



GLOBAL  
GUARDIAN

# COVID-19 EVACUATION RESPONSE

MARCH 2020



## Global Guardian Evacuates Over 300 Individuals Stranded in Honduras to the US Amid COVID-19 Border Closure

**INCIDENT:** Americans stranded abroad in Honduras due to border closures amid COVID-19 pandemic

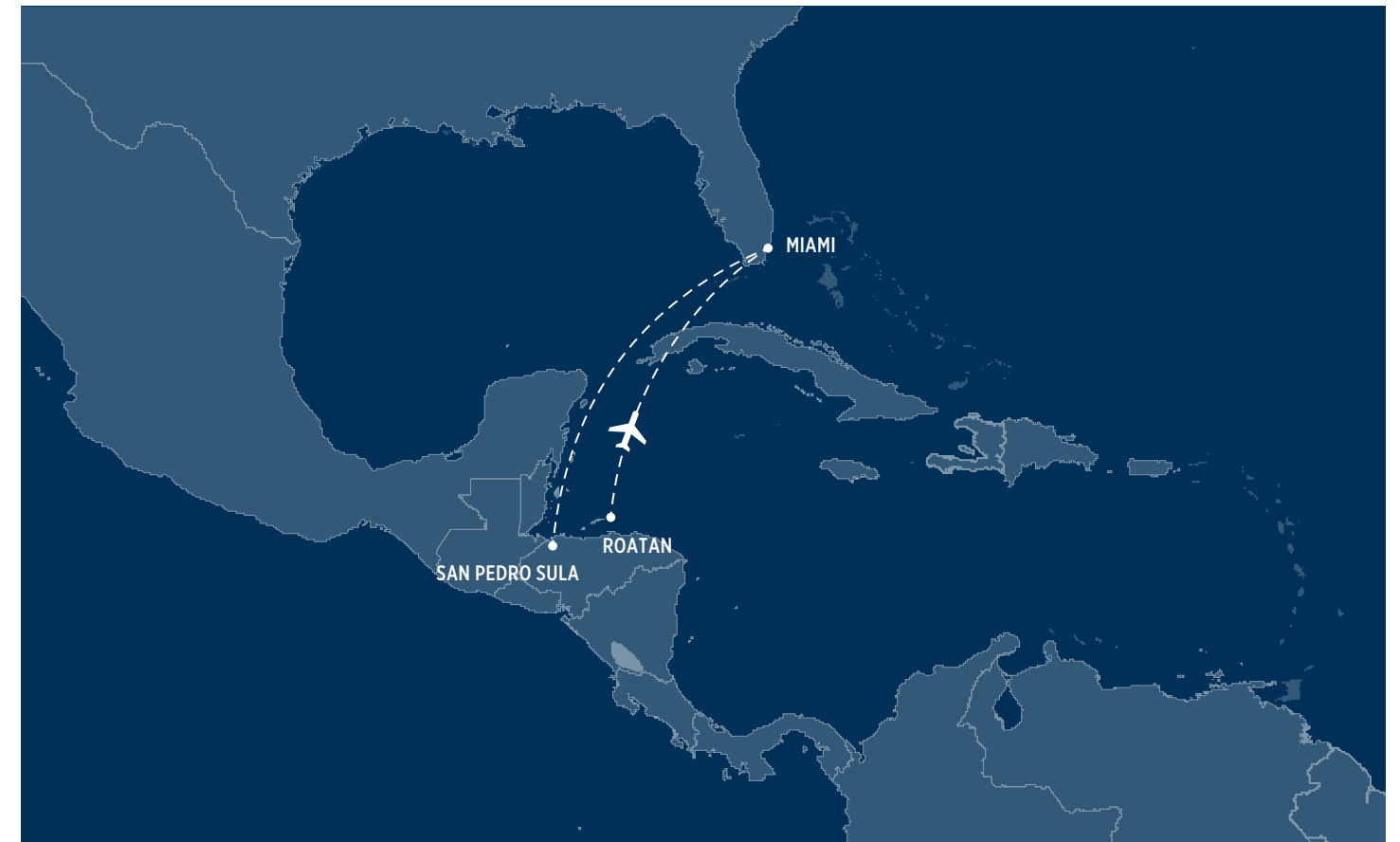
**LOCATION:** Roatan, Honduras and San Pedro Sula, Honduras

**SERVICE:** Emergency Aviation

**SITUATION:**

As governments around the world take ever far-reaching measures to respond to the COVID-19 crisis, borders are being shut, flights by major commercial carriers canceled, and travelers stranded.

