



AKLAK INC.

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Dear Valued Customers,

Due to a significant decrease in passenger travel and in an effort to help protect the people of the Inuvialuit Settlement Region from the Covid-19 pandemic, Aklak Air will be reducing the number of scheduled service flights to each community. Aklak will continue to attempt to offer service once per week effective March 30th and will adjust as demand permits. Without government and business travel the current passenger loads are unsustainable for Aklak Air and we may be required to reduce service further if flight demand does not return.

Aklak Air operates on a thin margin and relies on charter and other services to subsidise beneficiary scheduled flights. As we expect there to be very little government travel, business travel, or charter services in the region for some time, Aklak Air does not have the required cash flows to continue to operate over the medium term. We continue to expect to provide cargo services, however with a reduced schedule non-priority cargo may take some time to reach your community.

Aklak Air has reached out to the GNWT to explain the situation and have asked them to work with us to ensure your communities continue to receive this essential service. We encourage you to reach out to your GNWT representatives to explain how this service is vital to you and encourage them to help continue this service and reduce the costs to beneficiaries.

The days for the scheduled service flights will be as follows:

***Mondays departing Inuvik at 14:30**

Inuvik - Sachs Harbour - Ulukhaktok - Inuvik

***Wednesdays departing Inuvik at 14:30**

Inuvik - Paulatuk – Inuvik

**We reserve the right to postpone these flights based on weather conditions, a delay in essential cargo delivery to Aklak Air or a delay of other air carriers with passengers connecting onto Aklak Air. Please contact our reservations office for flight status prior to going to the airport.*

The Aklak Air reservation office hours will be reduced to Monday through Friday from 11:00 AM to 3:00 PM so please contact the reservation office during those times to make reservations for either of these scheduled flights and for flight status. As is standard practice we will add additional flights where necessary when there is a need based on demand and we will continue to ensure the movement of **essential goods** into the communities is not affected.

This decision was not easy to make and we can only hope that all our customers understand the position that Aklak Air is in, like many other businesses around the world, during these turbulent times. We ask everyone to please stay safe and healthy, practice physical distancing, only travel if absolutely necessary and we look forward to serving you at full capacity once we've defeated this Covid-19 virus.

Sincerely,

Ken Dalton
General Manager