



## SOUTHERN / MOKULELE POLICIES REGARDING COVID-19

*Airline announces the most customer-friendly stance in the industry*

March 14, 2020

**Kailua-Kona, Hawaii** -- Mokulele Airlines and its parent company, Southern Airways, today announce the most customer-centric policy in the industry for flight changes needed as a result of Covid-19, the “novel Corona virus.” With the understanding that travel between the Hawaiian islands is a matter of critical importance to the health and safety of our state’s citizens, all change fees, effective today, will be suspended through April 15<sup>th</sup> on all Mokulele flights, regardless of fare class or date purchased\*.

Even customers in the basic economy fare will be able to cancel and rebook flights for any published Mokulele fare. *In addition, passengers may change the route of travel, the day of travel, or the passenger traveling.* “These are unprecedented times for the state, our nation, and most importantly our customers and employees,” said Stan Little, Chairman and CEO of Mokulele and Southern. “We intend to do everything possible, within reason, to accommodate the needs of the Hawaiian people and our team members.”

“First and foremost in this effort, is the health and safety of everyone traveling. We are re-doubling our efforts to clean all surfaces between flights and to ensure that our customers travel in the safest environment possible. At Mokulele Airlines, you will never fly with more than eight other passengers and two crew, so opportunities for exposure are extremely limited. Moreover, our flights do not exceed 10,000 feet in altitude, so pressurized air is never pumped into the cabin.”

The State of Hawaii has thus far proven very resilient to the virus in comparison to other areas of the country. So long as the government allows unrestricted domestic travel to continue, Southern Airways and Mokulele Airlines will serve the people of Hawaii as we have done for more than 25 years.

*\*Differences in fares will continue to apply. Ali'i One and Ali'i Two members seeking refunds under their current rules are exempt from this waiver. They qualify for the waiver if seeking flight credits or changes only.*