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(Drukair Corporation Limited)

PRESS RELEASE

March 6th, 2020

Temporary Restriction of Tourist

Following the detection of the first positive case of COVID-19 confirmed at 11 PM on 5th March (result validated at 12:30 AM today), the government has imposed two weeks restriction on all incoming tourists with immediate effect to enable rigorous monitoring, source assessment of infection and mitigate the situation. In addition, all international conferences and seminars to be held in the country in the two weeks are also postponed.

Adhering to this, no tourists (except if on official travel and those holding resident permits) will be allowed to board Drukair flights to Bhutan effective today for two weeks, till 20th March 2020. Foreign nationals travelling to Bhutan on official visa and, or resident permit during this period are urged to obtain official documents from the related agency without which the airline will have to deny boarding the passenger.

The airline will continue to provide full refund to all affected passengers as being extended from 31st January 2020 for all travels until 30th April 2020. Further, the affected passengers may also choose to reschedule without any charges to it.

In light of the situation, the airline has also immediately initiated enhanced aircraft cleaning procedures in addition to the routine steps among other measures, such as use of special disinfectant in the aircraft specifically recommended by the aircraft manufacturer for COVID -19. Hand sanitizers, masks and other protective equipment are also being provided to all staff of the airline according to the nature of their jobs.

Going forward, the airline will continue to regularly review its flight network and will remain proactive and flexible in adjusting capacity to demand. Drukair remains firmly committed to the safety of both our passengers and staff as our highest priority and regret any inconvenience caused.

For further assistance, customers may contact Drukair's Call Centre at 1300 (toll free within Bhutan) or +975-08-276430 (for international callers).