

# COVID-19 Health Measures

In order to preserve your well-being and protect your health and other persons health, Nouvelair has put in place a health protocol in line with the recommendations of the health and civil aviation authorities [see Decision Of the Minister of Transport No. 14 of 24 June 2020 on the Health Safety Protocol for the resumption of air traffic transport in Tunisia]

These enhanced health and safety measures are applied on all our flights. All Nouvelair teams are fully mobilized to take care of you at every stage of your flight.

## Travel Safely with Nouvelair

### Properly disinfected aircraft

We regularly and carefully disinfect the entire interior of our aircraft before and after each flight.

### Protected and trained crew to preserve your health

Our crews are trained and equipped to preserve the health of our passengers. They have masks, visors, protective gloves. An electronic front-end thermometer is available on board and protective suits are available for the crew to deal with suspicious cases.

All our crews have been trained to deal effectively with these kind of cases.

### Air on board filtered and continuously renewed

The air is completely renewed at 99.97% permanently every 3 minutes during the flight, and is treated with HEPA filters, where it gets cleared of any impurity, dust, bacteria or viruses. The air is pumped through a ceiling vent and pumped out at floor level. This cycle ensures a healthy atmosphere on board.

## Tunisia entry restrictions

Starting from 27 June 2020, the Tunisian authorities introduced new procedures for entry into Tunisia.

These new measures use as a basic criterion the **country of residence** of the passenger. If the passenger has spent 14 days or more prior to the date of flight in the country of departure, the measures shall use **the country of departure** as a criterion.

Before the date of flight, all passengers arriving in Tunisia must fill the form available on the website: <https://app.e7mi.tn>

The Ministry of Health publishes on its official page the classification of foreign countries according to the level of risk of spread of Covid-19:

<http://www.santetunisie.nss.tn/fr/toutes-les-actualites/1123-infection-au-sars-cov-2-covid-19>

This classification will be updated according to the epidemic situation of each country.

In case of classification update of the departure country of the passenger, the epidemiological measures in force in that country during the seven (7) days preceding the date of flight shall be applied.

However, mandatory containment procedures will be applied from the day after the publication of the new classification.

Based on published classification, the procedures for opening the borders will be as follows:

### **1. Passengers arriving from countries with low rates of pandemic spread (Green List)**

Passengers from these countries are not subjected to any specific health measures, and all arriving passengers will be accepted as long as they follow the required health procedures on board the flight and at departure and arrival airports.

### **2. Passengers arriving from countries with moderate rates of pandemic spread (Orange List)**

All passengers arriving from these countries, including children under the age of 12 year old, shall:

- Produce negative test certificates of COVID-19 (RT-PCR), which must have been carried out 72 hours before the date of the flight and a maximum of 120 hours on arrival in Tunisian territory.
- Commit in writing to a self-containment period of 14 days from the date of arrival on Tunisia

[Download the Commitment \(moderate pandemic country\)](#)

Any person from a country included in the orange list who has not been able to perform the RT-PCR analysis, including children under 12 years of age, must undergo a mandatory confinement of at least three (03) days in a dedicated hotel to allow the Department of Health Ministry to perform the required analysis at the expense of the person concerned. If the test is negative, the passenger will continue to follow the self-containment procedures.

These passengers must present the booking and the payment confirmation document (Voucher) upon check-in at the airport of departure to Tunisia.

### 3. Passengers arriving from other countries :

For the rest of the countries, the opening of the borders is currently limited to Tunisian expatriates residing in these countries, foreigners residing in Tunisia and diplomats accredited in Tunisia from these countries.

All passengers arriving from these countries, including children under the age of 12 year old, shall:

- Present negative test certificates of COVID-19 (RT-PCR), which must have been carried out 72 hours before the date of the flight and a maximum of 120 hours on arrival in Tunisian territory.
- Comply with mandatory confinement for 07 days in an accredited hotel, at the expense of the passenger
- Conduct a second test of COVID-19 (RT-PCR), after the end of the first week of confinement, at the expense of the Tunisian state
- Adhere to self-containment for an additional 07 days if the result of this second test is negative.

