



PHOENIX AVIATION TRIAL LESSONS – COVID-19 SAFEGUARDING PROCEDURES

These procedures are designed to minimise the risks associated with Covid-19 and ensure the safety of Phoenix customers and staff. They are based on DfT/CAA guidelines and common sense.

A lesson will be immediately terminated if the procedures are not complied with.

If anyone has any symptoms whatsoever, or even slightly suspects that they might have Covid-19 or have come into close contact with someone who has Covid-19, **THEY MUST STAY AWAY** and rebook.

NB The aircraft are being thoroughly cleaned and sanitised between each flight. Social distancing will be observed as far as this is possible when outside the aircraft and face coverings will be worn at all times, both inside and outside the aircraft.

If you can bring your own pen with you, that would be appreciated.

Please arrive as close as you can to the scheduled flight time.

On arrival, call the office - 02392 552703 - and before you enter the Control Tower.

A member of the Phoenix admin staff will let you in – **ONLY THE INDIVIDUALS PARTICIPATING IN THE FLIGHT ARE PERMITTED ENTRY**. Where the individual taking the lesson is a minor, one other person may attend to sign a membership form.

Please don a face covering before entering the building.

In the entrance area there is a table with hand-sanitiser, waiver forms, membership forms and an attendance log, as well as the NHS QR Code poster for Phoenix.

You will be guided by Phoenix staff on how to complete these forms. If you complete the attendance log, your details will be kept for potential NHS Track and Trace purposes for 14 days but will be destroyed after that as per GDPR rules.

The ladies and gents WCs on the ground floor are the only ones permitted to be used - please note that access to all other parts of the building are prohibited.

You will be introduced to your instructor who will look after you from that point.

The tables in the hangar each contain sanitiser, spray and wipes.

You will be provided with headsets that have been fully sanitised for your use.

Masks are **NOT** optional in the aircraft - they must be worn at all times.

After your lesson the instructor will hand you back to Phoenix admin staff who will escort you back to the car park.

Friends and family - our lounges are currently closed but there is an excellent view of the apron, taxiway, runway and aircraft from the picnic area of the Café, which is open for take-away drinks.