

COVID-19 Health Safety Traveller Guidelines



General messages:

- Wear medical face masks, ensure their correct use and disposal, and replace every 4 hours (unless instructions say otherwise)
- Observe physical distancing (1.5 or 2.0 metres for most countries)
- Wash hands regularly for at least 20 secs with soap and water or, where not available, use alcohol-based hand sanitising solutions
- Cover the mouth and nose with a tissue or flexed elbow when sneezing or coughing
- Limit direct contact with surfaces and people
- Be kind to each other – it's the only way we will get through this

Before leaving for the airport:

- Complete the Health Monitoring Questionnaire from your airline
- Don't travel to the airport if you have answered yes to any of the questions in the questionnaire
- Be aware that only travellers should enter the airport terminal at arrival and departure. The only other people who should enter the terminal are people accompanying or picking up a passenger requiring assistance – persons with reduced mobility or unaccompanied minors
- Read the health safety promotion material from your airline
- Check you have sufficient medical face masks and sanitising gel for your journey
- Ensure to leave enough time for your journey including checks at the airport

At the airport:

- Ask a member of staff in case you have any questions / doubts or feel uneasy (they are there to help you in this new situation)
- Be prepared for thermal screening at the airport
- Have your Health Monitoring Questionnaire ready (if not electronic)
- Make use of physical barriers
- Check-in your bag whenever possible
- Minimise your use of airport facilities
- Expect to be denied boarding if you do not wear a mask

On the aircraft:

- Ask the cabin crew if you have any questions / doubts or feel uneasy (they are there to help you in this new situation) and be nice to them
- Watch the cabin safety demonstration so you know what is happening on your flight
- Reduce the use of individual air supply nozzles to the maximum extent possible

Please check the website of the airport you depart from and the airline you travel with for specific, last minute information