Any person arriving from these countries who has not been able to perform the RT-PCR analysis, including children under 12 years of age, must undergo a mandatory confinement for a period of 10 days in an accredited hotel, at their expense

During check-in, the commitment form must be provided completed and signed by the passenger. [Download Commitment \(other countries\)](#)

All passengers arriving from these countries must choose a hotel to accommodate during the mandatory containment period and pay in advance the accommodation costs and present the booking and payment confirmation document (Voucher) at check-in at the departure airport to Tunisia. Payment must include accommodation and transfer from the airport to the hotel. [\(View the list of accredited hotels\)](#)

A passenger who does not present:

- the commitment form completed and signed
  - hotel and transfer payment proof of payment
- will not be accepted upon check-in on a flight to Tunisia.

## Health measures and new passenger instructions

To ensure that your health and that of others is safeguarded, a detailed health protocol has been drawn up in collaboration with the authorities. You are requested to follow these guidelines resulting from these protective measures:

### **Healthcare sheet:**

All passengers arriving in Tunisia are required to fill in the healthcare sheet and hand it over to the health authorities at the arrival airport at the thermal detection points.

This sheet is available online at:

<http://coronavirus.rns.tn/fiche-sanitaire2020/fiche-sanitaire/fiche.php>

### **Acknowledgment of COVID-19 policy**

All passengers (arriving or departing from Tunisia) must sign this document.

This acknowledgment should be submitted to the check-in agent.

[Download the acknowledgment of COVID-19 policy](#)

### **Wearing face mask required**

Wearing face mask is mandatory inside the airport and during all stages of your journey: Check-in, boarding, landing, and on board during the entire flight.

Make sure you have enough masks for your trip. If you wish, you can also bring disinfectant for your hands (less than 100ml).

### **One hand luggage that meets dimensions and weight standards**

Only one piece of cabin baggage is accepted (a laptop, handbag, accessory or baby bag are considered each as a cabin baggage piece).

All other items must be checked in hold

### **Presence at the airport 4 hours prior to flight departure (Tunisian airports)**

In order to ensure physical distance and to comply with the health protocol, the opening time for check-in counters has been amended for Tunisian airports, it is now four (4) hours prior to flight departure.

### **Proscription of accompanying persons**

Accompanying persons are not allowed at the queue and check-in counters.

## **Health Protocol throughout the flight**

In order to preserve your health and that of others, a detailed health protocol is development in collaboration with health and civil aviation authorities. These are the main aspects:

### **Physical Distanciation**

Signage is in place to facilitate physical distance within the airport and especially in queues (check-in, boarding and delivery of luggage).

## **Mask wearing throughout your trip**

You must wear a mask covering your nose and mouth as soon as you arrive at the airport and on board our aircraft during the entire flight.

## **Fever control**

Before boarding, your body temperature will be checked. Temperature checking is an additional safety screening since fever is a common Symptomof COVID-19.

## **New boarding and landing procedures**

To ensure physical distance, embarkation and disembarkation will be done sequentially by limited groups.

Similarly, we have increased the number of buses and we have reduced the number of passengers being on the gateway at the same time.

## **On-board Service**

Health measures make adaptourserviceon board in order to minimizeinteractions and contacts.

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1. Meals served on board are temporarily canceled.
2. onboard paper documents are removed:
  - On-board magazine. You can always download our onboard magazine «DESTINATION » on the following link:  
<https://www.nouvelair.com/fr/content/magazine-destinations>
  - On-board duty free magazine. If you want to shop on board, download the duty free magazineat the following link:  
<https://www.nouvelair.com/content/produits-en-duty-free-1>
  - Buy on Board Booklet. To discover our offer, Download buy on board booklet on the following link:<https://qrco.de/bbaE4x>

## **Disinfection of baggage upon arrival**

Baggage will be disinfected before handing it to the delivery belt.