



May 14, 2020

Re: Update on Resuming Normal Operations

Friends,

Due to the guidance issued by the Governor of Maine, we are adjusting our plan for resuming flight operations:

1. May 18, 2020 - We will open up airplane rentals, to Maine Residents ONLY, for SOLO Flights and readjust the schedule to 7AM-5PM.
2. June 1, 2020 - Dual instruction will resume, for Maine Residents ONLY. Instructors will build a schedule after screening students. The schedule will extend to 7AM-7PM at that time.

As June 1<sup>st</sup> approaches, our flight instructors and dispatchers will be reaching out to you to schedule activities for the Month of June. We are looking ahead for the Governor to lift the 14 day quarantine for out-of-state residents so that we can have students and/or renters come to the FBO in July.

When we are able to resume flight operations, 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 and David Clark. Your face mask will be used inside the building and hand sanitizer should be used each time you interact with our employees. When dual instruction is provided, face masks in the airplane will be required for both the student and instructor. The airplane books will stay in the dispatch area 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 it has the next flight. Prior to flying, we do request that you provide us with a credit card number or have money on your account so that we can perform transactions, without contact, and email the receipts to you. Please follow our new required procedures for your safety and the safety of our employees.

We will continue to staff SMA to refuel aircraft and answer phones, and sell pilot supplies. Maintenance will be available to address any flight inspection concerns. The testing center will open on May 18<sup>th</sup>, with strict safety precautions.

We will continue to restrict the use of the facilities by non-essential personnel during this time. Customers needing fuel and limited services will be provided for during this time. The restaurant can provide take out, however picking up your lunch and coming over to our lobby will not be allowed. We have set up a picnic table on the patio for you to use and practice safe social distancing.

Please use caution and be patient while we do our best to meet everyone's needs. Flight instructors can still be reached by telephone or email to help with remote training or scheduling. You can also contact Andrew Button (480-721-7064) or Mark Damuth (207-651-9308) for additional information.

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.

Thank you,

Mark Damuth  
General Manager