



TAKE OFF FOR A SAFE TRAVEL #1

HOW CAN YOU PREPARE FOR A SAFE TRAVEL?

THREE EASY, BUT IMPORTANT STEPS.



BE INFORMED

- Please review the latest **departure regulations, entry requirements**, and **testing obligations** relevant to your journey.
- Please verify the **arrival & entry regulations** for your **return trip**.



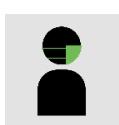
PLAN SOME EXTRA TIME

Familiar routines and procedures may take **additional time** under the given circumstances. In order to avoid unnecessary crowds of people, processes are increasingly stretched in time.



BE PREPARED

- Remember to bring your own **personal protective equipment**:



- **Medical face masks** such as surgical or KN95/N95 and FFP2 masks are mandatory at the airport and on board.
- **Hand sanitizer** – check the regulations for travelling with liquids in your carry-on luggage. (Only travel-sized containers of 100ml)



- Make a **medical-self-check**: Please refrain from travel if you have any COVID-19-related symptoms, such as cough or fever or been in contact with (potentially) infected persons.



- Please use the **Corona-Warn-App** for your smartphone.



- Provide valid proof of your **vaccinated or recovered status or a negative COVID-19 test** where necessary. Tests must be taken before departure at an airport testing station or other regional test centers and medical practices.



TAKE OFF FOR A SAFE TRAVEL #2

PROTECTIVE SAFETY ARRANGEMENTS AT THE AIRPORT

GETTING SAFELY THROUGH THE TERMINAL (LANDSIDE)



- **Medical face masks** such as surgical or KN95/N95 and FFP2 masks are mandatory in airport buildings.
- **Protective Plexiglas panes** ensure safe contact between passengers and employees.
- **Hygiene article vending machines** and **hand disinfectant dispensers** are provided at different locations of the airport.
- **Cleaning and sanitization cycles** of contact surfaces in terminals are more frequent.
- **Social distancing** is encouraged. Barrier tapes and floor markings indicate the proper distance.
- **Rules of conduct** are displayed through announcements, signs, posters, and videos.
- **COVID-19 testing stations** are provided at some airports, such as Frankfurt and Munich. Tests may also be taken in other regional test centers or medical practices.
- **Proof of a vaccinated or recovered status or a negative COVID-19 test** before departure is currently mandatory for gaining access to the airside and going on board.



CHECK-IN & BAGGAGE DROP-OFF

Please use wherever possible:

- **Online and mobile check-in**
- **Self-service kiosks for check-in**
- **Self-service stations for baggage drop-off**

PREPARED THROUGH SECURITY CONTROL

- Mind **social distancing**. Enter checkpoint only when requested by security staff.
- Only **one piece of hand luggage** is allowed.
- Please pull off **mask** temporarily only when asked by security staff.



TAKE OFF FOR A SAFE TRAVEL #3

ENJOYING A SAFE STAY ON THE AIRSIDE

GENERAL HYGIENE AND SAFETY GUIDELINES



HOW YOU CAN HELP:

COVID-19 rules of conduct also apply on the airside:

- Please wear a **medical face mask** that covers both mouth and nose at all times.
- Please **wash your hands** regularly and use the available **hand sanitizer**.
- Please mind a proper **social distance** of at least 1.5m.

HOW WE ARE HELPING:

Airports and airlines do their best to arrange for your health and safety as well:

- **Hygiene article vending machines** and **hand disinfectant dispensers** are provided at different location of the airport.
- **Extended cleaning services**: Frequent cleaning cycles of passenger areas and sanitization of contact surfaces.
- **Social distancing** is encouraged through barrier tapes, floor markings etc.
- **Rules of conduct** are regularly displayed by announcements, signs, posters, and videos.



WAITING AREA

To ensure a pleasant stay while adhering to the **current rules of conduct**, waiting areas offer comfortable seating and resting accommodations. At the same time, **blocked or sealed-off seats** provide a **safe social distance**.

