



March 13, 2020

To our Passengers, Guests, and Travel Partners:

As the first cases of COVID-19 have been identified in Kent County, we want to update you on the steps we have taken to ensure the health and safety of everyone who passes through the doors of the Gerald R. Ford International Airport.

Last month, we convened an internal team that is closely monitoring and responding to the spread of this novel coronavirus. We are drawing on several trusted healthcare sources for our information, including the Centers for Disease Control, our state health department, and our county health department. We are following best practices when it comes to reducing the risk of transmission, much as we do during the cough, cold and flu season.

We welcome a lot of visitors each day, so we have taken a number of proactive steps to protect everyone's health and safety. These initiatives include:

- Investing in additional hand-sanitizing stations, which are located throughout the terminal
- Spending extra time on cleaning and disinfecting the terminal each day, particularly in high-traffic areas
- Hiring a cleaning specialist to conduct additional thorough deep cleanings
- Installing reminders of proper hand hygiene in public restrooms
- Working closely with our travel partners to monitor and respond to this fast-moving situation

Like our airline partners, we are committed to protecting the health and safety of our passengers, guests, and employees. Each airline has its own policy, but most are waiving change fees and working with passengers on rescheduling flights. We have not yet seen any flight cancellations due to COVID-19, although this may change as new information becomes available. Contact your airline via the web, mobile app or phone for updated travel restrictions and schedule changes. You can also check your flight status on our website, www.flyford.org.

We echo assurances from health and government officials who affirm that "healthy Americans can confidently travel in this country." To support that, we ask everyone to follow established best practices to help us contain the spread of illness, including:

- Practicing good hand hygiene
- Covering coughs and sneezes
- Staying home if you are sick

We continue to prepare for the spring break period, which remains one of our highest-traffic weeks each year, and are working to safeguard the well-being of all. We look forward to seeing you in the coming days and weeks for the start of a wonderful journey – or welcoming you home as you return to West Michigan.

Safe and healthy travels,

A handwritten signature in black ink, appearing to read "T. A. Richardson".

Torrance Richardson, A.A.E.
President, Gerald R. Ford International Airport Authority