

Dear customers,

For Wamos Air, our customers and tripulation's health and well-being are our maximum priority. We understand that doubts and worries can come up due to the COVID-19 situation and we want to clarify that we are working on everything that is on our hands to make it all work with the security, comfort and hygiene required.

We are always in close contact with official sources and organisms as the World Health Organisation (WHO), the International Air Transport Association (IATA) and the Spanish Sanitary Ministry, as well as with the authorities of the different countries we are flying to.

These are some of the measures that we are applying to ensure the on board safety.



PROTECTION EQUIPMENTS FOR OUR CREW

Our tripulations have been properly trained in the new hygiene protocols recommended by the National Agency of Aerial Security (AESA) and by the World Health Organization (WHO) .

Our pilots and cabin crew wear authorised masks and disposable gloves during all the flight, as well as have hand-sanitizing gel for their personal disposal.



AIRCRAFTS PREPARED FOR YOUR SAFETY

We have increased the frequency of renovation of the soap in the toilets of every aircraft. There have been established strict safety protocols to manage waste after each flight as well.

To guarantee that all the measurements are accomplished, our crew will keep you always updated about the regulations in force through the speakers.



ON BOARD SERVICES

To minimise the contact points, we have reduced at maximum, temporarily, the food and drinks service on board depending on the length of the flight. In addition, we have taken off all the documentation from the seats that are not part of the safety protocols.



AIRCRAFT CLEANING

The cleanliness of the aircraft has been reinforced, in frequency and in the use of specific products specified by AESA. The aircrafts are cleaned in depth every day, with a special treatment in surfaces as armrests, folding tables, luggage carriers, toilets and crew galleys. The cabins are sanitized daily too with a pulverization of viricidal disinfectant approved by AESA.



HEPA FILTERS WITH HIGH PROTECTION LEVEL

The atmosphere of an aircraft is one of the most reliable ones, almost comparable as a surgery room one. Our filters renew the air every 3 minutes, purifying and mixing it with fresh air from the outside. To ensure a high level of protection, our planes have HEPA filters, used in hospitals as well, with a capacity of bacteria and virus as the COVID-19 removal with an efficiency of the 99,99%.



FLEXIBILITY

All passengers that have suffered cancelations in their flights, have the option to choose a new date to fly with no charge until one year after the purchase of the ticket. To have a change you can contact us on: reservas@wamosair.com or by the phone numbers 902 300 747 / +34 91 218 15 39.

We apologise in advance for all the inconvenience we may have caused and we ask you for some patience and understanding facing this situation due to the possible saturation of the customer services.

Our best regards,
Wamos Air