SHOPPING & GASTRONOMY

Airport shops and restaurants may be open in compliance with current **hygiene and safety measures**. Besides **social distancing** and wearing a mandatory **medical face mask**, **contactless payment options** provide additional safety.



TAKE OFF FOR A SAFE TRAVEL #4

GETTING ON AND OFF BOARD SAFELY

WELL-ORGANIZED BOARDING PROCESSES*



ANNOUNCEMENTS:

Boarding procedures have been optimized to match the current health and hygiene standards. You can assist, too:

- Please pay close **attention to staff announcements** made during boarding process.
- Please note **information provided on displays** at the gate.

ORGANIZATION BY GROUPS:

Airports and airlines do their best to arrange for a well-organized boarding procedure to protect your health and ensure your safety:

- If **boarding by groups** is required by the airline, please wait until your group is called.

CONTACTLESS BOARDING:

Contactless boarding procedures are key to safety in terms of health and hygiene:

- Make use of **digital services** and **automated boarding gates**.



FURTHER MEASURES

While boarding, the same rules of conduct apply as everywhere else at the airport: Please wear a **medical face mask** (such as surgical or KN95/N95 and FFP2 masks) and maintain a **distance of at least 1.5m** whenever possible.

Gangway-boarding is the preferred procedure. However, if **bus-boarding** is required, additional busses will be provided to **equalize the passenger flow**.

DEBOARDING

Disembarking follows the same principal guidelines as the boarding process. Please **remain seated until called** to avoid crowds in the aisle and **pay attention** to the **instructions of the well-trained staff** organizing the process.

* Please note that specifics in regulations may vary by airlines and airports.



TAKE OFF FOR A SAFE TRAVEL #5

ON BOARD: A SAFE AND RELAXED FLIGHT EXPERIENCE

BASIC ON-BOARD HYGIENE AND SAFETY STANDARDS*



GENERAL GUIDELINES:

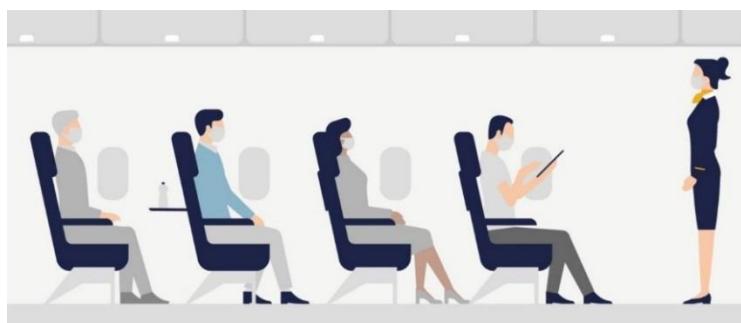
- **Careful seat allocation** ensures the safest possible distribution of passengers in the cabin.
- **Carry-on baggage regulation reduces congestions** in the aisles when (de-) boarding and **excessive movements** during the flight.
- Passengers as well as crew members are required to wear a **medical face mask** at all times while on board.
- **Common consideration by all people on board creates a safer space:** Please **avoid unnecessary movements** while on the plane and **crowds** in front of lavatories, etc.



MODIFIED ON-BOARD SERVICES:

On-board services have been **flight-appropriately simplified** in order to **reduce direct contact between passengers and crew members**, as well as excessive **movements** on board:

- **Meals** are served in **disposable packaging** on **sealed trays** for an **easy delivery** and **collection**.
- **Magazines, newspapers** are available **online**.



THE CREW:

- The cabin crew is **specifically trained and prepared** to observe and guarantee **hygiene and safety regulations**.
- They are **ready to take proper precautions** in case a passenger should show COVID-19-related **symptoms during the flight**.
- Each crew member is **equipped** with their own **personal protective equipment, such as medical face masks and gloves**, to safeguard their own as well as the passengers' safety.

* Please note that specifics in regulations may vary by airlines.