skies.**

**VINAKA**



**Travel Ready**

*Safeguarding your medical safety and wellness*