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Об Авиакомпаниях

VISTARA

(TATA SIA AIRLINES LIMITED)

UK/228

- Vistara является
совместным
предприятием Tata
Sons Private Limited
и Singapore Airlines
Limited (SIA)
- Более 35
направлений
- Базовый Аэропорт:
Международный
аэропорт Индира
Ганди
- 26 Airbus A320 и 9
Boeing 737-800NG

Перенос даты вылета в связи с COVID-19

Уважаемые партнеры,

Просим вас ознакомиться с информацией от а/к Vistara (UK).



vistara
Fly the new feeling

Dear Vistara Partner,

Air travel has been affected by the ongoing COVID-19 pandemic. We appreciate that the outbreak may cause your customers to revisit their travel plans. Hence, if they wish to postpone their travel to a later date, we offer them the flexibility to opt for an alternate date of travel till 31-Dec-20, free of charge. However, the fare differential, if any, will be applicable.

Please note that the above flexibility is applicable if their ticket is issued on or before 31-Mar-20 for travel commencing on or before 30-Apr-20.

For our Club Vistara members:

The tier status re-evaluation will be paused from 18-Mar-20 to 30-Apr-20 and they will continue to avail of your existing elite tier privileges during this period.

Please rest assured that we are constantly working to maintain the highest standards of safety and are taking all necessary precautions and measures to fight the spread of the COVID-19 pandemic.

As part of our efforts, we have put in place a specialized task force to orchestrate various preventive, containment and decontamination measures to contain the spread. We have adopted the WHO guidelines, stepped up safety measures on our aircraft, in our offices and airport areas.

ON GROUND

1. Our aircraft are thoroughly cleaned and disinfected at regular intervals.
2. Any customer who shows symptoms of fever and/or respiratory illness is required to undergo a precautionary check-up with the Airport Medical Support Team.
3. Vistara Airport Team handling such customers are equipped with PPE (Personal Protective Equipment) such as masks and gloves to minimize risk of infection.
4. Our ground handling partners have been advised to wear PPE such as masks and continue to maintain high level of personal hygiene during their shift.

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- 26 Airbus A320 и 9 Boeing 737-800NG

IN THE AIR

1. Our fleet is equipped with the HEPA (High Efficiency-Particulate Arrestors) air recirculation filters that capture and remove viruses with high efficiency.
2. The air in our aircraft cabins refreshes itself every few minutes.
3. All aircraft undergo extensive cleaning at our base stations during non-operational hours. This is carried out by a team equipped with PPE such as body suits, hand gloves, and face masks.
4. Our cabins are also equipped with surgical masks, gloves, sanitizer wipes and contact-less infrared thermometers.
5. Our cabin crew practice a high level of personal hygiene and wear disposable gloves during processes such as clearance of trays.

COVID-19

We are continuously monitoring flights across our network. If we notice passengers exhibiting any symptoms of COVID-19, our operations and maintenance control centers are prepared to take necessary action. This includes immediate and thorough sanitization of the affected area on the aircraft, lavatory, sidewalls, tray tables, overhead compartments and carpets by approved cleaners.

We also urge you to inform your customers to take necessary personal precautions to control the spread of COVID-19 (as advised by the WHO):



Wash your hands regularly

Avoid touching your eyes, nose and mouth

While coughing, cover your mouth with the bend of your elbow or with a tissue

Avoid crowded places

Stay at home if you feel unwell, even if you experience a slight fever or cough

Keep your surroundings clean and disinfected

Please think of the environment as well while you take care of yourself

And lastly, make sure you are guided by facts and not rumors and misinformation

Our thoughts go out to the people affected by the virus globally and we deeply respect the people and organizations working on the frontline towards containing the spread.

We thank you for your support and understanding. Stay safe!

Sincerely,
Team Vistara

ПРИНИМАЕМ ГРУППОВЫЕ ЗАЯВКИ!

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Желаем успешных продаж!