



18 April 2021

PASSENGERS TESTING POSITIVE FOR COVID-19 AT TIME OF CHECK-IN FOR INTERNATIONAL FLIGHTS.

Air Niugini provides this information based that you have tested positive for Covid-19 at the time of check-in for your international flight.

We sympathise that this will be a considerable shock, both as you will have been tested negative for Covid-19 within 72 hours of your departure, and as your mind and hopes will be set on catching today's flight.

We hope that you understand, Air Niugini is simply not allowed to uplift you following this positive test result, nor is International SOS allowed to conduct a second test in the hope of a different result.

If you are travelling with family, this result also means we are not allowed to uplift the other members of your family either.

Equally we hope you can understand that in the circumstances the National Command Centre does not allow Air Niugini staff to have a face to face discussion with you regards updating your travel plans

In terms of the next two weeks;

1. Firstly Air Niugini wishes you our best wishes for this period as you recover from Covid-19
2. Your first priority will obviously be managing your health over this period, and either home isolating, or quarantining at one of the approved Covid-19 health facilities in Port Moresby. Options, and health advise are best sought via your health professional or via either the PNG National Department of Health or the PNG Red Cross. International SOS is not able to assist any passengers at the airport, albeit if you are a client of theirs, you should contact them once you get home.
If you have travelled into Port Moresby to catch this flight, returning to your home province is not possible for the next 14 days
3. Air Niugini will automatically rebook your travel for a future date acceptable to you, but not less than 14 days into the future. This rebooking will be at no additional cost, and can be fully refunded without penalty if you prefer. The actual date of travel will still require you to test negative for Covid-19 at least 72 hours prior to your rescheduled date of travel.

For Australia only: Air Niugini is mindful that a small number of persons continue to show positive Covid-19 tests even after the 14 days period. Should this be the case, a pathway to apply for approval to travel to Australia is available at (almost at the bottom of the webpage) <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-restrictions/coronavirus-covid-19-advice-for-international-travellers/coronavirus-covid-19-faqs-international-travellers-to-australia>

4. Should you have additional travel questions, or need help rebooking your travel, please contact Mr. Floyd Smith on fsmith@airniugini.com.pg or 327 3898