

July 3, 2020

Re: Update on Continuing Operations (June 15th to now)

Friends,

Due to the guidance issues by the Governor of Maine, we are adjusting our plan for continuing flight operations (NEW INFORMATION, since our May letter, is highlighted below):

Please wear face coverings at all times while inside the FBO and practice safe distancing.

We opened up airplane rentals to Maine, New Hampshire and Vermont residents, as the three states have agreed to be open to each other in an effort to avoid the 14-day quarantine requirement on June 15th. Renting airplanes to travel outside these states or overnight trips will need approval from Andrew Button or Mark Damuth. Any interaction with other folks outside the three states may increase our risks and need to be assessed on a case by case basis. We will take necessary added precautions. Please ensure your passengers are screened and any visitors you may be seeing on your trip are evaluated as well. Airplanes returning will be cleaned thoroughly.

We will not conduct discovery/intro flights or scenic flights this month and will re-evaluate at the end of July. Folks that want a discovery flight, who may be interested in flight lessons, will be given Andrew's contact information for him to screen.

Additionally, dual instruction will continue for Maine, New Hampshire and Vermont ONLY, at this time. Instructors will build a schedule after screening students for government compliance and risk. Dispatch will not schedule anyone without consulting the flight instructor first. Plan to communicate with your instructor directly.

1. **We are currently operating the flight school in a separate building just up the street from the FBO.** Please refrain from passing through the FBO. Flight instructors are coordinating directly with students for schedules and meeting times at the facility. The address is 167 Airport Road:





2. **Everyone will be required to provide their own headset and wear a protective face covering.** We will not be able to loan headsets to anyone for the foreseeable future. We have new headsets available for purchase: ASA (approx. \$150) and David Clark (approx. \$360). Your face mask will need to be used inside the building and hand sanitizer should be used each time you interact with our employees.
 - a. When dual instruction is provided, face masks will be required to be worn by both student and instructor in the airplane. The airplane books will stay with dispatch and the keys will be in the airplane. You will call in your tach and hobbs time to dispatch when you leave the airplane. Line service will wipe down the keys and the airplane before the next flight.
3. **Students must have funds in their SMA accounts (or a credit card on file) prior to flying.** We are happy to email paid receipts to you, in an effort to keep transactions contactless. Dispatch is happy to take your card number over the phone and will securely retain it.
4. **Please follow our new required procedures for your safety and the safety of our employees.** Use caution and remain patient while we do our best to meet everyone's needs.

SMA will remain staffed to refuel aircrafts, answer phones and sell pilot supplies. Maintenance will be available to address any flight inspection concerns. The testing center is open with strict safety procedures.

We will continue to restrict the use of the facilities for non-essential personnel during this time. **Please remember to wear face coverings at all times while inside the FBO and practice safe distancing.**

Customers needing fuel and limited services will be provided for during this time. The restaurant is open to patio dining and takeout. Picking up your lunch and coming over to our lobby will not be allowed, however, we have a picnic table on the patio for you to use for safe social distancing practices.

Thanks for your patience and understanding. We are looking forward to returning to more normal operations as soon as possible. In the meantime, we will keep following the State of Maine guidelines appropriately. Conditions will be monitored / evaluated daily, and restrictions may be extended, if needed. If you have questions, concerns, or require some clarification please call Andrew Button at 480-721-7064.

Thank you,

Mark Damuth
General Manager