On March 11, the same day that the World Health Organization (WHO) classified COVID-19 as a pandemic, Honduras confirmed its first COVID-19 cases. On March 15, the government closed its borders and the next day instituted a curfew that quickly became nationwide in an effort to stem the spread of the virus. With private carriers like Delta canceling their flights in and out the country, many Americans found themselves stranded and concerned about the ability of the hospitals in Honduras, already severely overstretched during normal times, to provide care should the situation deteriorate.



**RESPONSE:**

Upon being contacted with requests from Americans for emergency evacuation out of Roatan, an island off the northern coast of Honduras, and San Pedro Sula, the industrial capital, the Global Guardian team stepped in, working quickly to find a solution to bring these individuals to Miami.

ROUTE	EVACUATION DATE	# OF PASSENGERS
Roatan to Miami	March 22, 2020	144
Roatan to Miami	March 24, 2020	68
San Pedro Sula to Miami	March 24, 2020	111

The team immediately began working with the Honduran and US governments to secure the necessary permissions to fly in and out of Roatan and San Pedro Sula. On March 22 and March 24, Global Guardian evacuated a total of 323 people from Honduras to the United States amid border closures by the Honduran government due to COVID-19. The evacuations took place on three chartered flights from Roatan and San Pedro Sula to Miami.

Many passengers first learned about Global Guardian’s chartered flights on and stayed connected through a group on the social media platform WhatsApp. Global Guardian briefed passengers on the evacuation plans on Zoom, a remote conferencing service, in groups of 60. Within the days of being contacted and securing the necessary government approvals, Global Guardian set up an efficient payment system through which passengers secured their seats. By filling the three planes to near capacity, Global Guardian was able to pass on the cost savings to the passengers on these chartered flights. At an average \$1300 per passenger, Global Guardian offered a cost-effective, safe, and reliable way to get home from Honduras during a time of crisis.

Throughout the event, Global Guardian’s Operations team maintained continuous communication with each traveler and points-of-contact to ensure that all those involved were apprised of the situation and fully supported. Thanks to Global Guardian’s well-placed network of international ground teams and our 24/7 Operations Center, situations like these can be responded to in real-time, providing a solution in a time of need.

## WHAT PASSENGERS ARE SAYING

“I want to give a big shout out to Global Guardian for being reliable, professional, and for stepping in quick when no one would. I am grateful to have my husband back home with me.”

“Thank you, Global Guardian and your dedicated, hard-working staff for taking us out of Roatan today. You put humanitarian needs over profits. My family and the families of the [other] passengers will be eternally grateful!”

“You guys have some of the tightest coordination skills and response times I have ever seen. The charter provider offered great service. Your pricing model was fair and offered transparency. Fair treatment in a time of absolute vulnerability. Upright in a scary situation. Absolutely impressive operation. Top notch. Deepest appreciation, Global Guardian team.”

“So many thanks Global Guardian for getting us home—your flight crew was absolutely professional. The plane was very comfortable. We will be forever grateful for your efforts and success in bringing us back to our family and friends.”

## ABOUT GLOBAL GUARDIAN'S EMERGENCY AVIATION SERVICES

When time is of the essence, the fastest way to travel is by air. Our aviation services provide immediate transportation to emergency and non-emergency situations in locations around the world, resulting in safe evacuation and transport of assets and personnel to secure locations and medical facilities. Even in areas where access is limited or unsafe, our aviation teams are staged across the globe and waiting to provide the service you need, without any delay.

## ABOUT GLOBAL GUARDIAN

Global Guardian provides both corporate and family clients with an integrated suite of security, medical, and emergency response solutions. Our 24/7 Operations Center identifies, monitors, and responds to threats and emergencies with dedicated, local teams in over 100 countries. No matter where you are or when you need us, our team is standing by ready to respond. **To learn more, visit [globalguardian.com](https://globalguardian.com) or call our 24/7 Operations Center at +1 (703) 566-9463**