

## Frequently Asked Questions

Since the outbreak of the Coronavirus (COVID-19), we have been monitoring the situation minutely and are doing everything possible to assist you with your upcoming travel plans. Here, you'll find up-to-date answers to the most asked questions.

### Do you need to wear a face mask?

Please be aware that it's now mandatory to wear personal protective masks on all Dana Air flights. Please make sure you check airport guidelines before you travel, so you can arrive prepared.

You will be required to wear a face mask from the first boarding call until you have gone through the arrival gate at your destination to prevent the further spread of the virus. Without face covering, we cannot allow you to board. We strongly advise you to wear a mask at the rest of the airport as well. At some destinations, wearing masks is required in public areas, including the airport. Make sure to check the health requirements of the airports you're travelling to and from.

Passengers up to 10 years old and passengers who can't wear face covering because of medical reasons are exempted from this requirement.

### Eating and drinking

You can temporarily remove your mask while eating or drinking. Keep this period as short as possible. When removing the face coverage, make sure to follow the above-mentioned instructions. Store it in a clean space (e.g. in the original packaging or in a clean plastic bag). You're not allowed to slide your mask under your chin or put it on your head.

### Is there enhanced aircraft cleaning?

The cleanliness of our aircraft is of utmost importance. We have reviewed and made changes to our cleaning programme for aircraft including increasing our cleaning teams and audit inspections. Our disinfectant cleaning fluids are used on every aircraft after each flight to thoroughly clean all hard surfaces in the cabins and lavatories.

All our aircraft are fitted with HEPA filters which remove particulate and bacterial contamination and provide passengers with clean air. They provide the same level of air filtration as hospital operating theatres.

### Is food and drink still available on your flights?

We take our commitment to your safety, comfort and well-being very seriously which is why we've made changes to our onboard service to avoid food preparation on our aircraft.

Food will not be available on board. However, we'll be offering complimentary bottled water.

If you would like to bring food onboard, we suggest you purchase food before you reach the airport, as many restaurants and shops at the airport may be closed.

You can eat any food brought with you that does not require heating or chilling.

Hot drinks will be available on request.

### Is Dana Miles tier status protected?

We understand how the current environment is affecting Dana Miles memberships. We have taken steps to protect the Tier status and well-earned benefits of our Members.

What is our book with confidence commitment?

## **Our book with confidence commitment**

In these unprecedented times we know how important it is for you to have flexibility.

Our book with confidence commitment means you have the option to change your booking date and destination. Or even cancel it completely.

### **Changing your booking**

You can change the dates and destination of your booking without incurring a change fee, although you will need to pay any difference in price (applies to bookings made on or before 25 March, with a departure date after 26 March 2020).

### **Need to contact us?**

If you need to change your booking, you can do this online.

If you need to speak to us directly, please call us on 0700FLY DANA(0700 359 3262) within Nigeria or +234-1-280 9888 from abroad. Our contact centre opening hours are 08:00-19:00 Monday to Friday and 09:00-17:00 Saturday and Sunday

Call volumes are extremely high at the moment due to the unprecedented circumstances so please bear with us if it takes some time for us to help with your booking. Thank you for your understanding during these challenging times.