Nervous Flyer Introduction:
Outbound Flight

I understand that you're very busy, but I wanted to let you know that I am nervous about flying and any support you may be able to offer me during the flight would be much appreciated.

Name: Seat No:

The specific concerns I have are...

What would help me is...

Many thanks from the lovefly® Team for helping to support this passenger.
Lovefly provide support for nervous flyers. If you would like further information, search for the Lovefly podcast or visit our website www.lovefly.co.uk as a resource to you and your colleagues.
Go to Episode 44 for inflight Relaxation and Episode 69 for the Audio Book.

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Nervous Flyer Introduction:
Return Flight

I understand that you're very busy, but I wanted to let you know that I am nervous about flying and any support you may be able to offer me during the flight would be much appreciated.

Name: Seat No:

The specific concerns I have are...

What would help me is...

Many thanks from the lovefly® Team for helping to support this nervous passenger.
Lovefly provide support for nervous flyers. If you would like further information, search for the Lovefly podcast or visit our website www.lovefly.co.uk as a resource to you and your colleagues.
Go to Episode 44 (Relaxation) and Episode 69 (Audio Book) for inflight support.

Cabin Crew: Top 10 tips for helping nervous flyers onboard

1. **Ask** "what would help you today?" It is unlikely to be the same for everyone.

2. **Turbulence is a common trigger** – check in if you can when there is turbulence, with a reminder that turbulence is uncomfortable but not dangerous as long as you're wearing your seatbelt. A bottle of water on the table can be helpful to notice how little it moves compared to how it might feel. Recommend the onboard tail cam if fitted or listening to a relaxation.

3. **Free help** - search for the free 'Lovefly' podcasts on Spotify or similar platform with lots of fantastic expert information and tips. Podcast link: https://pod.link/1535826660

4. **Normalise and reassure** - 1 in 5 people have a fear of flying. They are not alone!

5. **Physical comfort** - encourage drinking plenty of water and getting up and moving around, if safe.

6. **A nervous flyer might have questions** - try to answer these factually and with understanding.

7. **Comms** - nervous passengers like to hear information from pilots and cabin crew on the PA, particularly around expected turbulence or other changes.

8. **Meet the pilot** - if there is an opportunity to go to the flight deck before or after landing, this can be hugely helpful.

9. **Spending time** - nervous flyers often tell us how helpful it is to have a 'normal' chat with cabin crew, hearing how routine flying is for you and that you have friends and family that you look forward to getting back to.

10. **Recognition of achievement** – a small gesture from cabin crew at the end of a flight really helps to build confidence for the next time.

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